

## Successful City Carrier uses VOIPFUTURE technology to secure VoIP Service Performance and Quality in Next Generation Network

### Key Benefits

- Real time visibility of voice service quality to pinpoint voice related problems
- Reduction of reaction time to solve issues of voice quality degradation
- Ensure a stable and efficient operation of VoIP service to raise customer satisfaction
- Vendor-independent and scalable solution enables KielNET to improve new roll-outs of their VoIP service

» Finally we are constantly improving our service, reducing our churn rate and set a mark in service quality. «

Matthias Winter, CTO KielNET

### The Business Problem

Customer satisfaction and loyalty is the focus of attention in the competitive carrier environment. Introducing new VoIP services is often accompanied by challenges in service quality and the carrier's service department not having the right tools to localize and verify the problem of quality degradation.

KielNET was confronted by this problem in their heterogeneous environment. A method such as active probing would be able to show a degradation of voice quality, but not help to identify or resolve the problem. Troubleshooting methods such as by "trial and error" would be able to help to localize and sometimes resolve an issue, but only after time-consuming and tedious engineering effort.

KielNET knew that continuous monitoring of real time traffic was required to qualify customer complaints about poor service quality.

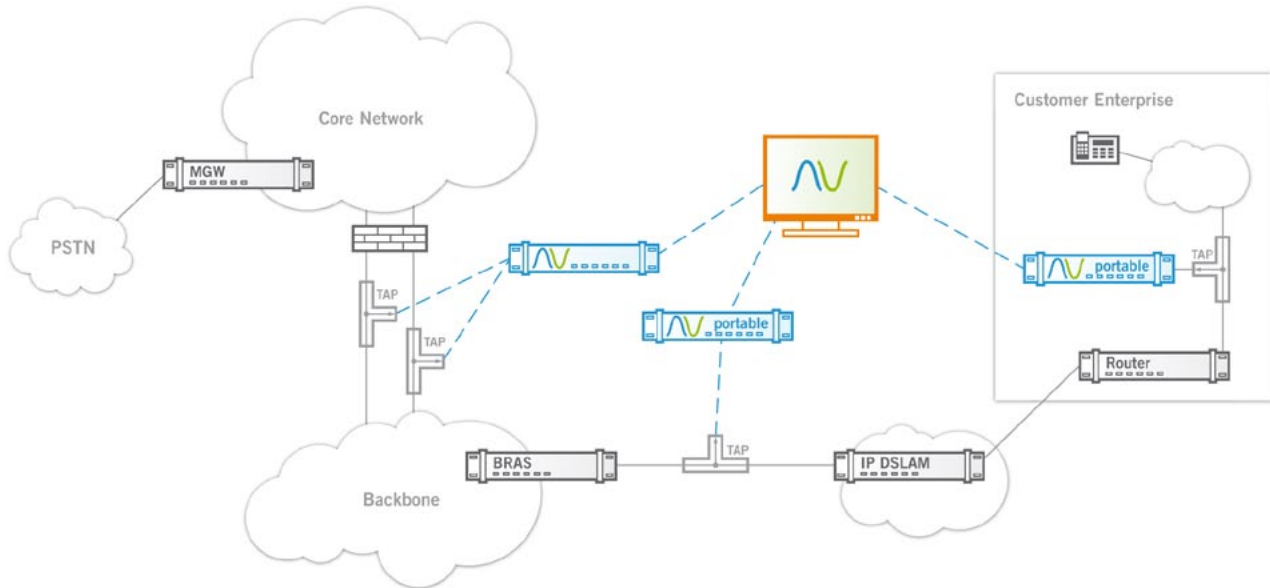
### The solution

The VOIPFUTURE troubleshooting solution specially designed for IP based networks provides meaningful diagnostics so you can quickly understand the nature of the problem and take immediate action against it.

VOIPFUTURE probes include the unique quality evaluation algorithm dedicated to reliably detecting degradation and localizing its root cause on NGN/IMS networks. VOIPFUTURE's solution addresses heterogeneous environments and is scalable on standard IT hardware. The vital information required to identify, analyze and resolve network issues is provided by an easy-to-use user interface. This enables KielNET to greatly reduce their reaction time when resolving issues caused by faulty firmware upgrades or new network components.

By employing VOIPFUTURE's high-end RTP delivery monitoring solution KielNET is able to ensure stable and efficient operation of their VoIP network without also having to pay a high-end price for it.





To get a clear insight into network performance KielNET uses RTP monitoring probes on the backbone. They also use probes at different access locations or customers' sites.

## About KielNET

KielNET GmbH was founded in 1996 and is currently the leading telecommunication provider in the Kieler Förde region of northern Germany.

KielNET is a full service provider for all telecommunication requirements and offers conventional telephony (POTS, ISDN) as well as VoIP, ADSL, SDSL, Fibre Access, VAS, ipCentrex as well as hosting und housing products and services.

With a market share of over 30 percent and more than 69,000 telephone ports KielNET is the leading alternative telecommunications provider in the region.

As part of its NGN all-IP strategy the traditional telephone lines of KielNET's customers are currently being migrated to VoIP connections.

## About VOIPFUTURE

VOIPFUTURE is the leading provider of RTP Monitoring as a standard network solution.

Live traffic RTP Monitoring provides insight into customer experience and network performance of voice services in IP networks.

VOIPFUTURE delivers leading edge technology to monitor and evaluate voice quality in Next Generation Networks. The products are characterized by performance, precision and vendor independence.

Our solutions offered to carriers, enterprises and system integrators open up a new dimension in the efficient operation of VoIP networks.

[Secure your VoIP future with VOIPFUTURE.](#)

VOIPFUTURE was founded early 2007 in Hamburg, Germany by former Siemens employees (spin-off) and is supported by Hasso Plattner Ventures.

### VOIPFUTURE

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