Voice Service Monitoring

VOIP FUTURE

VOIPFUTURE's Voice Service Monitoring solution is designed to monitor the connection quality of voice services in IP networks. It enables carriers to control user experience and constantly improve network performance for voice services.

» Connection quality monitoring is the missing piece to complete user experience management. «

Jan Bastian, CEO VOIPFUTURE, December 2009

» ...excellent analyzing performance at 1 Gbit/s link and an intuitive GUI to locate network-related problems. «

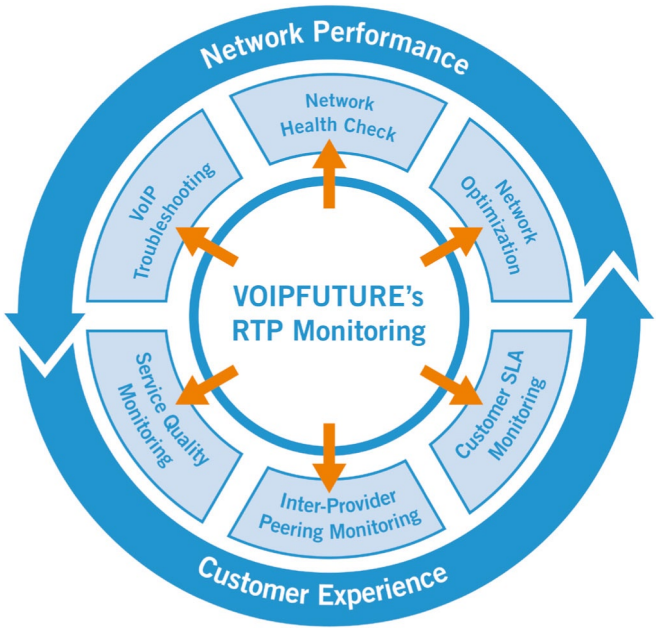
EANTC Berlin – internationally renowned test center, September 2009

Offering competitive voice services in today's telecommunication networks presents new challenges for customer satisfaction. Specifically, ensuring sufficient voice quality has become a major issue. Since quality is constantly exposed to the dynamic behavior of IP networks poor connection quality has become a critical measure of Voice over IP. Continuous connection quality monitoring provides insight into your customers' experience. VOIPFUTURE's pioneering monitoring solution not only provides clear insight, but also allows access to an in-depth grasp of your network's voice service performance and troubleshooting capabilities not yet attained. VOIPFUTURE's unique evaluation algorithm and metrics makes possible a set of applications for the efficient operation of your network. Combined with superior processing performance on Gigabit level makes us the leading vendor of voice connection monitoring solutions.

The deployment of our solution provides our customers with cutting edge technology for premium services, more competitive products and reduced operational costs. VOIPFUTURE's connection quality monitoring complements successful user experience management and efficient service operation.

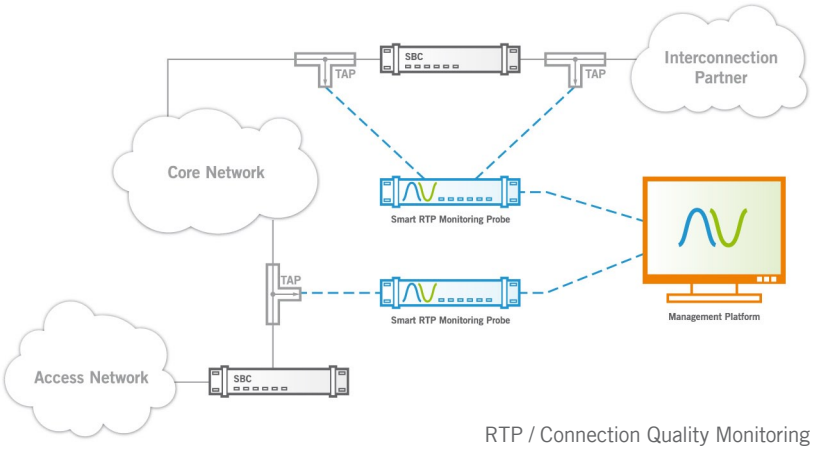
Key Benefits

- Enable premium voice quality services
- Increase customer satisfaction and reduce churn
- Reduce the time and effort involved in solving VoIP quality problems
- Increase network performance & utilization
- Reduce the bring-into-service time



Supported applications

Voice Service Monitoring



RTP / Connection Quality Monitoring

Smart RTP Monitoring Probe

Our RTP Monitoring Probes are passive, non-intrusive measurement devices located at demarcation points in the network such as SBCs, gateways, peering points, etc. The probes are used for complete data acquisition, evaluation of voice connection quality and processing of a dedicated voice service metric – our Quality Data Records.

Management Platform

Our Management Platform is a central server with an innovative GUI that makes VoIP expert intelligence available, enabling you to perfect your voice service and network performance. The platform functions as a mediation device that aggregates QDRs from all probes in your network. Information is constantly available online for real-time monitoring as well as for performance analysis and troubleshooting.

Metric

VOIPFUTURE has developed a unique technology for evaluating the quality and performance of voice services in IP networks. Network transport and device media processing is constantly analyzed for quality impairments. Our algorithm determines root causes, provides diagnostics and statistics based on a unique combination of packet flow analysis and deep packet inspection. Quality Data Record (QDR) carrying over 400 metric parameters are available for each 5s segment of an individual call stream to track changes within the call. Metric details are grouped to specific aspects of service assurance and monitoring: user experience prediction, transport performance analysis, conformance of critical VoIP implementation performance.

Specifications

Monitoring Performance

- Parallel monitoring of up to four full duplex links at line rate with zero packet loss (100 MB / 1 GB / 10 GB Ethernet)
- Concurrent call analysis performance per link G.711: 10,500 (= full line rate), G.729/G.723: > 20,000
- Metric output (Quality Data Records) 7 MB per minute at GB line rate G.711

Features

- Non-intrusive, continuous RTP monitoring
- Intuitive web-based GUI with monitoring, analysis and troubleshooting functionality
- In-call MOS values accurately tracks User Experience throughout the call
- Customer care access to qualify complaints
- Network performance qualification in minutes over MOS classes
- Service Performance qualification by call/stream over impairment level
- Tracking of network performance and trend analysis over months and quarters
- Powerful reporting engine with pre-configured and customizable reports
- SLA verification and configurable real-time alarms
- ITU-T P.564 compliant
- Supported codecs: G.711, G.722, G.723.1, G.726, G.728, G.729, GSM, dynamic payload types
- Offline mode for field operation tests
- Optional: Call correlation feature

User Experience

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