

Overcoming Branch-Office Blind Spots for Complete VoIP Service Visibility with NetSocket™ and JDSU PacketPortal™



Key Benefits

- Provides comprehensive, end-to-end visibility of VoIP/UC service on a hop-by-hop basis
- Eliminates expensive, time-consuming manual correlation with automated correlation of content, session, and IP topology data
- Delivers immediate insight into network issues that cause IP service problems
- Enables proactive service-quality management across cloud, enterprise, and hosted/managed service IT environments



PacketPortal™
CONNECT



VoIP can be implemented in-house by an enterprise IT organization or delivered as a managed service by a communication services provider (CSP). In both cases, the goal is to provide the highest-possible voice quality while minimizing costs and complexities. This is especially challenging for enterprises with "distributed architectures," whose many remote offices must be seamlessly connected, monitored, and maintained in a cost-efficient and scalable way.

With the majority of enterprise employees working from branch offices, it is vital to have a scalable and cost-effective monitoring strategy that encompasses rapid remote fault isolation. While it may have been possible previously to monitor and troubleshoot services using data feeds solely from centralized network probes, data traffic from today's real-time interactive communications applications may bypass central probes entirely, making distributed, network-wide visibility a must.

Delivering a Superior User Experience

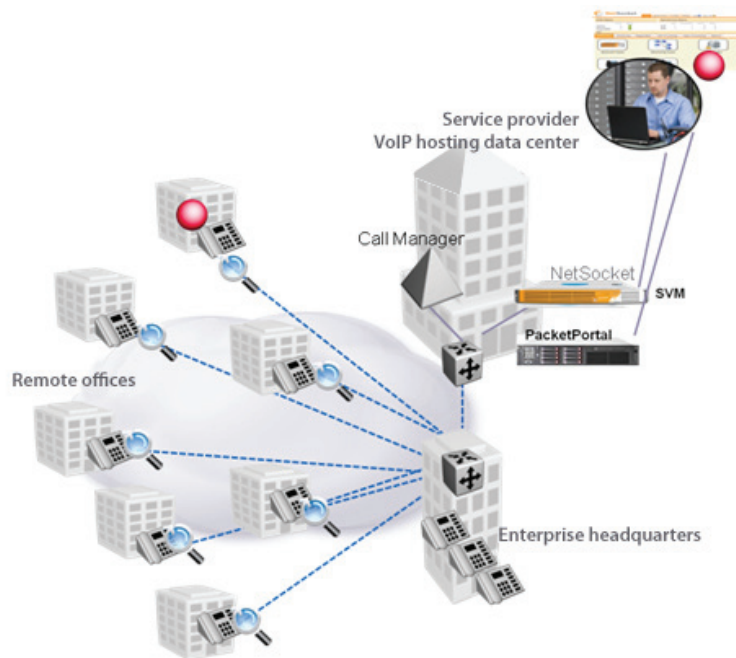
When combined with an IP network service-assurance solution such as the NetSocket Cloud Experience Manager™, PacketPortal can optimize VoIP, unified communications (UC), and video-conferencing monitoring tools and significantly improve the local and remote user experience. The result is improved business processes, user productivity, and customer satisfaction. The combined solution provides a single system that lets network managers anticipate, isolate, and remediate issues with real-time, interactive IP services in both enterprise and service-provider networks.

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Enabling New Opportunities

If VoIP or UC is delivered as part of a managed service, the combination of proactive monitoring and accelerated fault isolation enabled by remote PacketPortal helps CSPs ensure service level agreements (SLAs) by rapidly isolating the source of quality issues between the enterprise and provider.

Furthermore, the increased business intelligence obtained increases recurring revenue opportunities such as proactively proposing bandwidth upgrades to overcome network-congestion issues. PacketPortal provides a scalable solution that can be implemented across the entire network footprint.



About NetSocket

NetSocket empowers network operators to gain complete insight into network behavior on any size network and across multiple vendors in real time. Its Cloud Experience Manager provides visibility and correlates real-time service (for example, VoIP, video conferencing/telepresence, UC) behavior and isolates service degradation and its causes. NetSocket provides a trouble-free, real-time communications experience, ensuring better session quality and lower support costs. For more information on NetSocket, please visit www.netsocket.com. For more information on PacketPortal, please visit www.jdsu.com/go/packetportal.



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