

nGenius Voice | Video Manager

Performance Management for Unified Communications

Why Consider nGenius Voice | Video Manager?

nGenius® Voice | Video Manager enables IT organizations to assure the quality of the user experience with actionable visibility into the end-to-end behavior and quality of IP-based Unified Communications (UC) applications and services, including voice, video and telepresence. With this visibility, IT can understand application-level behavior and its impact on user experience to quickly isolate service impacts beyond network performance.

nGenius Voice | Video Manager consolidates UC service management for highly complex, multi-location, multi-vendor environments at scale and supports a comprehensive range of UC service performance management and analysis tasks. The solution combines proactive service management, intelligent troubleshooting, automated diagnostics, flexible reporting, and innovative service desk support to reveal UC application-level behavior on a per user, per call basis.

- Proactive Service Management and Alarming**
 An intuitive, integrated dashboard provides real-time, proactive service-level alerting and quality indicators for all video and voice sessions. The solution proactively analyzes all UC service traffic to identify emerging quality-affecting issues. When issues are identified, alarms and Quality of Experience (QoE) events are generated with links to the calls or sessions affected, source devices involved, and targeted service characterization reports.
- Troubleshooting and Diagnostics**
 IT staff can seamlessly progress from a high-level status view within the dashboard into specific user call and session analysis based upon measurements correlated from all data sources and assessment points. They can quickly evaluate large call volumes, with guided diagnostics, drilling into a specific user call to quickly identify quality problems, triage impact and isolate the

root cause of degradations. For less technical IT staff, automated diagnostics enable a guided troubleshooting workflow that simplifies and accelerates problem resolution.

- Flexible Reporting**
 Reports range from high-level service summaries to individual user session and stream analysis and include cross-integrated views for monitoring, troubleshooting, proactive troubleshooting, service desks and reporting. These views provide progressive, meaningful and relevant metrics so that IT staff can quickly retrieve the precise information needed to resolve problems with video and voice sessions as they occur.

- QoE Measurements of Video and Voice**
 Focused on the QoE for the user, not simply network Quality of Service (QoS) and provides ITU standards-based and vendor-independent UC QoE measurements.
- Multi-Vendor, Multi-Location Support**
 Supports any UC vendor environment with performance at scale, as well as branch offices, call centers, remote locations, and mobile workers.
- Single Solution**
 Provides telepresence, video and voice service performance management in a single solution and extends the overall investment value of the nGenius Service Assurance Solution from NetScout to encompass granular and comprehensive proactive service management.

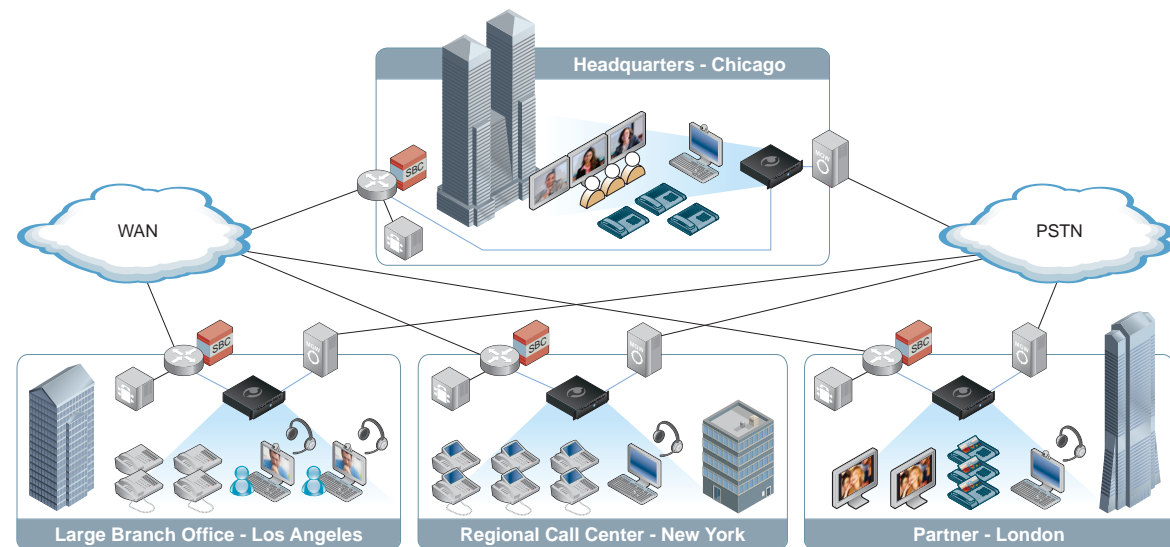


Figure 1: nGenius Voice | Video Manager provides enterprise multi-vendor, multi-location IP-based video and voice services with QoE assurance.

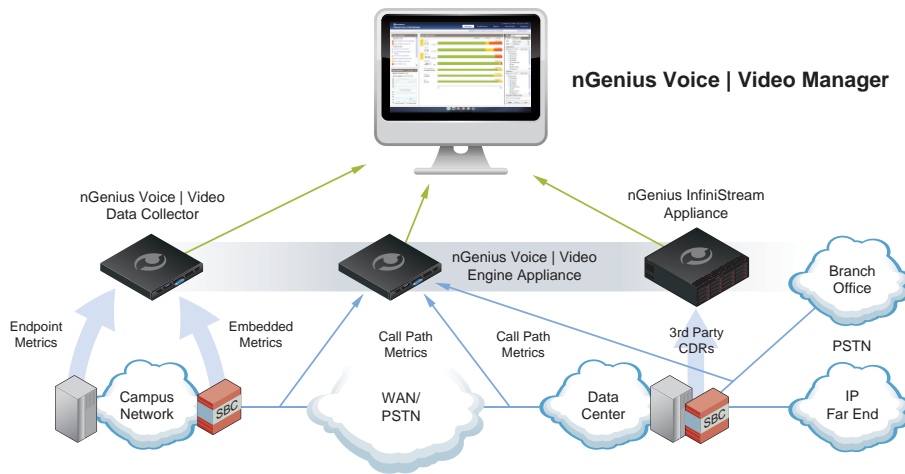


Figure 2: nGenius Voice | Video Manager collects user experience metrics end to end.

What Challenges Does nGenius Voice | Video Manager Solve?

Businesses today increasingly rely on UC – telepresence, video and voice – to facilitate better collaboration among employees, partners and customers. These global workforces want and need always on services with the same availability, quality, performance and reliability as they currently experience with other enterprise applications and services.

Coupled with this growing demand and high user expectations, IT organizations now are being tasked with managing the performance of all UC services. Today’s UC deployments are very complex, require uncompromising interoperability between multi-vendor products, and traverse a number of different network domains. While traditional performance monitoring approaches have focused solely on the network-related performance of

these services, many inter-related issues can impair video and voice quality. IT organizations must examine the performance of the UC application and network together, as well as measure at the application level to completely characterize the quality of UC services and achieve a true representation of the user experience.

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nGenius Voice | Video Manager is a self-contained UC performance management and analysis module, that when accompanied by nGenius Voice | Video Data Collector and/or nGenius Voice | Video Engine Appliance creates a comprehensive, real-time UC service management solution.

The solution collects and analyzes RTP stream data in real-time along call paths by using high-definition packet

flow analysis from mid-point and end-point appliances and embedded agents in endpoints. Deployed along the call paths, at traffic aggregation points and at points of demarcation that may include soft clients or physical desktop devices, these highly efficient, intelligent appliances collect the media stream performance and user experience measurements. Call Data Records (CDRs) from call or session manager also can be collected to identify the called and calling-party information. CDR data is correlated with call/session media stream metrics into a single call/session record.

nGenius Voice | Video Manager dynamically measures and extracts granular call and session quality as well as user experience metrics from the active UC media streams. The solution then correlates these metrics to provide a unique view into UC service behavior with granular per-user, per-session QoE assessments.

What Are the Benefits to Using the nGenius Voice | Video Manager?

- Greatly simplifies the management of complex UC services and environments
- Assures uptime and use of UC enterprise services
- Improves help desk service response time
- Improves the user experience and confidence in UC services
- Accelerates UC service rollout by minimizing problems and disruptions – faster time to value
- Improves IT operational efficiency due to fewer incidents, freeing staff to work on more important projects
- Delivers rapid ROI – resolution of a single incident can pay for platform investment
- Lowers TCO – single UC management tool has a lower OPEX and CAPEX than disparate point tools



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NetScout offers sales, support, and services in over 32 countries.

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