

nGenius Voice | Video Manager support for Microsoft Lync Server 2010



nGenius® Voice | Video Manager helps the IT organization assure the quality of Unified Communications (UC) services by accurately monitoring network and application service quality across the enterprise. nGenius Voice | Video Manager delivers trusted, independent end-user Quality of Experience (QoE) visibility for video and voice services for streamlined proactive management enabling rapid problem detection and diagnosis. nGenius Voice | Video Manager is particularly beneficial in reducing the complexity of managing multi-vendor UC technology environments including VoIP, video collaboration and telepresence.

nGenius Voice | Video Manager can monitor all user sessions for Microsoft® Lync™ environments from a flexible range of measurement points. Through the integrated measurement technology within the Microsoft Lync client, the IT organization can leverage these as a valuable endpoint. In a Microsoft Lync environment, measurements from every client across the enterprise enable more accurate assessments of UC service quality and the user experience. When combined with nGenius Voice | Video Engine Appliance, giving mid-point assessments along the call path, IT staff gains another level of comprehensive insight into the end-to-end performance of UC services to quickly identify precise points where impairments were introduced or performance issues originated. nGenius Voice | Video Manager correlates measurements from Microsoft Lync endpoints and mid-points to enable deep real-time analysis of user video and voice sessions.



Figure 1: nGenius Voice | Video Manager Real-time Dashboard.

Proactive Service Management

nGenius Voice | Video Manager delivers a comprehensive range of UC performance management capabilities essential for today’s distributed and increasingly complex UC environments. It enables the IT organization to understand application-level behavior and its impact on user experience to quickly isolate service impact beyond network performance. Rich quality measurements for voice services include echo, voice level, noise level, voice distortion, and conversational quality. Video-related measurements identify the impact of IP impairments and include frame-rate, bit-rate, applied encoding techniques, network transmission characteristics, and type of frame impacted, giving an accurate view of a users’ perception of quality for a session.

Key capabilities include:

- Real-time monitoring, alerting, and troubleshooting for Microsoft Lync voice and video calls
- Supports multi-vendor, multi-location environments
- Meaningful Service Level Agreement (SLA) reporting based on QoE
- Complements Microsoft Lync QoE Monitoring Services with network mid-point and multi-vendor call detail
- Seamless integration of Microsoft Lync client endpoint data with network and gateway mid-point data
- Supports encrypted Microsoft Lync RT Audio voice stream analysis for both Wideband and Narrowband

nGenius Voice | Video Manager delivers a comprehensive solution that greatly enhances service management processes and provides a proactive approach to accelerate the troubleshooting process with real-time end-to-end views of service levels for each user session. From high-level dashboards to detailed diagnostics, nGenius Voice | Video Manager streamlines and simplifies managing the complexity of issues that can affect UC session call quality such as echo, delay, noise and incorrect speech levels. The solution supports multi-vendor, multi-technology deployments over complex, interconnected infrastructure.

nGenius Voice | Video Manager deliver a broad range of immediate and measurable benefits to help the IT organization achieve a more successful Microsoft Lync deployment:

- An objective view of call quality before and after deployment of a Microsoft Lync roll-out
- Support the implementation of new sites, new infrastructure or Microsoft Lync desktop client upgrades
- Real-time predictive analysis of session-by-session user call experience
- Historical analysis of user sessions to assess previously experienced performance issues

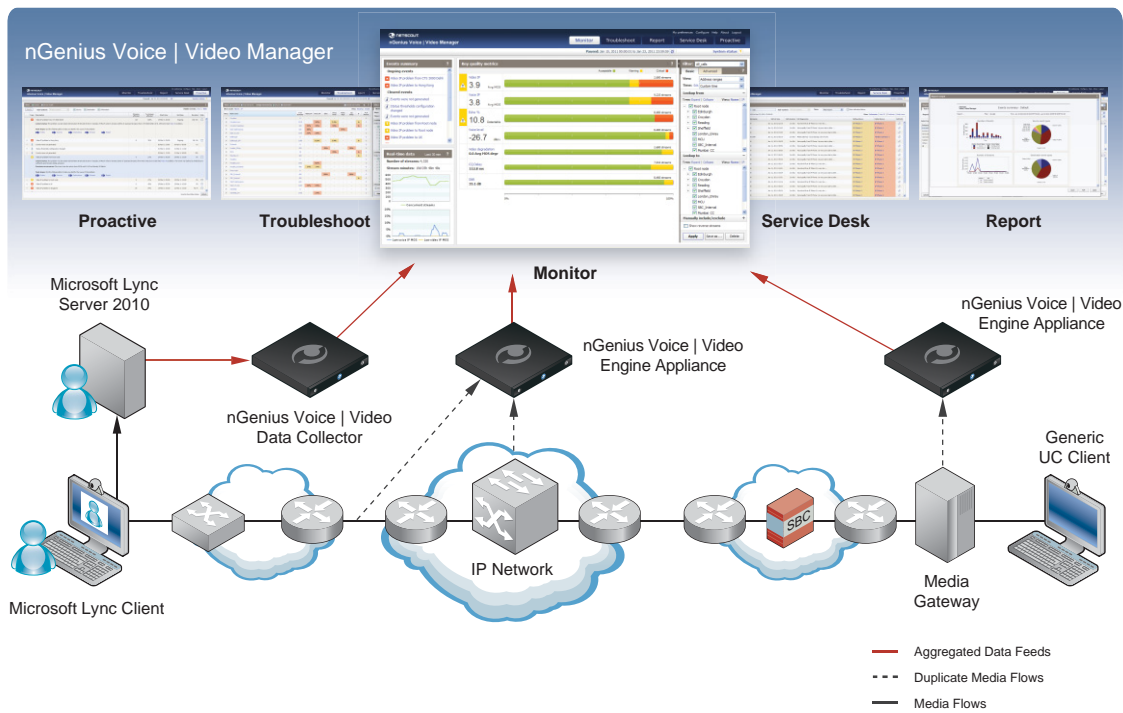


Figure 2: Collecting user experience metrics end-to-end in a Microsoft Lync environment.

Deploying nGenius Voice | Video Manager in a Microsoft Lync Environment

nGenius Voice | Video Manager is a distributed UC service management solution. Using high definition packet-flow analysis, UC performance measurements are collected in real-time to deliver a highly accurate assessment of UC media stream quality and performance. Dynamic measurements are performed in real-time and extract granular call and session quality and user experience metrics from active UC media streams. nGenius Voice | Video Manager collects and correlates these metrics to provide a unique view into UC service behavior with granular per-user, per-session QoE assessments.

UC call quality and the impact of IP transport degradation on end user experience is measured per stream, at gateways, network aggregation and demarcation points and via the Microsoft

Lync Server. Embedded measurements from Microsoft Lync endpoints are collected during calls, and sent to the nGenius Voice | Video Manager system for correlation with other collected metrics from the end-to-end call path. A single nGenius Voice | Video Manager system can assess both video and voice services, providing a unified view of all real-time UC services flowing over the network. Measurements are performed for the duration of user calls, providing visibility of call quality as it traverses the network between multiple vendors and service provider networks.

The nGenius Voice | Video Manager console provides a real-time overview of all calls, which includes correlated Microsoft Lync endpoint data. IT staff can drill-down to expose detailed information useful for a wide range of troubleshooting activities. Alerts are provided when performance drops below user defined thresholds, and reports can be generated on real-time SLAs metrics.

Deploying nGenius Voice | Video Manager with the Microsoft Lync server can be accomplished with the following elements:

- nGenius Voice | Video Manager
- nGenius Voice | Video Manager Data Collector (based upon number of Microsoft Lync endpoints)
- nGenius Voice | Video Engine Appliance to collect mid-point call metrics from the network path

Additional product capabilities and technical specifications can be referenced in the nGenius Voice | Video Manager data sheet.



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