

## Controlled Assurance Solutions

Real Transactions. Real Results.



### Introduction

Active Monitoring - finding and fixing problems before customers notice - is one of the main objectives of any monitoring solution. The ability to detect dropped calls, one way audio, poor voice quality, and other potential problems, provides valuable insight that ultimately results in higher customer satisfaction.

### Spectra2 Controlled Assurance

Rather than waiting for symptoms to appear, NETSCOUT's Spectra2 Controlled Assurance solutions validate real transactions on your next generation VoIP or IMS production network. Knowing what issues are occurring and where, enables problems to be dealt with expeditiously, to ensure that your customers are getting the best experience possible.

Controlled Assurance transactions use SIP, Diameter, and other VoIP protocols to mimic real-world use cases. Transactions can be scheduled to occur at any time interval, and can target different destinations.

Customer experience metrics are measured throughout each session. If metrics are outside of pre-defined boundaries, they are reported to your existing performance management system. This level of flexibility and control helps to ensure that you will be the first to know when issues occur.

### Voice Calls

Initiate voice calls using SIP in order to assess signaling performance and media quality. Each end-to-end session can measure important metrics such as protocol response times, RTP packet loss, and audio quality using PESQ or POLQA.

### Diameter Transactions

When AAA services slow down, all revenue generating services slow down as well. Controlled Assurance allows you to actively monitor your Diameter-based functions, including HSS, PDF, OCF, PCRF, and PCEF. By initiating real Diameter transactions on a pre-determined schedule, performance issues are raised quickly and the problematic server(s) can be identified without the need for time consuming analysis.

### Media Gateway Performance

Media gateways enable great flexibility when connecting different types of endpoints, but they are also a potential source of high impact problems. Whether the gateway itself (MRFP), the gateway controller (MRFC), or interaction between the two is causing problems, Spectra2 can help find and isolate issues in the production network before customers are impacted.

### End-to-End or Specific Functions

Controlled Assurance transactions can cover an entire network, a specific device, or anything in between. When specific devices or functions are targeted, Spectra2 can validate traditional network elements or functions delivered in a virtualized environment.

### Controlled Assurance

A Controlled Assurance solution using Spectra2 will continuously verify that your service is performing as expected. Being proactive with Controlled Assurance means that, when services begin to degrade, you – not your customers – will be the first to know.

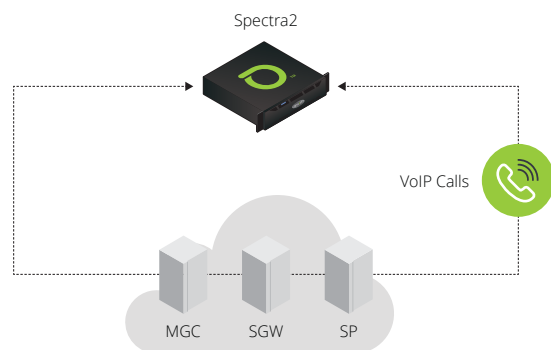


Figure 1: Active Monitoring of VoIP and IMS Networks with Controlled Assurance.





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