

# Capturing Telecom Performance Beyond Your Network Boundaries

## QualiView 95 —Global Network Performance Solutions

### Global Network Monitoring Tools That Reduce Costs

Whether you're in Marketing, Operations, Quality, or Strategic Planning, succeeding in the telecom marketplace means making business decisions that lead to efficient operations and increased profits. That requires information that's accurate and relevant for both the present and the long term.

That's even more important in today's changing world-wide telecom environment.

- New voice, data, fax, electronic mail, and messaging services are emerging. To grow, companies need to decide which services and supporting infrastructure to invest in. They also need to develop marketing strategies that support and advance their decisions.
- Service failures are driving dissatisfied customers to search out new providers. To maintain market share, companies need to identify service problems and correct them before customers go to other providers.
- Support costs are increasing. To contain these costs, companies need to anticipate and solve problems before they reach crisis proportion. The capability to quickly detect deteriorating services can mean big savings on the cost of maintenance personnel and equipment.
- Calls are routinely going to points outside the originating network. To maintain call quality, companies need to determine the location of problems and provide data that confirms the location to other providers.

To solve problems like these, you need a comprehensive and cost-effective view of your network and beyond.

### Network Quality and Traffic Information That Offers Clear Advantages

QualiView 95 is an automated network surveillance system that monitors E1/T1 trunk interfaces in real-time to perform traffic characterization, transmission quality monitoring, and fax performance and signaling analysis.

Because QualiView 95 does this non-intrusively on a call-by-call basis, it offers significant advantages over other technologies.

**KEEP REVENUE PRODUCING TRUNKS IN SERVICE** Network maintenance involves scheduling tests and personnel, as well as removing circuits from service. With QualiView 95's continuous network monitoring there's no need to task maintenance personnel with special tests or to take revenue-producing trunks out of service. That's a big help to your budget.

**BOOST NETWORK PERFORMANCE** Maintaining optimum network performance levels is difficult without accurate information. QualiView 95 provides a single source of comprehensive signaling, traffic, transmission quality, and fax performance measurements. You can use that data to increase network performance levels.

**UNDERSTAND ACTUAL CUSTOMER CALL CONDITIONS** Network testing typically doesn't check actual customer call conditions. QualiView 95 examines all calls in real-time to provide performance measurements that mirror actual customer call conditions. You can identify and resolve network problems before they affect customers.

**PROVIDE PROOF OF CALL QUALITY** It's difficult to demonstrate performance problems between international telecom service providers. QualiView 95 looks at both directions of a call to provide measurements based on international standards. You get a solid basis for communicating call quality concerns to other telecom providers.

**Stop Spending Money  
on Redundant  
Equipment**

QualiView 95 provides an extensive database of network activity and quality measurements that different departments can use to solve their unique strategic and tactical problems.

**MARKETING CAN MONITOR CUSTOMER-SPECIFIC NETWORK USE TO DEVELOP NEW SERVICES** Sell dedicated data circuits to a customer sending large amounts of dial-up data between the same locations.

**INTERNATIONAL SERVICE CAN IMPROVE EXISTING SERVICES** Provide Group-3 fax T.30 protocol message and call-related records to customers for troubleshooting fax problems and tracking fax trends.

**PLANNING CAN USE TRAFFIC ACTIVITY AND QUALITY DATA**

**MEASUREMENTS TO PROVISION A NETWORK** Re-route traffic from heavily used trunks to new or less used trunks or determine the most efficient use of equipment sensitive to speech, fax, or data traffic.

**QUALITY CAN CREATE QUALITY REPORTS FOR A SPECIFIC TRUNK OR ENTIRE NETWORKS** Monitor circuit quality for high-revenue producing areas with chronic

problems or monitor the performance of different physical transmission facilities (e.g., fiber versus satellite, copper versus radio, compressed versus uncompressed).

### **OPERATORS CAN PERFORM REAL-TIME MAINTENANCE AND**

**TROUBLESHOOTING** Define an echo threshold and monitor suspect trunks for intermittent echo problems or determine when echo control is necessary.

### **OPERATIONS CAN USE CALL MEASUREMENT DATA TO CREATE REPORTS**

**THAT PREDICT TRAFFIC TRENDS** Create a report that characterizes the amount of voice, data, and fax traffic on different days of the week from U.S. to Brazil or the percentage of complete, incomplete, and rejected calls for inbound and outbound traffic between Hong Kong and Berlin.

### **QualiView 95 Offers Clear Advantages**

**REDUCED EQUIPMENT COST** QualiView 95 typically interfaces at any monitor or bridge point within the local, long distance, or international network. Because it's not in the

transmission path, QualiView 95 doesn't affect network circuits. Because it monitors both directions of a call, it provides far end performance analysis without requiring equipment at the far end.

**POWERFUL AND FLEXIBLE REPORT CAPABILITIES** QualiView 95 continuously monitors all channels of a digital trunk to provide comprehensive measurements on traffic activity, call quality, and fax performance. QualiView 95 stores this data within an Oracle™ relational database to produce reports in an easy-to-use graphic or tabular format. Standard and customized reports are available automatically or on-demand. If you like, we'll develop customized reports.

**COST-EFFECTIVE SYSTEM GROWTH** QualiView 95 offers portable stand-alone units suitable for tactical use, rack-mounted systems for local operation, and centrally-controlled multi-site systems. This scalable architecture provides a simple and economical way to expand network-monitoring capabilities.

**TELECOM TRANSMISSION CENTER COMPATIBILITY** QualiView 95's standard industry rack and -48 VDC power supply meet electromagnetic and environmental industry standards. You can easily integrate QualiView 95 into your telecom transmission center without worrying about compatibility problems or additional costs.

**EFFORTLESS AND INEXPENSIVE UPGRADING** QualiView 95's use of software-configurable Digital Signal Processor (DSP) technology means more than state-of-the-art signal monitoring capabilities and real-time measurements. You can

add algorithms for new features or measurements without incurring the cost of modifying hardware.