

One Voice Operations Center

Detection to Correction

January 2018

VoIP Management Landscape



- Service Providers Network Management Systems (NMS)
 - Aggregate the multi-vendors EMS into a central view and provides network insights (HP OpenView and SolarWinds)
- Multi-Vendor VoIP Management Systems
 - Monitoring of Voice quality and provide RCA integrated voice and data layers (e.g. Nectar and IR)
- VoIP Vendors Management Tools
 - 1. Device management
 - 2. Service monitoring and root cause analysis
 - 3. Analytics
 - 4. Security
 - 5. Routing

One Voice Operations Center

- Life-cycle management application for cloud or premise-based VoIP deployments
- Monitoring, managing and operating the AudioCodes' portfolio on a single plan of glass

OVOC Suite:

- Device & Element Management
- Quality Monitoring
- AudioCodes Routing Manager
- Analytics
- Security





Voice Network + Device Management Challenges



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Commission (Day 1)

- New device configuration
- New device detection
- Accurate inventory population
- Lack of automation
- Inability to implement 'mass' changes



Operate (Day 2)

- Incomplete fault alarming
- Difficulty in managing version / release updates
- Limited group-based configuration changes
- Lack of change documentation
- Missing device config backup
- Limited issue correction



(F) Fault Management Detect, isolate, notify and correct faults in the network

(C) Config Management Configuration file, inventory, software management

(A) Accounting Management Collect usage information of network resources

(P) Performance Management Monitor and Measure aspects of overall performance

(S) Security Management Secure acc

Secure access to network devices, resources and services

FCAPS is a network management framework created by the International Organization for Standardization

One Voice Operations Center (OVOC)



A holistic, FCAPS-driven suite of life-cycle management and voice network design applications for cloud, premises, or hybrid unified communications ecosystems

Detection to **CORRECTION**



SBC | IP Phones | Media Gateways | SBA | MSBR

OVOC: Challenges Addressed

Commission (Day 1)

- New device configuration
- New device detection
- Accurate inventory population
- Automation + mass operation support

"Successful implementation and operation requires the ability to proactively identify performance-related issues before they occur, and to rapidly fix them."





Operate (Day 2)

- Central, correlated alarm dashboard
- Trends + statistical analysis
- Group-based configuration + update management
- Change documentation
- Device configuration backup + restore
- User experience monitoring
- Issue correction



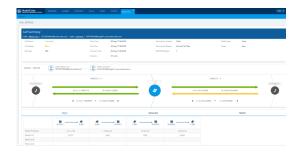
OVOC: Components + Capabilities



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Configuration + Provisioning

Alarm Correlation & Reporting



Quality Monitoring & Root Cause Analysis



OVOC: Design + Implementation + Integration

High Availability

- In-house HW solution
- Virtualized HA VMware Hyper-V
- 1+1 Active / Standby HA Standard

Geo

Multi-Tenancy

- License mgmt. per tenant
- Multi-region tenant
- Per-Tenant customization

NMS Integration

- Bi-directional REST API
- Basic alert forward to complete integration





OVOC Solution Offerings



OVOC

- New device configuration
- New device detection
- Accurate inventory population
- Automation + mass operation support
- Central, correlated alarm dashboard
- Group-based configuration + update management
- Change documentation
- Device configuration backup + restore

OVOC Advance

- Enriched alarm dashboard with service alarms
- Trends + statistical analysis
- Reporting
- User experience monitoring
- Root cause analysis for quality issues
- Issue correction

Caudiocodes

Quality + Performance Monitoring

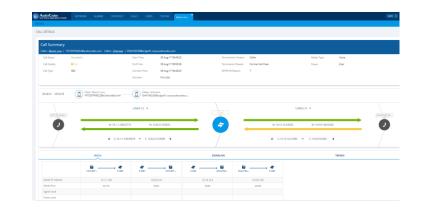
OVOC Advance





Solution Value

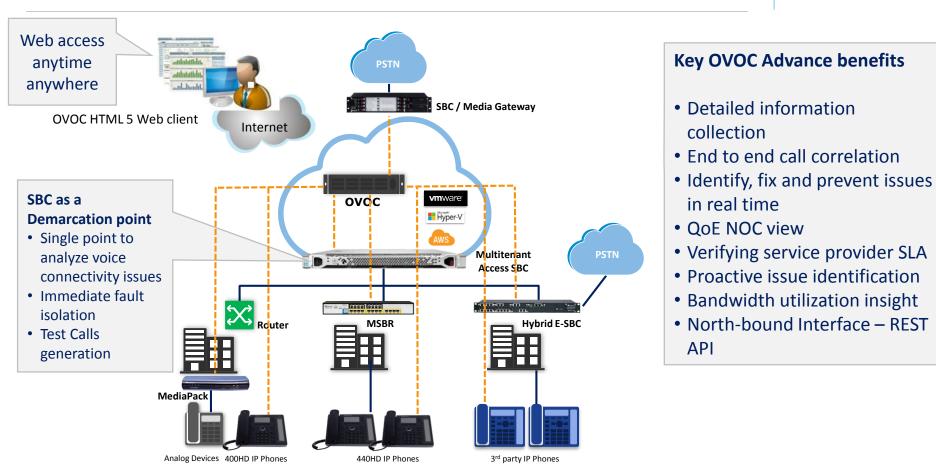
- Real-time Network View
- Logical Click to Zoom deep dive
- Real-time Alerts
- Scheduled + Ad Hoc Reporting



Solution Benefit

- Simplified Problem Identification
- Rapid Root Cause Analysis
- Detection to Correction
- Pattern detection via reporting

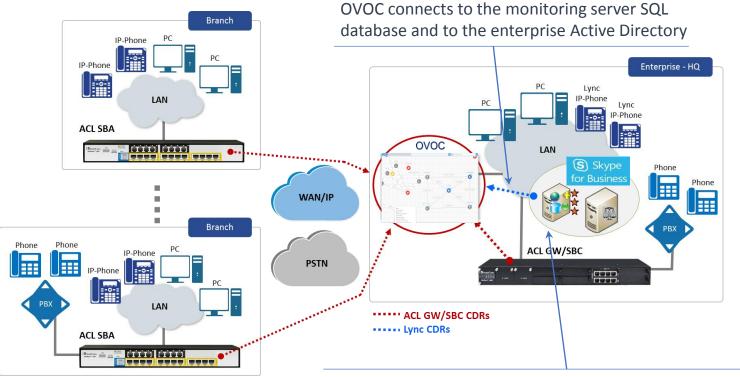
OVOC Advanced: Quality of Experience Insight



Caudiocodes

OVOC Advanced: Skype for Business Visibility





Seamless integration using predefined usernames and passwords



Thank You

