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

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

FCAPS: Network Management Best Practice Framework

audiocodes

(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 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
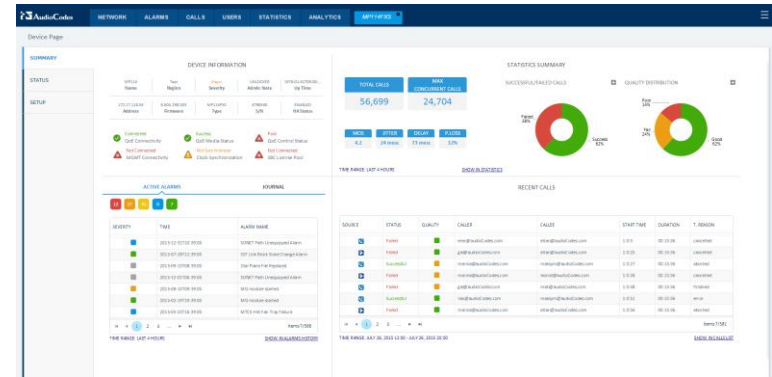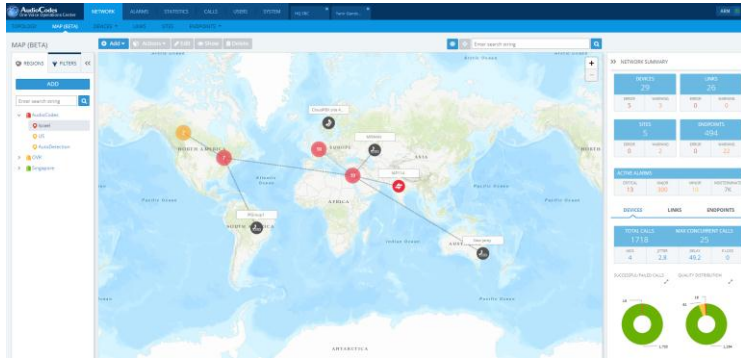
SBC | IP Phones | Media Gateways | SBA | MSBR

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."*
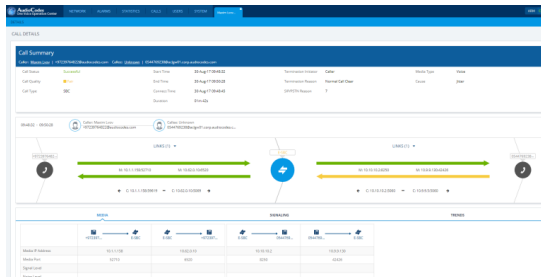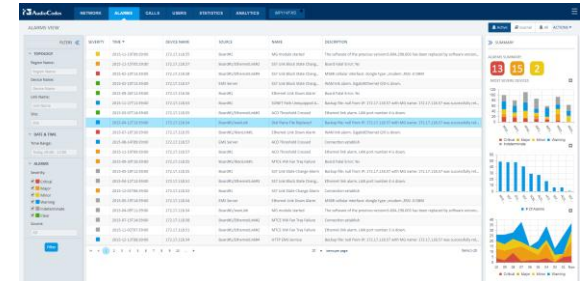
Operate (Day 2)

- 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
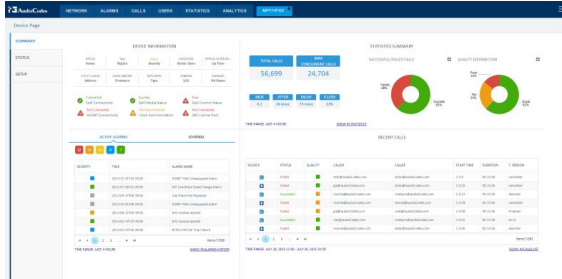
Configuration + Provisioning

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

NMS Integration

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

Multi-Tenancy

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

# 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

OVOC Advance
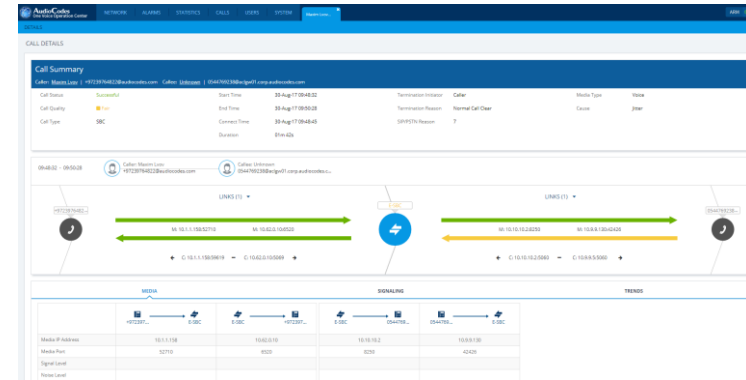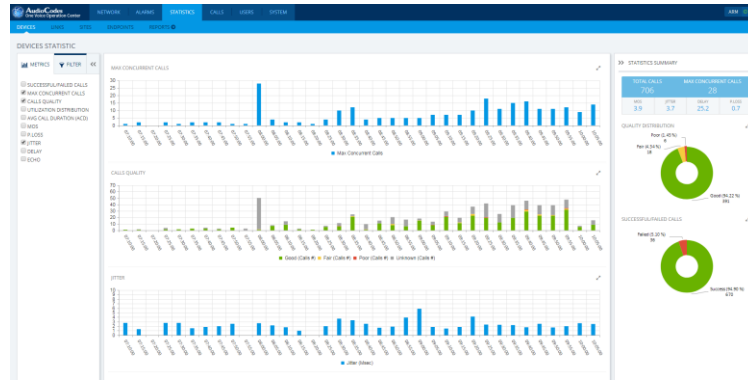
Solution Value

- 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
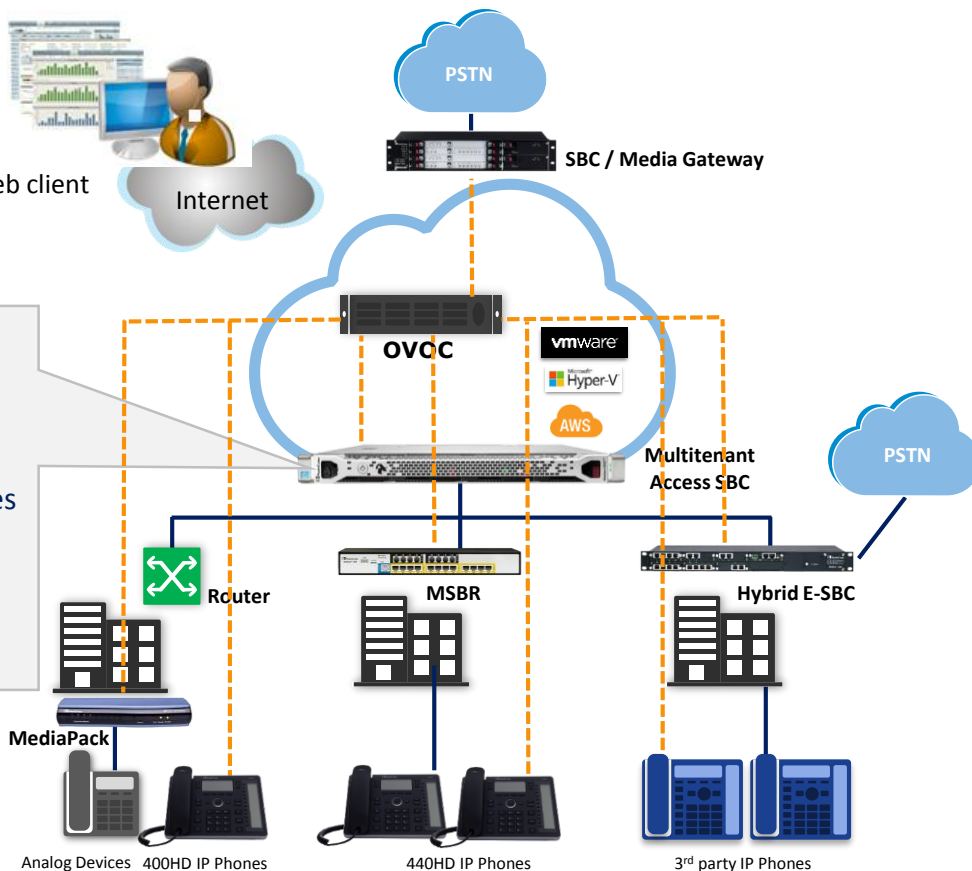- Pattern detection via reporting

OVOC Advanced: Quality of Experience Insight


Web access anytime anywhere

OVOC HTML 5 Web client

Internet

PSTN

SBC / Media Gateway

OVOC

vmware
Hyper-V
AWS

Multitenant Access SBC

PSTN

SBC as a Demarcation point
- Single point to analyze voice connectivity issues
- Immediate fault isolation
- Test Calls generation

Router

MSBR

Hybrid E-SBC

MediaPack

Analog Devices   400HD IP Phones

440HD IP Phones

3rd party IP Phones

Key OVOC Advance benefits

- Detailed information collection
- End to end call correlation
- Identify, fix and prevent issues in real time
- QoE NOC view
- Verifying service provider SLA
- Proactive issue identification
- Bandwidth utilization insight
- North-bound Interface – REST API

OVOC Advanced: Skype for Business Visibility

OVOC connects to the monitoring server SQL database and to the enterprise Active Directory
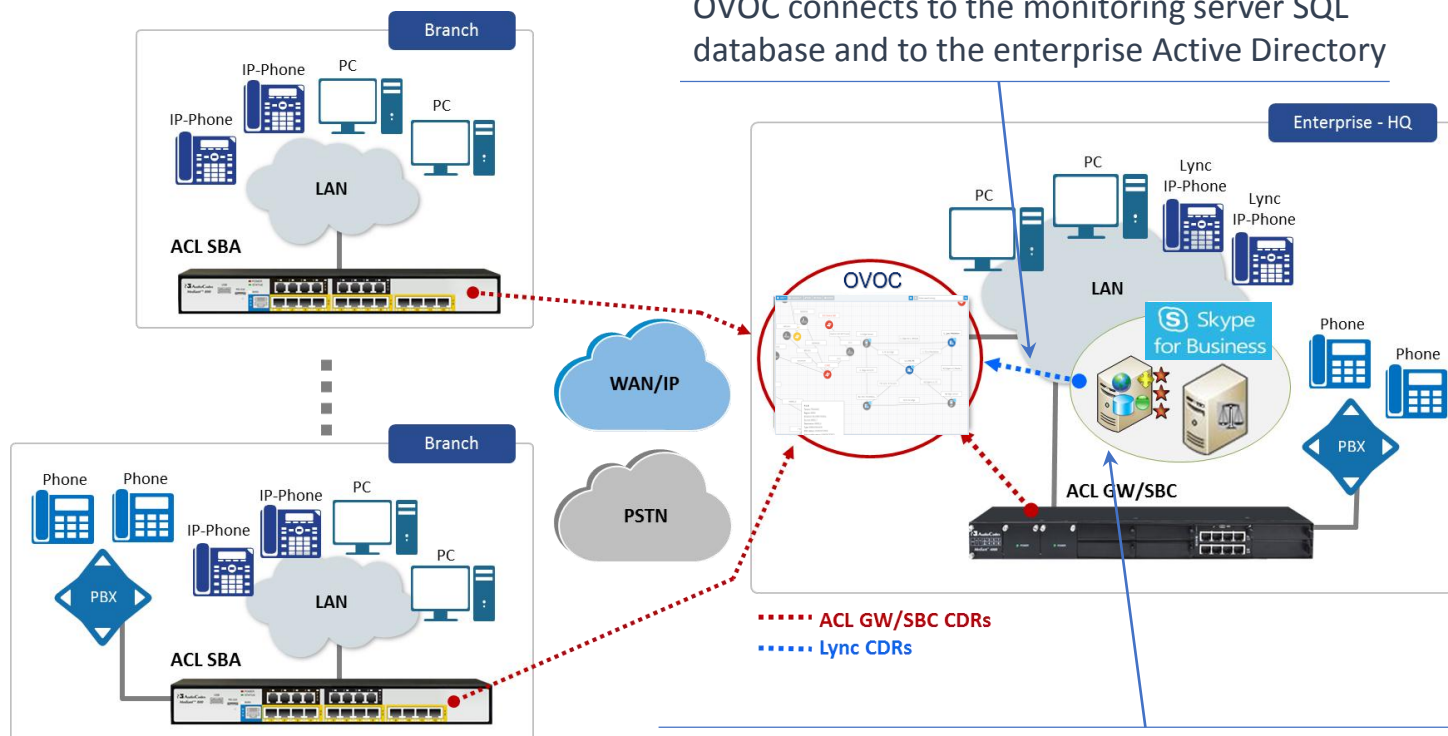
Seamless integration using predefined usernames and passwords

Thank You

Stay in the loop