Managed IP Phones Solution

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Background

Provisioning and assuring a great user experience are still the top IT challenges.

Excellent user experience is the key to adoption of new technologies and high ROI.

Desktop phones remain a fundamental method of employee collaboration.
## Managed IP Phone Solution ROI

**AudioCodes managed IP Phones solution saves you more than you think!**

An average business with 2,000 employee spends **Over $42,000 per year** on IP Phone operation only.

That’s more than the IP Phones cost each 6 months!

How come IP Phone operation costs you >$42K, you wonder..? Well...

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This is what IT managers are facing:

<table>
<thead>
<tr>
<th>Employee usage Support</th>
<th>Failure of individual or multiple IP Phones</th>
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<tbody>
<tr>
<td>56 helpdesk requests</td>
<td>Incorrect user configuration (FWD or DND)</td>
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<tr>
<th>Unscheduled operational issues</th>
<th>General IP Phones hardware issues</th>
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<tr>
<td>104 helpdesk requests</td>
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**all in just 1 Month.**

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**Not Including**

- Employee time loss
- Lost Businessness
- Critical events/calls
- Travel to remote site T&E

**Upgrades and updates**

- Twice a year!
IT department of 2,000 users spends 492 hours a year on IP Phones Operation alone!

With an average of 1,920 Helpdesk tickets per year.

The average helpdesk employee costs:

$80 per hour!

So overall, IT operation time costs you:

$42,000 a Year

Using AudioCodes Managed IP Phone Solution your cost is reduced* to:

$5,000 a year

for each and every year you save $37,000.

* Contact us for additional information
IP Phone is an IT managed device

- The IP Phone is the face of the mission-critical IT voice service
  - Unlike USB webcams, headsets, monitors, mouse and keyboards
  - In the BYOD era, the IP Phone is the IT’s last stronghold on the employees desk
- Operational efficiency is critical when handling the mass of employee needs
  - **Easily install and commission** voice services for **individuals** or **groups**
  - Support on-going customizations, special individual requests, software updates and upgrades
  - **Proactively** detect voice issues before noticed by user
AudioCodes Managed IP Phone solution allows IT managers to assure the user experience right from the beginning.

“install IT”

Quick & easy deployment
- Zero touch auto-provisioning
- Large scale (single-site & multi-site) efficient deployment
- Commission voice services to individuals or groups

Make a good first impression

“manage IT”

Simplified operations procedures
- On-going customization for multi-tenant, multi-site, groups and individual requests
- Large scale software configuration, updates and upgrades
- End-to-end control over the entire VoIP infrastructure

Control the on-going costs

“fix IT”

From detection to correction
- Integrated management framework simplifies support processes
- Detection and resolving of problems handled remotely
- Proactive monitoring and detection of voice issues before service is affected

Assure the user experience
AudioCodes One Voice Operations Center

Session Experience Manager
Element Management System

AudioCodes IP Phones
405 IP Phone
420HD IP Phone
430HD IP Phone
440HD IP Phone
User Experience through voice quality, intuitive design, and powerful features

405 IP Phone
Low-cost, Entry level model
Basic LCD with 4 programmable soft keys

420HD IP Phone
Cost-effective, basic model
Basic LCD with 4 programmable soft keys

430HD IP Phone
Advanced, mid-range model
Boast a large LCD and 12 programmable speed dials keys

440HD IP Phone
High end, executive model
Dedicated LCD displaying contacts and their presence

Powerful Set of Common Features

- High-definition voice quality
- Robust security mechanisms
- Multiple language support
- AudioCodes Auto-provisioning
- Power over Ethernet (PoE)
- Integration with voice quality monitoring
- Full SIP protocol support with wide interoperability
- Out of the box global redirection server support
- Full duplex speakerphone and headset connectivity
Best practices and sample scenarios:

1. Quick View
   • Network
   • Service

2. Easy Search

3. Full Control

4. Group Actions

5. Settings
   • Global
   • Templates
   • Regional

6. From detection to correction
1. Quick View – IP Phone Network

Save time and resources
Informative snapshot screen displaying status of all IP phones in the network: Physically connected, signed-out, registered

Click to quickly dive deeper into corrective mode
1. Quick View - Service

Voice quality monitoring - applicable to IP Phones, Gateways, SBA and Lync client calls

Recognize trends, and drill down to RCA and correction

Call Experience Snapshot
Quick View - Devices and Users

Device Management: Get all the physical information in a central view

Users Management: Easily associate individuals with their assigned IP phones

Filter users and allocate user segmentation: by physical location, Subnet, VLAN, branch etc

Some users can have more than one phone or one office
Some users work from Home
2. Easy Search

- Easily search IPP users and devices
- Verify the SW version and IPP type, network segment, VLAN ID and much more
Filter pending actions:

Staff at the enterprise branch installed a common area phone which needs registration approval from central IT team.

Control access policy to voice services from the NOC.
3. Full Control

Easily control the user experience by remotely provisioning IP phone parameters from the NOC:

- Apply to individuals, groups, or global configurations
- Interact with the user via push messages to the IP phone
- Check status, restart, update firmware
3. Full Control: Provision speed dial buttons remotely

Quickly control IPP web interface and provision speed dial

Changes will immediately apply on your phone

In addition, change other configuration parameters including ringtone, volume, language, default answering device and all other IP phone parameters
4. Group Actions

- Perform actions on your users’ devices
- Upgrade your networks with the latest and greatest software remotely from centralized location.
- By physical location, subnet, VLAN, branch
4. Group Actions – Send message

- Change the IPP language in Hong Kong office to Chinese.
- Send text message to the IPP screen per groups or individuals.

- Message will appear on the IPP screen
- Even during an active call!
4. Group Actions – Upgrade

- Maintain the IPP software from a centralized location
- Upgrade your software remotely to the latest and greatest version
Set a default global system settings
5. Setting Templates

• Create templates and unique configuration files
• Define groups of IPPs based on a variety of parameters:
  • Location, VLan tag information, IP range, model number
5. Regional Settings

Control different time zones and update daylight Savings time via EMS.
Degradation in voice quality identified
6. From Detection to Correction

- Call detail analysis quickly isolates apparent cause

Further analysis locates area in the network and involved devices.
- Highlights the issue and the problematic leg.
6. From Detection to Correction

Corrective action applied to relevant devices using EMS

Resolution verified in SEM
A great user experience is critical to effective and fast adoption of Unified Communications to maximize your investment ROI.

The key to a great user experience is to proactively detect and prevent possible quality issues before the user experience is impacted.

AudioCodes IP Phones solution provides a full life cycle management with unique “from detection to correction” methodology.

Single vendor delivering end-to-end responsibility for entire voice operation, management and user experience.
Thank You!

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