

## MONITOR VOICE OVER IP (VOIP) QUALITY

Deploying VoIP solutions can generate tremendous cost savings to a global organization. It is often a challenge for IT managers as the network quality requirements for voice service are a lot more demanding than for standard data applications.

Hawkeye active monitoring is a cost-efficient way to deploy a monitoring solution to validate quality of voice deployments in a distributed multi-site environment.

### Business Case

Voice communications for internal services as well as external communications are critical for day-to-day business. Ensuring the service runs continuously, with good quality, and proactively detecting issues that potentially affect customers is important to keeping business flowing. IT must be in control of the service, prevent down time, and address quality drops in timely manner.

### Recommended Solution

VoIP monitoring with Hawkeye relies on software or hardware endpoints deployed in all sites where voice traffic is transiting. This includes headquarters, remote sites, and data center hosting gateways. VoIP calls are continuously simulated between the sites so you can validate the distributed topology. Hawkeye provides user-centric voice quality metrics with indication of the impact on quality (customer experience).

### Business Outcomes

Deploying Hawkeye endpoints is easy and cost-effective:

- Adding a monitoring device to any site – even smaller ones – is efficient
- Voice issues are detected proactively – only real issues show because Hawkeye tests the customer experience, not quality metrics
- Get voice-quality dashboards, alerts, detect issues on connectivity or quality before users

**“We deployed Hawkeye to check voice quality and this was by far the most cost-efficient way to cover our distributed network with a monitoring solution. I am able to detect network degradations affecting voice quickly and fix them before users are affected” – Network Quality Manager at a Personal Finance US Corporation**

#### Key Benefits

- Verify voice quality on all sites and links in the network
- Provide real-time end-user quality of experience
- Proactively identify any degradation of the network and pinpoint root causes

