


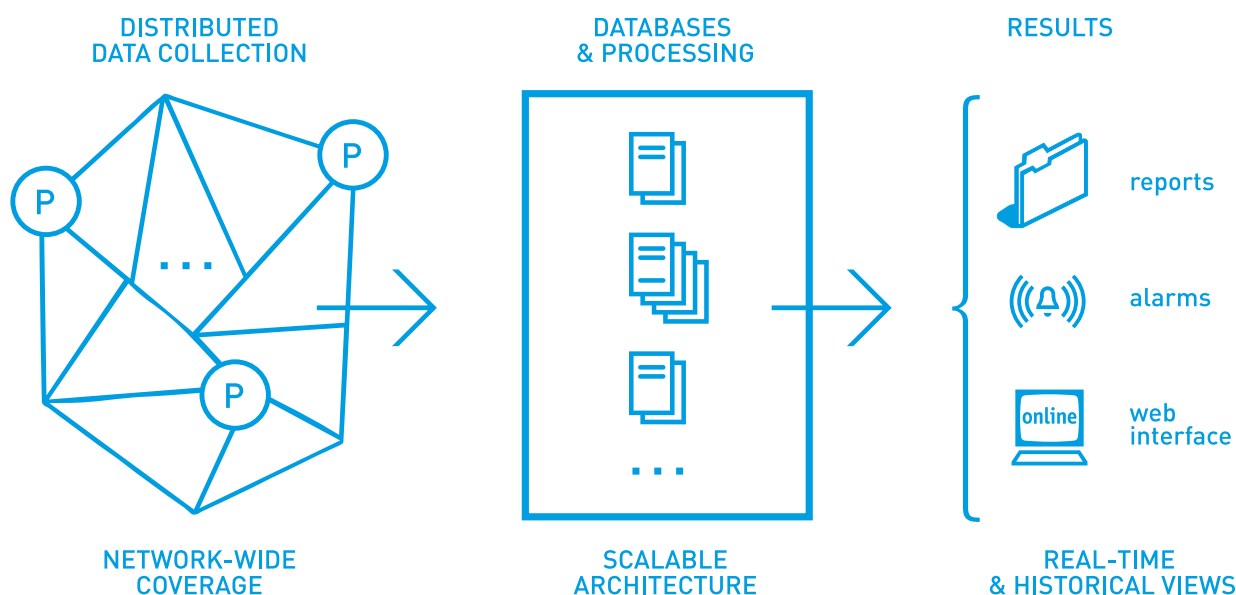
strong  
in finding  
your  
network  
weak-  
nesses

**VoIPexaminer**  is a software solution designed to monitor the quality of the VoIP telephony service of cable networks. It provides advanced analysis, reporting and alarming functions that enable operators to accurately pinpoint and solve network problems with minimum response time. This not only contributes to the customers' satisfaction, it also allows operators to save costs and better assess maintenance priorities and future network investments.

### WHY USE VOIPEXAMINER?

VoIPexaminer gathers call and quality information for every single phone call in your network. This call data is correlated with the network topology and the device types – both automatically discovered – and this is used by the advanced reporting and alarming engine. This results in clear service quality reports, meaningful alarms and access to real-time data. A user-friendly web-based GUI makes the system rapidly accessible from any location.

Because VoIPexaminer uses off-the-shelf servers, this software solution is both cost-efficient and easily expandable. The number of servers required depends on the size and the nature of the deployment, and grows with the network.



## VOIPEXAMINER KEY BENEFITS:

### Insight in quality and performance evolution

Through the straightforward yet advanced reporting of key network quality indicators (including voice quality and call related KPIs), VoIPexaminer allows operators to assess service quality and evaluate the performance evolution through time. Historical data is available for trend analysis and assessing the impact of maintenance efforts.

### Increase customer satisfaction

VoIPexaminer can be used to proactively detect and resolve issues before they turn into real problems. This greatly improves service performance and contributes to customer satisfaction. Furthermore, it allows faster and more accurate problem detection, which significantly lowers the resolution time.

### Lower operational cost

Faster troubleshooting not only benefits customers, it also reduces costs. Technical staff spends less time solving problems and proactive issue identification reduces the number of calls to the helpdesk. Furthermore, as all departments use the same tool, only one system has to be acquired and maintained.

### Accurate network problem detection

VoIPexaminer allows the correlation of information to the DOCSIS® network topology (including upstreams, downstreams and fiber nodes) and device types. This provides highly focused quality information, which makes the evaluation per device type or fiber node possible. The discovery processes are automated and require only a very minimal amount of user input. Furthermore, the alarm engine indicates problem areas in real-time and enables faster and easier root cause identification of network problems.

### Enabling smarter investments

By accurately pinpointing potential issues, VoIPexaminer helps guide maintenance efforts and make targeted investments.

### Future-proof investment

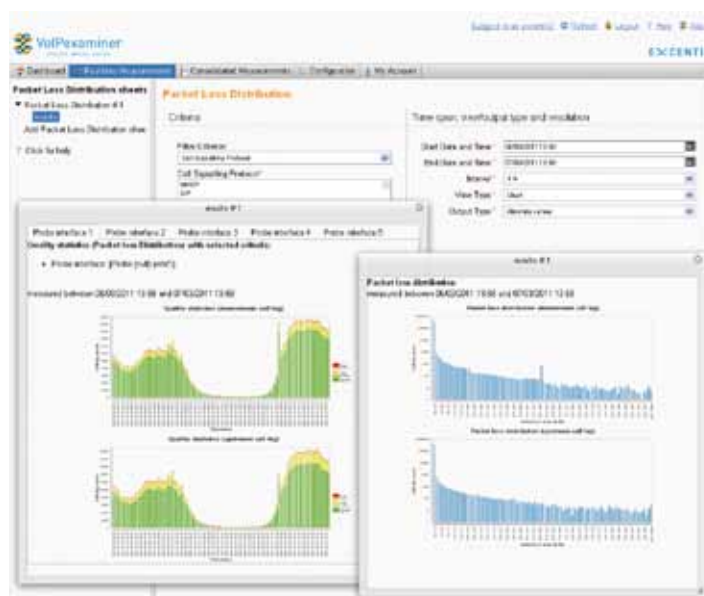
VoIPexaminer is a scalable system and grows with your deployment. Based on open standards and supporting multiple protocols (NCS, SIP) this is one single solution to serve all users.

## VOIPEXAMINER MAKES THEIR JOBS EASIER:

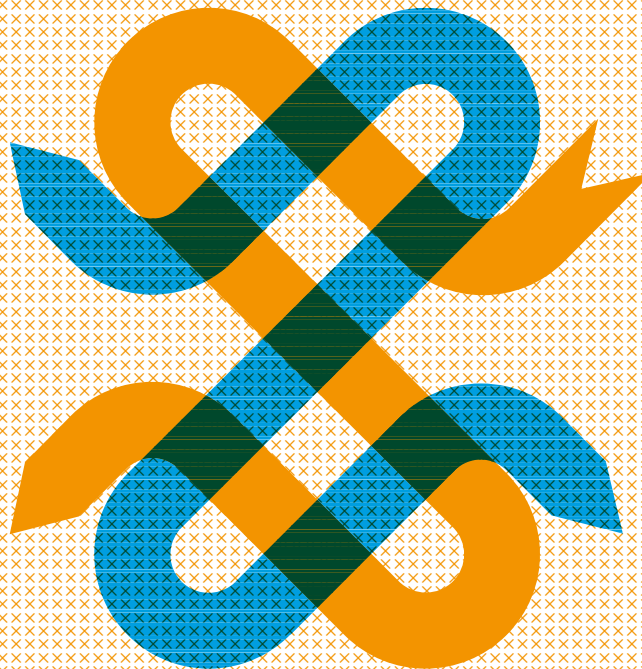
**Network operations and maintenance staff:** VoIPexaminer offers a complete overview of the service quality at all times. This information can be used by operators to check the network health and drill down to check the detailed call data for individual customer cases. Automatic alarming warns of problems when they occur, allowing immediate interventions. The topology and device-type based reporting enables targeted maintenance.

**Engineering staff:** VoIPexaminer provides both a real-time and historical overview of the service quality, from network down to component level. The impact on service quality of changes in the network can thus be visualized.

**Management:** VoIPexaminer offers a birds-eye view of the real network quality – as it is actually experienced by customers – and allows trend analysis. Management therefore finally has insight in the actual service quality and can make well-founded decisions on future investments.



# EXCENTIS



## About Excentis

Excentis, headquartered in Ghent (Belgium), is a center of excellence for telecommunications, built on years' of expertise and experience with network technologies.

Our mission is to be the leading partner for highly specialized testing, consultancy and training for access network technologies (cable, xDSL, fiber, ...) and related services (data, VoIP and iDTV). Supplementary to this portfolio of services, we aim at developing high-quality, customizable test and monitoring solutions.

Our strongly held company values of integrity and vendor independence, combined with a well-equipped lab and proven expertise in IP, VoIP, SIP, Interactive Digital TV, network security, HFC networks, DOCSIS®, EuroDOCSIS™ and (Euro)PacketCable™ standards make Excentis the only competence center in Europe to which cable operators, telecom operators and service providers can turn for unbiased, technical support.