



Beethoven VQAS

Voice Service Assurance for your customer's Network

The installation and commissioning of new voice capable networks presents significant challenges. Integrating network elements and element management systems from multiple vendors requires considerable expertise and planning. Your task as a Network Integrator is to design a cohesive, reliable network system to deliver revenues quickly for your customers.

How do you ensure that your client is getting the best network, with the ability to smoothly evolve and migrate to future technologies and business needs?

The Beethoven Voice Service Assurance solution offers a customisable set of analysis capabilities that enables you to monitor and manage voice service related issues in your network.

Beethoven differentiates your solution, with more cost effective technical management and higher quality of voice service delivered to your customers.

Increased revenue results from meeting end customer expectations, securing their loyalty and keeping them ahead of their competitors.

- Assure the Voice Service within a multi-vendor environment
- Expedite the introduction of new technology to increase time to revenue for your customers
- Verify vendor claims with realistic voice call testing
- Gather the metrics from your network to assure the accuracy of your planning models
- Retire older more expensive network infrastructure earlier, with in depth knowledge of the next generation network characteristics

"Reduce time to revenue with rapid deployment and ease of integration for multi-vendor configurations"

Network Integrators: end-to-end service assurance

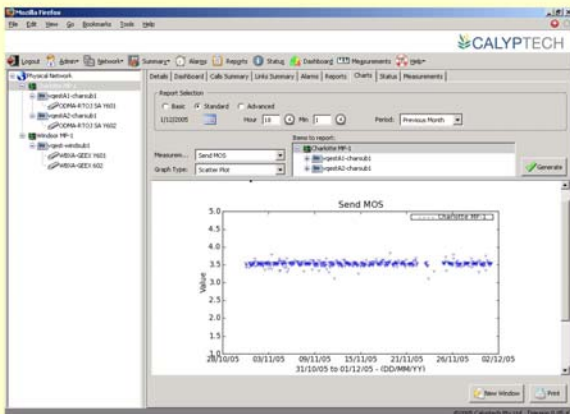
In developing a new network, considerable planning is necessary to develop a scheme to integrate the Network Elements and Element Management systems from multiple vendors. Each will have its own idiosyncrasies, while plugging them together introduces the complexity of trying to make all the elements act as a cohesive whole.

Configuration of the individual Network Elements, and Element Management Systems must be performed, and appropriate support personnel trained to operate and manage the network. The facilities or services offered by the configured elements acting as a network, must operate reliably. It must report when the services are being delivered sub-optimally.

This implies the need for an element to act as an agent to assure that the network delivers its value reliably, with distributed monitoring points that allow rapid issue resolution, and maximum up-time.

At all stages in the deployment; equipment trials, pilot network customer trials, roll out and ongoing Network Operations, the Beethoven solution offers you the elements that enable you to monitor and manage the performance of your network.

The Beethoven solution is network agnostic, and can be deployed with Enterprise Level, Voice over Internet Protocol, Wireless, PSTN or Hybrid network configurations.



Enterprise Networks

Voice Services are no longer the preserve of large incumbent Network Operators, who managed and controlled the network right to the equipment on your desk. You now can configure your network to suit the way you work. This means that you must now accept responsibility for the way in which this network will operate, and make cost benefit decisions that can impact the quality of the service. You need the management tools that allow you to effectively determine the optimal configuration for the way your business operates.

VoIP Networks

To manage and maintain VoIP infrastructure, and the integration of these networks with the existing infrastructure, you need tools that give you end-to-end visibility for voice calls. You need to understand the actual customer experience, you need to be able to monitor the network operation, from the core to the edge. Enterprise network managers face the choice of implementing a proactive VoIP management system, or suffering the onslaught of unhappy end customers, ill equipped support personnel and baffling service degradations.

Wireless Networks

The mobility and promise of wireless telephony led to a rapid adoption of the new technology. Your customers were even willing to tolerate poor coverage, and the more than occasional drop out, one way speech, and the odd bit of echo. No longer. The customer has been educated, and their expectations are greater. They will flock to the operator that gives them value for their money, but they will not tolerate second rate service. Without a proactive monitoring capability in your network, you will end up using customer churn figures and lost revenue, to measure customer satisfaction.

PSTN Networks

The PSTN network is aging; copper loops are degrading with time, extra demands are being placed on the lines to accommodate digital line rates for xDSL services. Revenues are falling, and the cost of maintaining the network is increasing. Currently deployed line test management, coupled with voice monitoring and analysis reduces the cost of maintaining the aging infrastructure by helping to pin point issues rapidly.

Hybrid Networks

Your Network is a series of interconnected sub-networks, with varying operational requirements. Voice services carried on Wireless, PSTN, VoIP, and Satellite topologies are expected to 'just work'. The end customer has high expectations, and is not concerned about the technical challenges faced by the Network Provider. You may even be blamed for degradation that originated in somebody else's network. You need a tool to help you quickly isolate the problems for the responsible party.

Beethoven Voice Quality Assurance Solution

The Beethoven Voice Service Assurance solution gives you a scalable, configurable set of hardware and software components that fully instrument your network to assure the quality of the voice service. Beethoven offers a customizable suite of voice monitoring and analysis capabilities that enables you to optimally manage and control your network from a customer experience perspective.

You save money by quickly identifying and resolving issues resulting in increased network reliability, and a reduction in the cost of maintaining the high level of service demanded by end customers and regulatory authorities.

Increased revenues result from reduced customer churn through better customer service management, and higher customer satisfaction.

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