



Beethoven PSTN

Voice Service Assurance for your PSTN Network

- Assure the performance of your PSTN network deployments
- Control customer migration to alternative technologies
- Optimally apply your Operations and Technical staff
- Distributed Network elements to fully instrument your network for cost effective fault isolation
- Mitigate the impact of interoperability with Next Generation 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 DSL services. Revenues are falling, and the cost of maintaining the network is increasing. The need for the PSTN to co-exist and work along side next generation networks, places high demands on the teams maintaining and operating your network.

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 customisable 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.

“Beethoven delivers control in your network operations, and guarantees the network reliability and performance expected by your customers”

PSTN Network Performance Assurance

The PSTN revenues are falling; it is a fact. While these revenues fall, the cost of maintaining the aging PSTN infrastructure is increasing. Failures are occurring more frequently, stretching your Operations staff to the limit. Customers are experiencing loss of service, poor voice quality, poor fault response times. Your customers may begin to perceive your service, as unreliable and poor. The inevitable migration of customers to the new technologies (Wireless, VoIP) is driven by their frustration, and they may not choose you to deliver this new service.

You cannot afford to earn the reputation for poor reliability, and poor network performance. Customer churn will lead to devastating revenue loss. Operational issues must be resolved quickly, efficiently and with minimum cost.

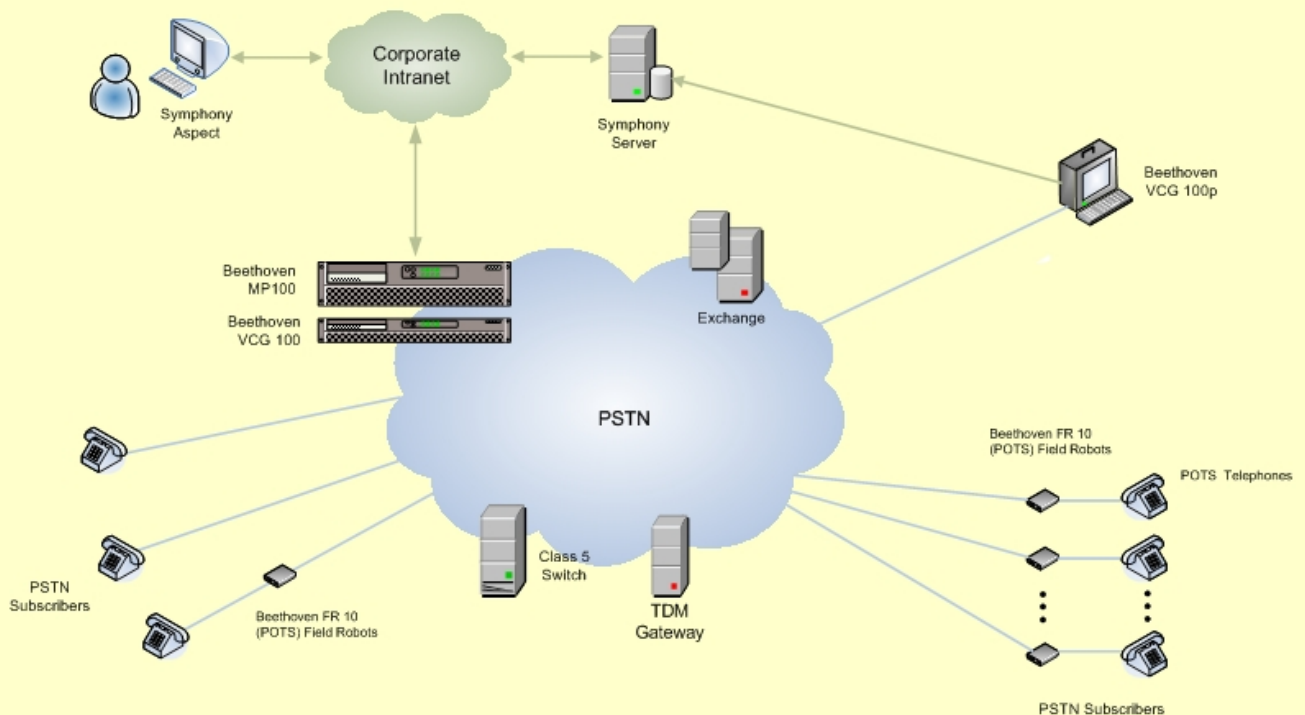
To manage and maintain your PSTN infrastructure, and the integration of these networks with the next generation networks, you need tools that give you end-to-end visibility for calls on your network. You need to understand the actual customer experience, you need to be able to reach the very edge of the network.

Beethoven Voice Quality Assurance Solution

The Beethoven Solution offers you the capability to address all of your voice quality concerns. Beethoven offers you as much visibility as you need, to understand how your network is operating from your customer's perspective. The Beethoven solution is a complementary set of hardware and software elements that can be tailored to your exacting needs. Calyptech understands that not all networks are the same, and that networks are constantly changing. Beethoven is built to give you one fundamental constant, the highest quality of service that can be delivered to your customers.

Beethoven Solution Components

MP 100	Network integrated voice quality monitoring element for Network Operators, for intrusive and non-intrusive voice quality monitoring
MP 100e	Enterprise level voice quality monitoring element
VCG 100	Voice call stimulus generation element, integrated in the Network Operator's network
VCG 100p	A portable voice call stimulus generator, ideal for used during deployment and field trial, and general network troubleshooting
FR 10/FR 20/FR 30/FR 40	POTS/VoIP/GSM/CDMA interface field 'robot' element. These elements are distributed to strategic locations, or used in drive test applications
RM 100	Distributed Robot Management and control unit. This element co-ordinates and manages the distributed Beethoven Robots
Beethoven Server	Sophisticated central database management system, data mining and trend analysis. The Beethoven Server is the core of the solution, and co-ordinates the Beethoven solution elements, with intuitive setup
Beethoven Aspect	Client application enabling unified element management for all the Beethoven elements, real time reports, alarm configuration, trend analysis historical reports, structured testing. Beethoven Aspect can be operated from anywhere, with appropriate access permission settings.



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