

Qlear

THE VOICE QUALITY VIEW ON ENTERPRISE CUSTOMERS

About Voipfuture

Founded: 2007

Located: Hamburg, Germany

Mission: Premium voice
and media quality

Alaska Communications
Aspect
ATOS
brightOne
China Mobile
Eircom
Ericsson
Etisalat
Granite
Metrobank
Mobistar



Voipfuture
The RTP monitoring
pioneers

Partner
Post Technologies
RZF-NRW
Sipgate
StarHub
UniCreditGroup
UTA
Vodafone
Vodacom



Contents



1 Qlear | Challenge

2 Qlear | Solution Details

3 Summary

The enterprise telecommunications segment is an attractive market.

And a demanding one.

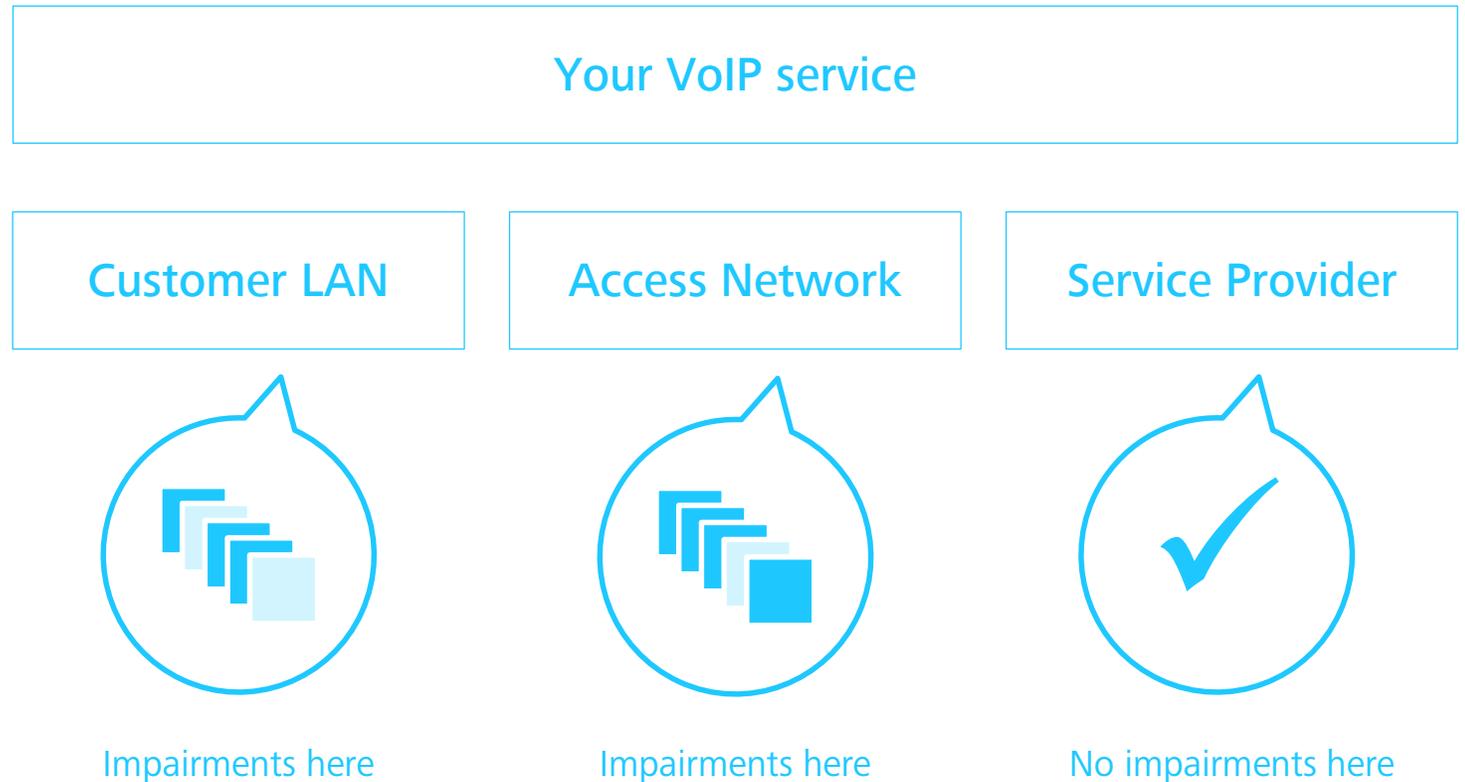


Fulfilling the technical demand may easily become a costly trap.

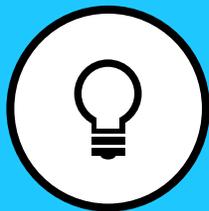
The risk is:

You can't see beyond
your network –

still you get blamed for
service quality



The issue: All networks must be perfect to get a perfect service



- To gain an understanding of the complex enterprise environment we developed Qlear
 - Enterprise compliance with service provider requirements and standards
 - Customer service status
 - Specific information about enterprise customer issues
- ➔ Or in short: Qlear is a solution to reduce risk by getting relevant information

Contents

1 Qlear | Challenge

2 Qlear | Solution Details

3 Summary

Qlear | Key Solution Elements



1 | Qlear
App

Software-based remote
quality check for
enterprise customers

2 | Qlear
Probe

Hybrid monitoring using
active & passive methods



Qlear App – our starting point

- Cost-efficient way to check, if the network of a potential customer is fit for your VoIP service

You can perform active testing of enterprise networks without installing any hardware on site

Incredibly fast turn-around – in best case 5 minutes from request to result

Qlear App | Use Cases

1

Customer pre-qualification / VoIP Readiness Checks

Determine whether a customer is ready for VoIP – or not

2

Customized test suite to match service offering

Specific test to qualify that service has been set up properly and establish a reference for future quality

3

In-service testing

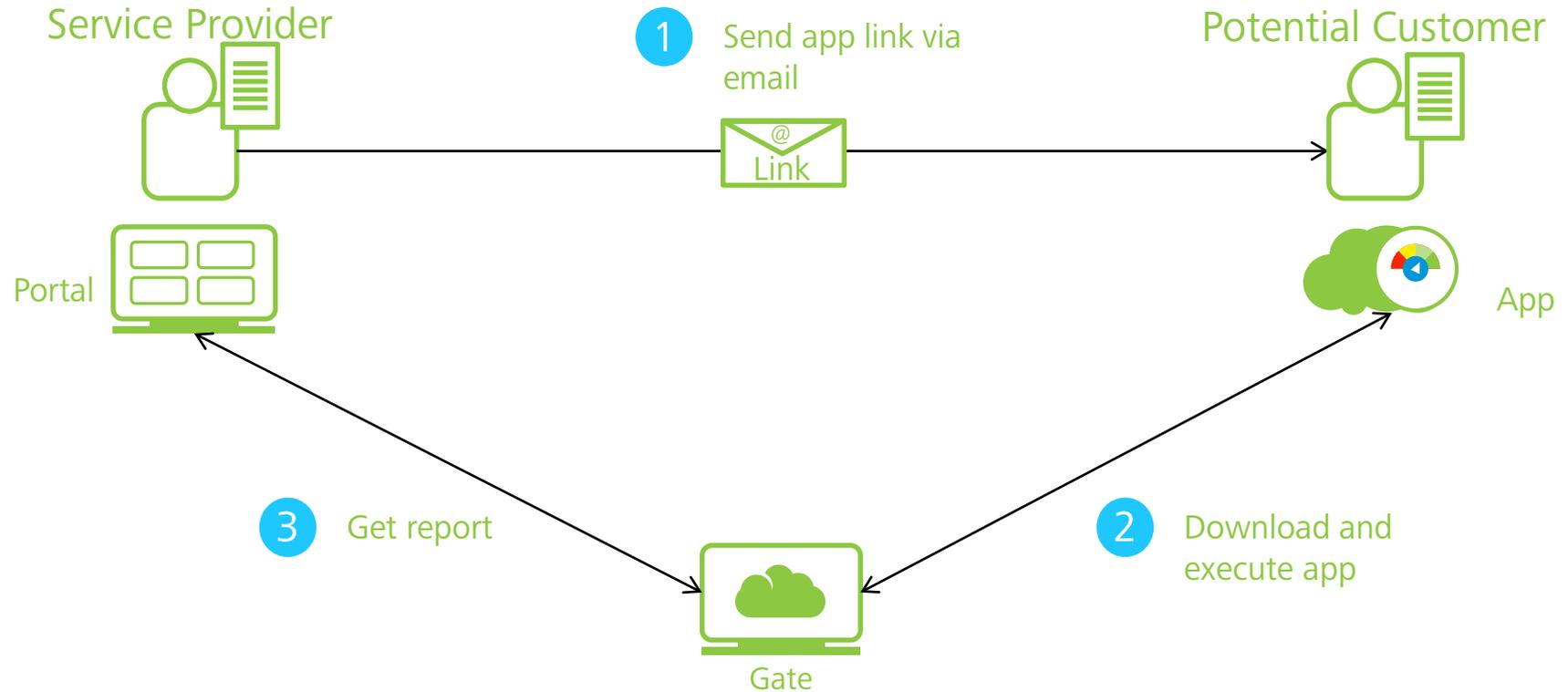
Check specific customer issues with low effort

4

Troubleshooting

Get view from customer LAN to support incident management, soft probe app executable next to trouble devices

Qlear App | Customer Pre-Qualification Workflow



Qlear | Key Solution Elements



1 | Qlear
App

Software-based remote
quality check for
enterprise customers

2 | Qlear
Probe

Hybrid monitoring using
active & passive methods

Qlear

Hybrid Probe

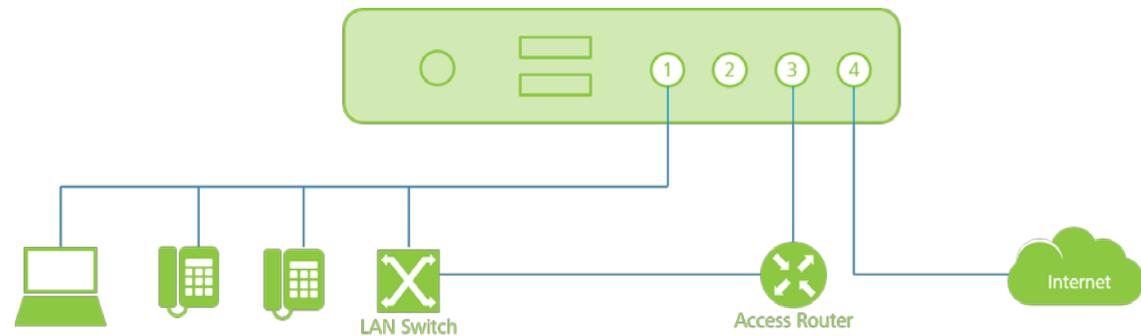
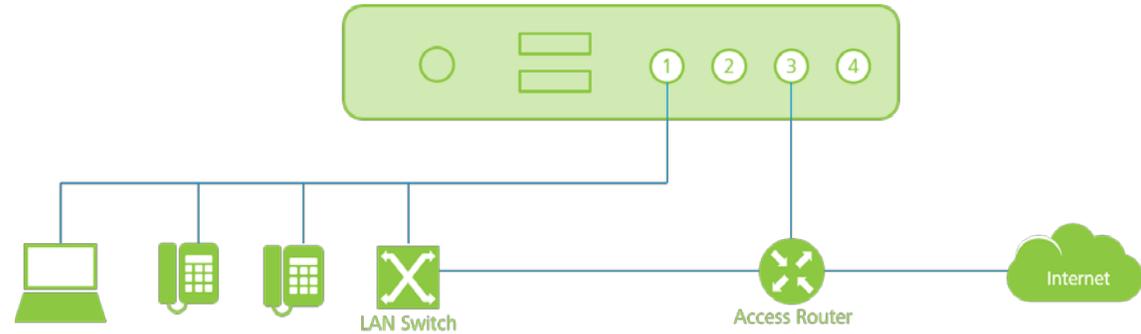
- Applicable to sites with < 500 seats
- Passive analysis of up to 190 concurrent calls
- Up to 20 parallel waveform analyses
- Up to 30 parallel test calls



First probe model – other hardware platforms for larger and smaller sites may be supported in the future.

Fits into the key customer environments

- Probe to SPAN port
- Inline probing with bypass





Qlear Probe

- Cost-effective way to assure end-to-end service quality of high-value enterprise customers
 - Qlear Probes uniquely combine active testing and passive monitoring
 - Utilizes Voipfuture's unique passive monitoring technology
 - Provides end-to-end view on service quality
 - Gives insight into customer LAN and access network performance

Qlear Probe | Use Cases

- 1 Analysis of enterprise LAN performance and WAN access
- 2 Ready-for-service testing & automatic baselining and regression testing
- 3 24/7 SLA monitoring for premium voice offerings
- 4 Service availability checks & in-service troubleshooting
- 5 Alarming for quality degradation

Contents

1 Qlear | Challenge

2 Qlear | Solution Details

3 Summary



SUMMARY



Qlear Solution

One **easy-to-use** solution.

To raise **customer satisfaction** and NPS.

To make the service more appealing to customers.

To **reduce cost** of operation.

Our Offer



- One integrated solution to automate and perform pre-qualification, onboarding, service assurance, and quality monitoring of enterprise customers
- Including
 - Solution elements
 - Software
 - Hardware
 - Professional services for high-level design and implementation

THANK YOU FOR YOUR ATTENTION

Eyal Ullert

VP Sales & Marketing

Phone +49 40 688 900 122

Mobile +49 176 100 66 210

eyal.ullert@voipfuture.com

Voipfuture

Wendenstr. 4

20097 Hamburg

Germany

Tel: +49 40 688 900 10

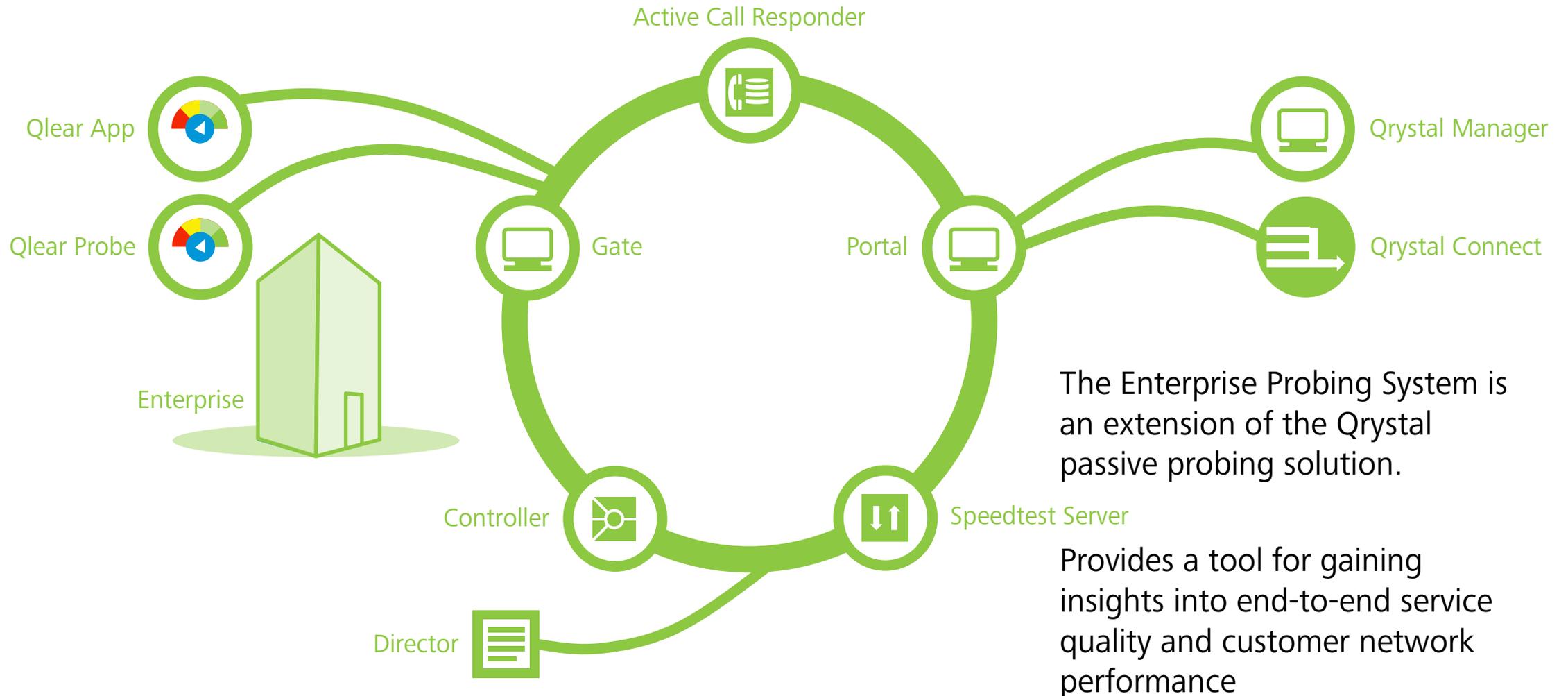
Fax: +49 40 688 900 199

info@voipfuture.com

www.voipfuture.com

ANNEX

Voipfuture Enterprise | Overview



Voipfuture Qlear | Service Infrastructure



- **Gate**
 - provides a simple customer-facing user interface for end customers to download the Qlear App
 - Hidden “feature”: co-located with ACR Manager service, which controls the Active Call Responders



- **Controller**
 - responsible for all communication with the Satellite Probes
 - collects passive probing data and forwards it to the Qrystal Application Manager



- **Director**
 - global directory service operated by Voipfuture
 - points Qlear Probes to their Controller instance

Voipfuture Enterprise | Test Endpoints



- **Active Call Responder (ACR)**

- central architecture component typically connected to IMS
- terminates active test calls and measures the call quality.



- **Speedtest Server**

- used by probes for active tests to determine the bandwidth of a customer's access network.
- Note: the Speedtest Server is an optional component in the sense that existing http/FTP-servers may be used.

Qlear App | Key Features

Purely software-based	✓
LAN testing	✓
Basic IP testing	✓
WAN testing	✓
VoIP readiness testing	✓
Customer firewall check	✓
Windows client	✓

Qlear Probe | Key Features

LAN testing	✓
Basic IP testing	✓
WAN testing	✓
VoIP readiness testing	✓
Customer firewall check	✓
Periodic service availability testing	✓
Analysis of live calls	✓
Quality by network segment	✓
Extensive troubleshooting & diagnostics	✓