



## ServicePilot ISM Helps Global Media Company Communicate 24/7 Using VoIP

A true technology pioneer, AFP was an early adopter of Voice over Internet Protocol (VoIP). The management of such a broad network required a monitoring, troubleshooting and analysis solution to be implemented in a comprehensive manner to ensure availability to their headquarters and local offices. AFP adopted a proactive approach to optimize the quality of service delivered to their end-users.

The IT staff at AFP initially made inquiries with their VoIP hardware supplier, but appropriate tools were not available. After investigating various options, AFP decided to evaluate the ServicePilot's offering for managing VoIP services in their Paris office. They were impressed by the cost-savings and the benefits of improved service, so they extended the service to their full corporate network.

***“We must remain fully operational on a 24/7 basis. ServicePilot helps us guarantee a highly available VoIP network and optimizes the quality of service provided to our staff worldwide.”*** [Christophe La Rosa, Network and Infrastructure Manager, AFP]

The ServicePilot ISM VoIP management solution has a wide range of monitoring, diagnostic and reporting features. It collects, analyzes, logs and correlates all key indicators from the communications network. The information is made available through a web portal that provides actionable, user-friendly reports and offers intuitive navigation. Reports are displayed a variety of useful formats, including geographic maps, graphics and tables of events, both real-time and historical.

Applications often have to cope with latency and jitter in complex environments such as VoIP, and this adversely impacts the quality of service. Measuring network performance precisely is essential in order to be able to implement the appropriate actions when any issue arises. Providing a comprehensive and consistent monitoring of enterprise networks, servers, devices, and applications ensures end-user satisfaction. ServicePilot ISM can track and report on any failure, expedite problem resolution, and optimize the underlying infrastructure supporting VoIP and IT services.

### Customer

The world's oldest news agency, Agence France Presse (AFP) provides multimedia content through news wires, texts, pictures, graphics and video via a network of more than 120 locations worldwide.

### Challenge

Provide pro-active support of AFP's worldwide VoIP communications to ensure 24/7 availability

### Solution

ServicePilot ISM monitoring a VoIP network with over 1,000 phones worldwide.

### Results

*“Our team very much appreciates the real-time centralized display of all network indicators on a single screen. This holistic view makes it possible to spot any weak links, be notified quickly, and solve, or nip in the bud, potentially sticky issues.”* [Christophe La Rosa, Network and Infrastructure Manager, AFP]

### About ServicePilot

ServicePilot offers service assurance solutions that provide a cost-effective means of simplifying network and application performance management. The ServicePilot ISM Enterprise product combines availability, performance, SLA and VoIP management along with capacity planning within a single, open platform that is highly scalable.

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