

Oracle SBCs allow you to deliver secure and high-quality communications within and outside your enterprise (SIP trunk or H323).

However, tracing the cause of call degradations back to an SBC is no easy task for Enterprises that rely on multiple vendors and technologies for their VoIP environment.

Meet ServicePilot. ServicePilot is a multivendor solution that allows you to monitor in real-time the status, availability and session details of Oracle SBCs and identify SBC issues faster.

| OBJECT | TODAY'S VALUE | GLOBAL TREND | PROJECTION (300 / 900) | | STATUS 2 | STATUS 3 |
|----------------|---------------|--------------|------------------------|--------|------------|-------------|
| SBC1 Tokyo | 1.36 K | | 2.98 K | 4.17 K | in 30 days | in 90 days |
| SBC1 Cambridge | 1.36 K | | 1.28 K | 1.10 K | - | in > 1 year |
| SBC2 Bangalore | 2.73 K | | 7.65 K | 7.24 K | - | in > 1 year |

| Oracle Logical Resources | | | | | | | |
|--------------------------|-------|-------------|---------|-------|-------|----------|---------|
| class | Total | Unavailable | Healthy | Minor | Major | Critical | Unknown |
| SBC1 Tokyo | 140 | 0 | 140 | 0 | 0 | 0 | 0 |
| SBC1 Cambridge | 48 | 0 | 48 | 0 | 0 | 0 | 0 |
| SBC2 Bangalore | 4 | 0 | 4 | 0 | 0 | 0 | 0 |

| Service Level | | | | | | | | | | | | | | | | |
|---------------|-------------|--------|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Object | Avail. PerZ | Alarms | Performance status | | | | | | | | | | | | | |
| | | | 00h | 01h | 02h | 03h | 04h | 05h | 06h | 07h | 08h | 09h | 10h | 11h | 12h | 13h |
| SBC1 | 100.0000% | 0 | | | | | | | | | | | | | | |

HOW TO REDUCE VOIP INCIDENTS AND COSTS WITH SERVICEPILOT?

Multivendor monitoring:

Monitor over 100 technologies including Oracle, Cisco, Avaya, Skype for Business and many others.

Capacity planning:

Anticipate future business needs and adjust your VoIP resources using ServicePilot's capacity management interface.

Resource inventory:

ServicePilot discovers and summarizes your resources and allows you to easily keep track of your licenses' limits.

Root-cause identification:

Correlate service, infrastructure and LAN/WAN performance, and drill down to the root-cause of VoIP degradations.

Business and geographical maps:

Analyze call quality by business and geographical zone to understand how it impacts your service delivery (SLA, SLO, SL).

Alerts and automated actions:

Automatically send emails, run scripts and programs or create logs based on alarms, Syslogs, Traps or SLA metrics.

Identify VoIP and SIP fraud:

Detect security threats such as abnormal traffic volumes, unusual call destinations and excessive call durations.

Customizable dashboards and PDF reports:

Use customizable, shareable dashboards and PDF reports to increase the efficiency of your VoIP teams.

THEY TRUST SERVICEPILOT

Our team very much appreciates the real-time centralized display of all network indicators on a single screen.

Network and Infrastructure Manager



Intuitive access to information to better pinpoint problems, and flexibility to meet our unique business needs at a competitive price.

Head of Telecom



Send us an email
info@servicepilot.com



Give us a call
+33 2 40 60 13 30



Request a free trial
www.servicepilot.com

ALL-IN-ONE VOIP MONITORING BY SERVICEPILOT

SNMP monitoring:

- ▶ System
- ▶ Resources
- ▶ Route (realm)
- ▶ Domain

CDR activity monitoring:

- ▶ Type
- ▶ Status
- ▶ Codec
- ▶ Realm
- ▶ Duration

CDR quality monitoring:

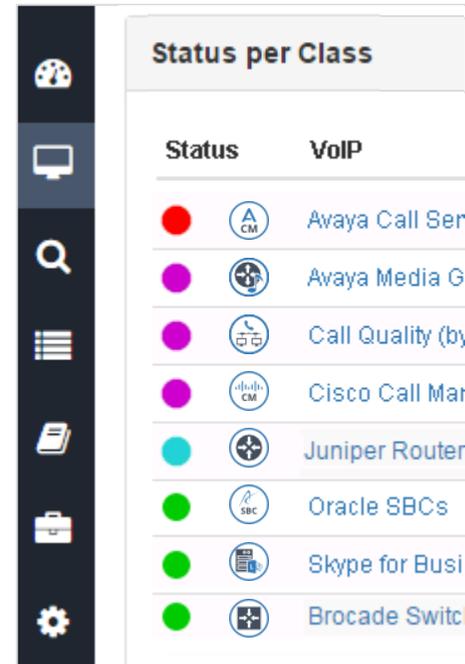
- ▶ MOS
- ▶ Rfactor
- ▶ Latency
- ▶ Jitter
- ▶ Loss rate
- ▶ Post dial delay

Third-party Components:

- ▶ Administration and Billing server
- ▶ Directory Services(AD, LDAP, etc.)
- ▶ Avaya Aura
- ▶ Skype for Business
- ▶ Cisco CM
- ▶ Alcatel-Lucent...

Network & Infrastructure:

- ▶ Routers, Switches, Firewalls, Load Balancers, Wi-Fi Access Points, IP SLA, CBQoS,...
- ▶ Servers and virtualization
- ▶ DHCP, DNS, Web, TCP, Exchange
- ▶ Database
- ▶ Storage



| Status | VoIP |
|--------|------------------|
| Red | Avaya Call Ser |
| Purple | Avaya Media G |
| Purple | Call Quality (by |
| Purple | Cisco Call Mar |
| Cyan | Juniper Router |
| Green | Oracle SBCs |
| Green | Skype for Busi |
| Green | Brocade Switc |

SERVICEPILOT PRODUCT FEATURES

Fast installation:

Install ServicePilot in only 5 minutes and configured it in less than a day from your browser.

Cloud-ready:

Run several instances of ServicePilot simultaneously from the cloud; ensuring the continuity and scalability of your services.

Big Data Analytics:

Turn your data into actionable insights made available to you through dashboards, reports and a powerful query engine.

Flexible deployment:

Centrally manage the ServicePilot agents and let them update automatically with every new version.

Automated provisioning:

Add or delete devices in your monitored environment in just a few clicks to keep it up to date with the reality of your IT.

Multicultural:

Our interfaces are available in English, Spanish or French and respect the time zone and cultural norms of your staff.

Responsive:

Use ServicePilot's responsive interface from any desktop, tablet or smartphone.

Multi-tenant:

Give each client, department or site a private and personalized access to their monitored environment.

Rest API:

List monitored assets and allow external apps to interact with ServicePilot's data.



Send us an email
info@servicepilot.com



Give us a call
+33 2 40 60 13 30



Request a free trial
www.servicepilot.com