

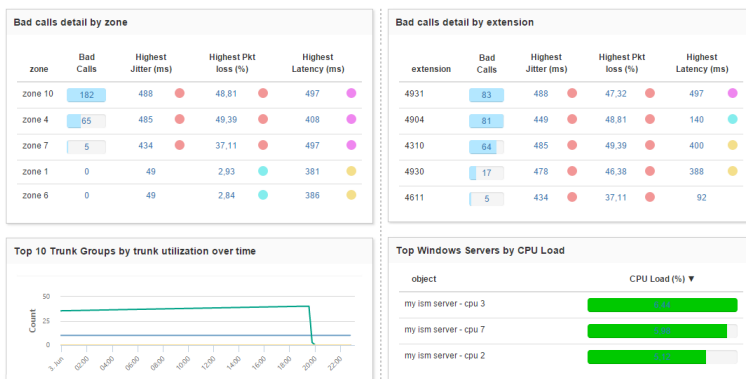
VOIP MONITORING for Skype for Business



Microsoft itself once stated that more than 80% of the issues reported around Skype for Business actually occur outside of the Skype for Business environment.

But how can you link what happens within your Skype for Business environment with the rest of your network and infrastructure?

Meet ServicePilot. ServicePilot allows you to monitor Skype for Business with Windows operating systems, client authentications and WAN MPLS nodes in order to diagnose degradations faster.



HOW TO REDUCE VOIP INCIDENTS AND COSTS WITH SERVICEPILOT?

Multivendor monitoring:

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

Capacity planning:

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

Correlation with Windows system:

In 80% of cases, call issues occur outside of Skype for Business VoIP environment, which is why monitoring Windows operating systems is important.

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).

Resource inventory:

ServicePilot discovers and summarizes your resources.

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.

Alerts and automated actions:

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

THEY TRUST SERVICEPILOT

« ServicePilot spans our Skype for Business environment, network and QoS devices which allowed us to quickly locate saturations that impacted call and conference quality.»

Skype for Business Project Leader



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

Head of Telecom



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Give us a call
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Request a free trial
www.servicepilot.com

ALL-IN-ONE VOIP MONITORING BY SERVICEPILOT

We collect and analyze the Skype for Business KHIs to provide more usable data for diagnosis:

Front-End and Back-End Server:

- ▶ User authentication and registration
- ▶ Presence status & contact cards exchange
- ▶ IM and conferences
- ▶ Web conferences and application sharing

Mediation Server:

- ▶ Current calls (inbound/outbound)
- ▶ Active media bypass
- ▶ Established / attempted / rejected

Edge Server:

- ▶ Connections active
- ▶ Connections refused
- ▶ Incoming requests per second
- ▶ Messages in server
- ▶ Sends outstanding
- ▶ Avg incoming message processing time

Additional roles

- ▶ Audio/Video Conferencing Server
- ▶ Monitoring Server
- ▶ Archiving Server
- ▶ Director

Phones:

- ▶ Call Quality (MOS, jitter, latency, Pkt loss)
- ▶ Call activity and behavior
- ▶ Phones & Agent inventory

Third-party Components:

- ▶ Administration and Billing servers
- ▶ Directory Services(AD, LDAP, etc.)
- ▶ Avaya Aura
- ▶ Cisco CM
- ▶ Alcatel-Lucent
- ▶ SBCs (Oracle, Avaya, Sonus)
- ▶ Gateways (Sonus , AudioCodes)

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 per Class		
Status	VoIP	
●		Skype for Busi
●		Brocade Switc
●		Call Quality (by
●		Cisco Call Man
●		Juniper Router
●		Oracle SBCs
●		Avaya Call Ser
●		Avaya Media G

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.