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# Tone Software Talks About VoIP Monitoring Importance

By [David Sims](#), TMCnet Contributing Editor

Recently, TMC's Stefania Viscusi interviewed Paul Wiggins, convergence technology manager at Tone Software.

She asked him how proactive quality control management can ensure that overall VoIP service levels are met. Wiggins said that in-depth management is a big piece of ensuring service levels.

"When quality issues arise, technicians need to be armed with a set of metrics that help them diagnose the root cause of the issues, so they can expedite remediation," he said.

In addition to providing out of the box best practices, and management for every major hardware vendor, ReliaTel Streamline provides a "robust set of voice quality metrics," Wiggins noted, such as "density, differentiating between packet discard rate and network loss, and degradation due to signal noise and echo."

All of these, he said, give insight into the cause of quality impairment: "These VoIP quality metrics, together with infrastructure performance and health metrics, are visible within the ReliaTel Streamline single pane of glass management interface, which provides a 360-degree view to both pre-empt quality and performance issues, as well as to expedite remediation.

Finally, ReliaTel Streamline provides VPNless, fully permission-based remote access to managed networks, Wiggins said, "allowing for remote control of any piece of infrastructure." This not only minimizes the mean time to repair, by solving problems remotely, "this also provides a direct conduit for the managed service provider to diagnose and potentially solve problems remotely, before rolling a truck to the client's site."

This means enterprises and service providers alike can consistently meet their service level targets. Using the product, then, managed service providers and their clients can confidently build out their converged architecture, knowing they can deliver the IP voice quality, availability and service levels necessary to support their advanced communication objectives, while still achieving the expected ROI on their converged investments.

*David Sims is a contributing editor for TMCnet. To read more of David's articles, please visit his [columnist page](#). He also blogs for TMCnet [here](#).*

Edited by [Stefania Viscusi](#)