

# Vivinet™ Assessor

r e p o r t s



■ ■ ■ *How to assess your network's VoIP readiness and evaluate the network's ability to deliver high-quality, reliable VoIP calls—prior to deployment.*





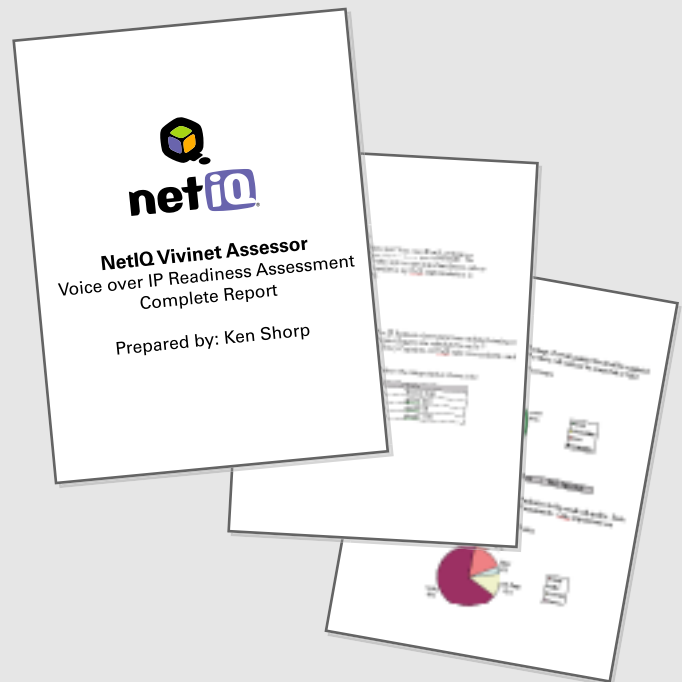
## **VoIP will undoubtedly be one of your most business-critical applications.**

The inability to receive clear, comprehensible and reliable telephone calls could be disastrous. By performing a VoIP Readiness Assessment with Vivinet Assessor, you can evaluate a network's ability to deliver high-quality, reliable VoIP calls—prior to deploying VoIP equipment.

Most of today's networks are not ready for VoIP. Pre-deployment assessments should highlight problem areas that need to be addressed.

Pinpointing problem areas and identifying patterns of poor performance, Vivinet Assessor answers the following questions:

- Are there certain locations that will perform worse than others and would therefore need to be upgraded prior to deployment?
- Will existing business applications impact the performance and quality of your VoIP traffic? If so, will you need to implement QoS to ensure that network resources are used appropriately?
- What network problems need to be addressed prior to deployment (e.g., lost data, jitter, delay)?
- What codec will be sufficient for your network? Will a codec with lower bandwidth requirements result in unacceptable call quality?
- Will call quality be worse on certain days of the week or certain times of the day?

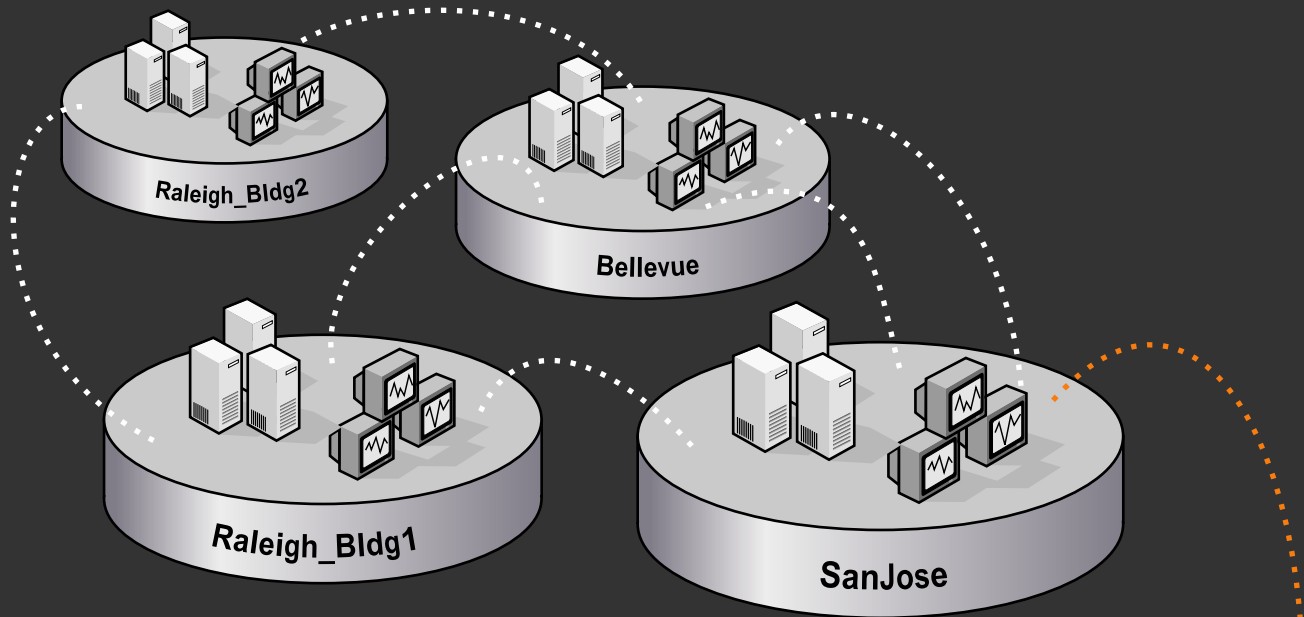


Vivinet Assessor is designed to provide the information you need to quickly identify problem areas so they can be addressed prior to deployment. This information is delivered through two customizable reports.

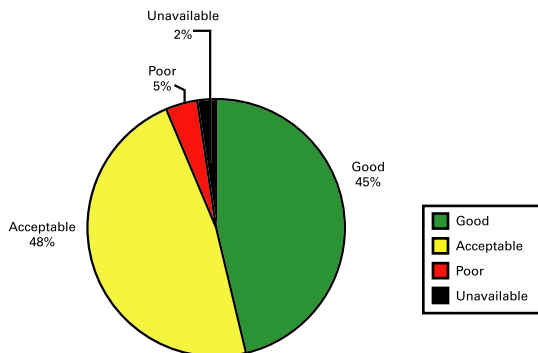
**Executive Summary:** Provides an at-a-glance summary of call quality that can be delivered to executive management. This report displays a high-level "go/no-go" view of the network's readiness for VoIP.

**Complete Report:** Delivers the details necessary to drill down into the assessment results. This report provides detailed information, such as Mean Opinion Score (MOS), jitter, delay and lost data by location, day of the week and time of day.

**The sample graphs in this brochure demonstrate the types of information you can collect with Vivinet Assessor.**



## Call Quality Summary



The Call Quality Summary is perhaps the single most important chart in a Vivinet Assessor report. This chart is designed to tell you, at a glance, whether or not the network can adequately support VoIP.

Included at the beginning of the Executive Summary, the report provides the breakdown of Good, Acceptable, and Poor Call Quality, as well as the percentage of time when calls could not be completed due to network unavailability.

In this example, we can see that call quality is good or acceptable 93% of the time. However, we can also see that 2% of the calls could not be completed due to network unavailability. Five percent of the calls were of such poor quality, that they were probably unusable and would likely have resulted in a hang up.

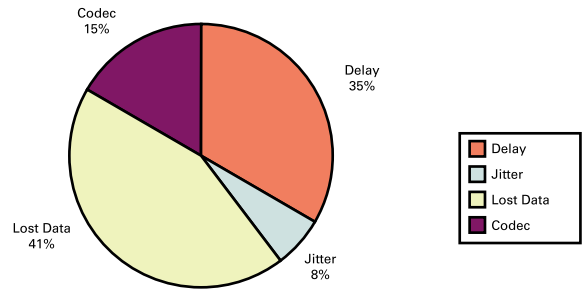
Identifying the cause of poor quality calls is necessary to ensure overall satisfaction with VoIP deployment.

When overall call quality is less than perfect, you need a way to identify the problem areas that need to be addressed. There are four key areas that can cause a degradation in call quality: delay, jitter, lost data, and codec type.

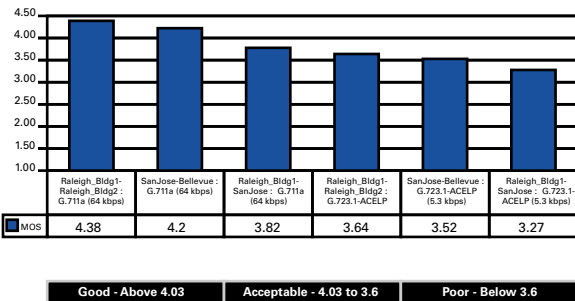
Factors Affecting Call Quality provides a detailed breakdown of problems by key area and tells data networking personnel where to focus their efforts when troubleshooting.



## Factors Affecting Call Quality



## Call Quality by Call Group



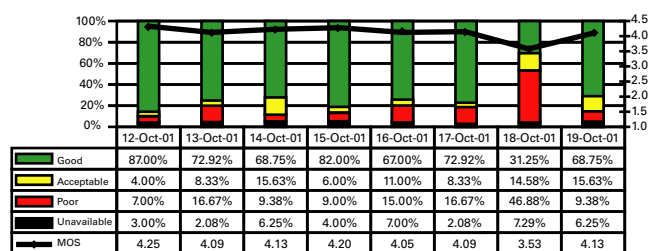
Call groups are comprised of two locations and the characteristics of the call between those locations (e.g., codec). The method for measuring the quality of a call is a Mean Opinion Score (MOS), where a score of 5 is perfect and 1 is totally unacceptable.

This chart, Call Quality by Call Group, displays how the selected codec makes a significant difference in the resulting call quality. In this scenario, we evaluated both G.711 and G.723.1 codecs across a variety of call groups. For each call group, G.711 resulted in significantly higher call quality.

The chart also reveals where the codec is the same, campus connections delivered significantly higher call quality than wide area connections. For example, the MOS value between the buildings in Raleigh was 4.38 (Good), while the MOS value for Raleigh to San Jose was 3.82 (Acceptable).



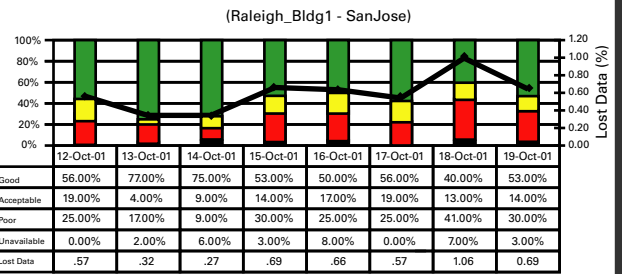
## Call Quality by Day



After reviewing call quality across call groups, you can examine the Complete Report, which provides additional details for each call group. The Call Quality by Day chart displays the call quality breakdown by day for Raleigh\_Bldg1 to San Jose.



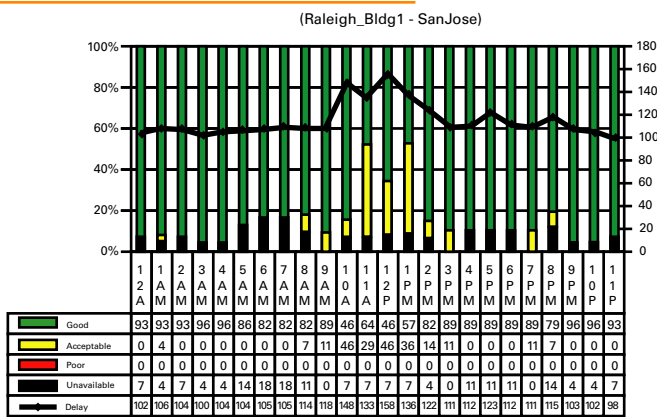
## Lost Data by Day



As this graph indicates, a primary contributor to lower call quality on October 18 was a peak in the percentage of lost data. You can view similar charts for delay and jitter to determine if these factors also contributed to lower call quality on October 18.



## Delay by Hour



Another method of looking at the assessment results is by time of day. By seeing the detailed results by hour of the day, you're able to ascertain there was an increase in one-way delay between 10 a.m. and 1:00 p.m. This chart provides a breakdown of one-way delay during specific time periods, enabling you to identify factors that may impact call quality, such as peak network hours for employee usage.

**Vivinet Assessor helps you determine quickly and easily how well Voice over IP will work on a network prior to deployment. In addition to preventing an upfront investment in training and costly pilot deployments, Assessor predicts overall call quality and utilization of existing network devices. Assessor then generates polished, customizable reports of your VoIP Readiness Assessment—highlighting problem spots in the network that need to be addressed prior to VoIP deployment.**

free trial

To download a free trial or learn more about Vivinet Assessor, visit

[www.netiq.com/products/va](http://www.netiq.com/products/va)

contacts



Worldwide Headquarters  
NetIQ Corporation  
3553 North First Street  
San Jose, CA 95134  
1.713.548.1700  
1.713.548.1771 fax  
1.888.323.6768 sales  
info@netiq.com  
www.netiq.com

NetIQ EMEA  
+44 (0) 1784 454500  
info@netiq.com

NetIQ Japan  
+81-3-3511-9226  
info-japan@netiq.com  
www.netiq.com/japan

For our offices in Latin America & Asia Pacific,  
please visit our web site at [www.netiq.com/contacts](http://www.netiq.com/contacts)

