

# Hybrid Communications Management

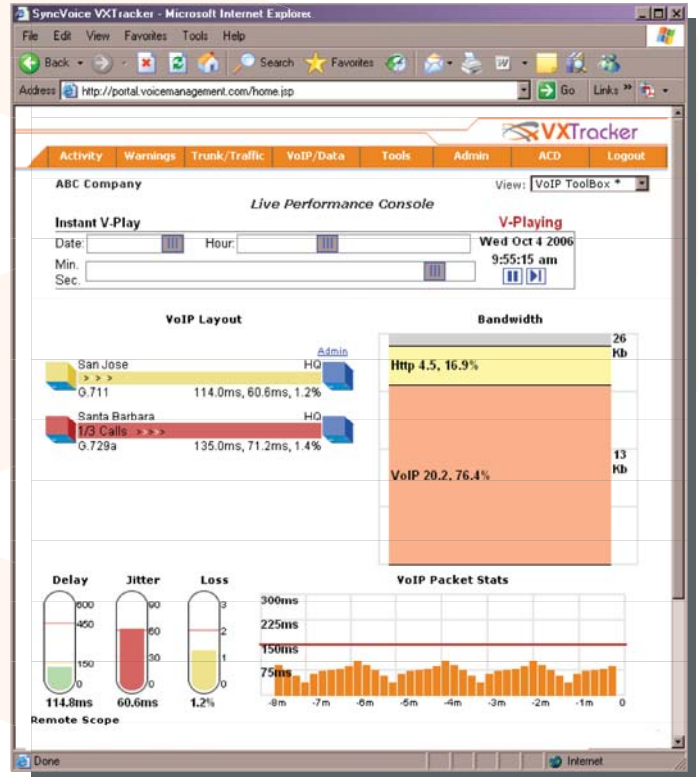


## Management for Single Vendor and Hybrid Network Communications

### VXTracker™ VoIP Toolbox

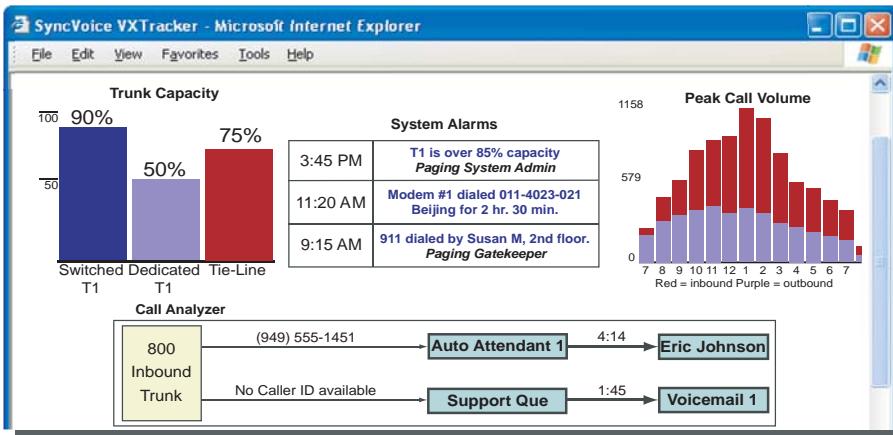
The VXTracker VoIP Toolbox is a software-based “Quality Of Service” package that monitors the packet performance of applications on your converged network. It notifies you before call quality problems occur, provides a real-time web interface to visualize performance and gives you an audit trail to pinpoint network problems.

- Real-Time QoS Assurance
- Real-Time Packet Capture and Application Analysis
- Performance Metrics
- Multi-Site Performance Reporting



### PBX Performance Monitoring

VXTracker captures live data from each of your phone systems and constantly monitors thresholds to make sure you know before problems occur. When you login to your custom home page, you get a live view of your network performance. You may customize the display panels and design your own management interface.



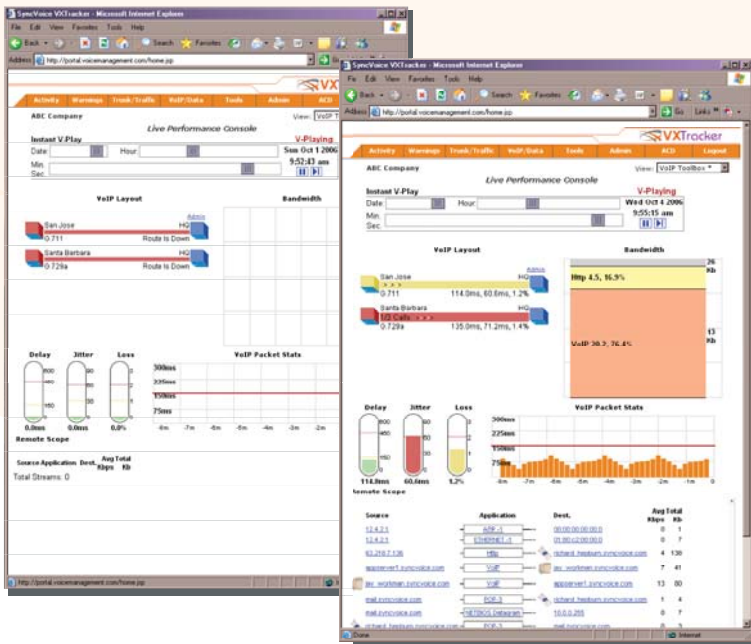
VXTracker is an integrated manager for voice networks regardless of:

- PBX/Keyset/VoIP Gateway Manufacturer
- Network Carrier
- Traditional Voice or Voice Over IP Architecture
- Number of Disparate Sites

# Welcome to the Era of Active Hybrid Communications Management

## IP Rewind and Replay

The IP Rewind & Replay feature allows you to replay network behavior during a specific event. Use this feature to view and analyze events in the network at the time of failure.



- Analyze & Monitor All Data and Voice Traffic
- Identify Service Quality Issues
- Monitor Synthetic Voice Traffic in the Event of Network Error

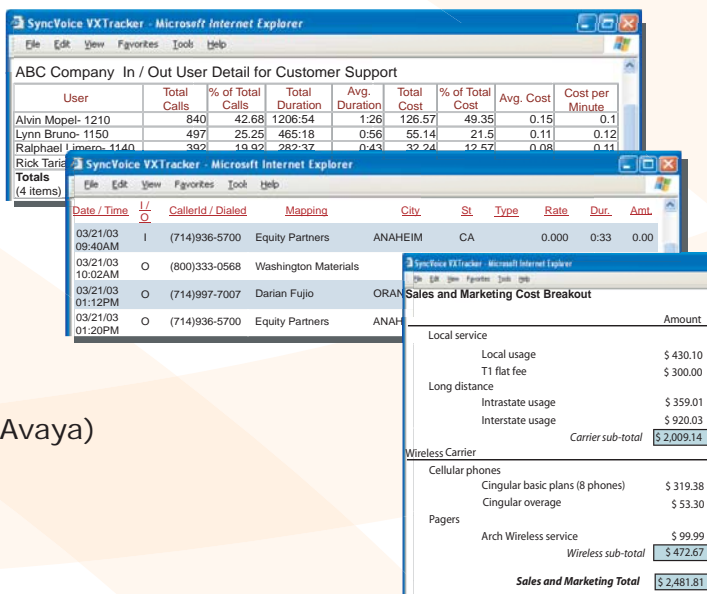


- Rewind the Network with Instant V-Play
- Balance Real-Time vs. Best Effort Applications
- Monitor Network QoS Performance
- Maximize Capacity & Uptime of the Network
- Report Real-Time Traffic & Call Detail
- Implement Budget & Cost Controls for Communications Expenses

## Telecom Expense Management

VXTracker's call accounting system collects call detail records (CDR) to produce powerful historical and real-time drill down reports to help you manage costs, maximize agent performance, and isolate important network trends.

- Allocation of Phone Bills
- Extension Call Detail Reports
- Trending & Forecasting
- Billing Plan
- ACD/Call Center Reporting (Nortel/Avaya)
- Trunk, Tariff and Traffic Reports



## *Whether a Single Vendor Solution or a Mix of Legacy Equipment, VXTracker™ Products Present a Unified View of the Complete Environment*

### **The Problem**

As VoIP deployments continue to grow, typically they must co-exist with legacy TDM equipment. This network hybridization will continue over the next ten years. Convergence of VoIP and legacy voice has created performance dissimilarities, complicated cost controls and compromised security. The hybrid state brings new vulnerabilities that complicate accountability and obscure causes of failure.

As technology evolves, the level of complexity due to hybridization increases. Management of these communication systems is difficult and sometimes confusing. Separate and distinct systems are used to manage each functional silo for everything from fault management, expense management, performance management, security monitoring and compliance auditing. The result is a myriad of proprietary support tools with different user interfaces, incompatible hardware, and applications that do not share information.

### **The Solution**

SyncVoice Communications provides unified management solutions that provide a single view of the network across disparate systems, while normalizing and correlating data to provide actionable information.

VXTracker™ software simplifies the complexity of hybrid networks and provides the sophisticated analytics that customers need to understand the impact on cost, performance and quality of service.



Founded in 2001, SyncVoice Communications specializes in multi-site, multi-vendor communications management.

The VXTracker™ product line is a comprehensive solution for hybrid communications system administration.

A cross-silo product, VXTracker™ software delivers the same level of control, holistic visibility and correlated analytics regardless of the evolutionary state of the network.



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