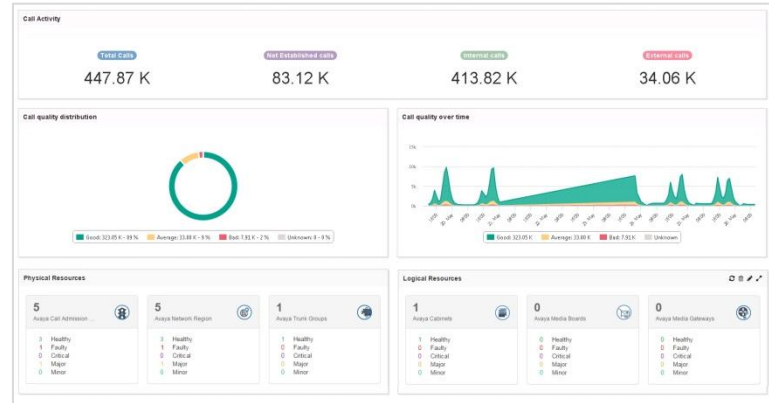# servicePIL⊙T

VOIP MONITORING **for Avaya environments**

Many Enterprises which have switched to VoIP regularly experience voice quality issues, and Enterprises which are thinking about doing it are hesitant to do so for fear of such problems.

But VoIP doesn't have to mean bad voice quality! By monitoring and anticipating degradations, you can maintain your users' satisfaction and avoid costly degradations of service.

Meet ServicePilot. ServicePilot allows you to monitor in real time the availability, performance and security of your VoIP environment, across vendors and technologies.

HOW TO REDUCE VOIP INCIDENTS AND COSTS WITH SERVICEPILOT?

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

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

Call path analysis:
Trace each call across your entire multivendor environment and identify which resource is degrading its quality.

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 and allows you to easily keep track of your licenses' limits.

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

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

Avaya Call Server:
▸ Aura Communication Manager
▸ Aura System Manager
▸ Aura Session Manager
▸ Application Enablement Services
▸ Aura Communication Manager Messaging
▸ One-X Attendant
▸ IP Office
▸ CS1000
▸ Session Border Controllers

Media Gateways:
▸ Registration status
▸ Network and Hardware details
▸ Gateway Controller

Local Survivable Processor / Enterprise Survivable Servers:
▸ Registration
▸ Activity status

Media Boards:
▸ C-LAN, MEDPRO
▸ Card status
▸ Network Region and Gateway Controller
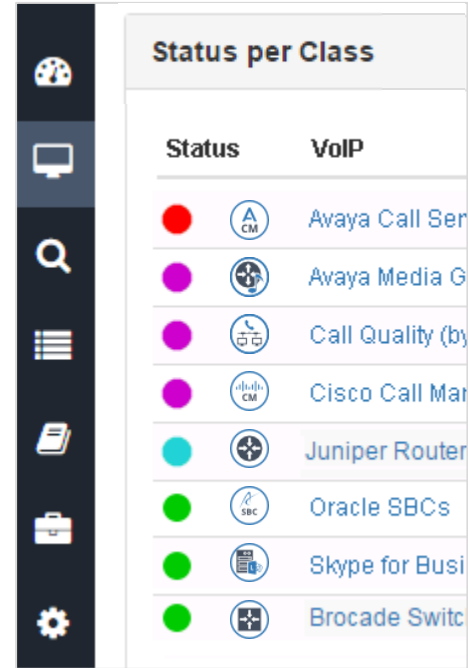
Phones:
▸ Call Quality (MOS, jitter, latency)
▸ Call activity and behavior
▸ Phones & Agent inventory
▸ License usage

Third-party Components:
▸ Administration and Billing server
▸ Directory Services(AD, LDAP, etc.)
▸ Skype for Business
▸ Oracle SBC
▸ 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

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 wit 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