The ETM® Performance Manager provides unified, real-time, enterprise-wide visibility into the performance of all enterprise voice services, including the health-and-status of your voice circuits and QoS/performance of calls across your network.

PBX and media-independent monitoring provides a consolidated, comprehensive view of voice service performance across any enterprise hybrid network mix of multi-vendors, trunking protocols, and TDM/VoIP media types found in today’s converging networks. The real-time console provides up-to-the-minute alerting on any QoS event or change in operational status of the network and any violations of established usage policies with additional console, email, pager, or SNMP trap notifications on any monitored event.

Performance Manager supports real-time, enterprise-wide health-and-status monitoring of TDM circuit status and availability conditions on all voice trunks with problem diagnosis tools and automated alerting capabilities. In addition, each VoIP call is monitored for expected packet rates, packet delay, jitter, packet loss, and actual bandwidth usage. VoIP call quality thresholds and alerts can be established for packet loss and jitter for any CODEC type used on the network. When call quality or performance issues arise, telecom managers can launch an integrated VoIP troubleshooting toolkit with data network call tracing, routing, and packet capture features that provide visibility into the behavior and performance of their VoIP traffic across the network. TDM and VoIP troubleshooting tools also provide real-time visibility into the CO side and CPE side of the trunks, enabling telecom managers to proactively monitor provider SLAs (Service Level Agreements) and isolate error conditions originating or residing in the carrier side of the network.

• Centrally monitor voice service QoS/performance and call quality on TDM and VoIP trunking from a single, unified console.
• Proactively manage SLAs (Service Level Agreements) with your provider through real-time, enterprise-wide health-and-status monitoring of all voice trunks and circuits from a single console.
• Ensure effective use of allocated WAN bandwidth by controlling CODEC usage by VoIP applications and establishing call admission controls for VoIP trunking.
• Diagnose and troubleshoot common span/trunk faults for TDM and VoIP through a centralized log that consolidates, filters, and groups error messages from monitored spans.
• Quickly resolve “finger pointing” by determining whether sources of telecom errors reside in the voice provider’s CO or in your CPE voice network.
• Centrally manage distribution of voice network security and usage policies and configuration of local and remote ETM® Appliances. Create unique trunk groups for policy and usage administration independent of PBX configuration.
• Quickly isolate active calls of interest (e.g., all calls from a certain phone number or environment, or all active modem, fax, video or voice calls) using call monitor display options. Track emergency “911” calls. Terminate threatening calls with a click.
• Gain centralized visibility into real-time call activity on single or multiple circuits. Determine if circuits are active before performing maintenance.
• Verify that purchased services, like DID (Direct Inward Dial) and DNIS (Dialed Number Identification Service), have been properly provisioned by your provider.
Real-time QoS/Performance Monitoring Across TDM & VoIP Networks

Performance Manager provides real-time, at-a-glance, health-and-status monitoring of all TDM / VoIP trunking and individual channels with remote management over distributed appliances and voice network usage and access policies. QoS alerts and icons reduce troubleshooting time for a variety of Telco issues. In this example, a Houston VoIP trunk shows a telecom error condition while an ETM Server and Appliance show a connectivity issue in Dallas.

The Call Monitor shows real-time call information with call-type data or VoIP packet data on all inbound and outbound calls. You can view an individual TDM channel, a span group or a VoIP trunk separately or side-by-side. Suspect calls can be manually terminated in real time.

Features:
- Centralized, Real-Time Health & Status: Real-time, enterprise-wide, single-view health and status monitoring of TDM & VoIP signaling error conditions on all monitored circuits.
- Real-time Notification of Availability & QoS: A wide variety of telecom events can be configured to generate real-time notifications when line errors impact service quality or availability.
- Call Monitor Real-Time Call Display with Call Termination: Call monitor shows active call information with call-type data on all inbound and outbound calls. Monitor can be configured to view an individual channel, span, group of spans or all spans enterprise-wide. Suspect calls can be manually terminated in real time.
- VoIP CODEC Configuration & Monitoring: CODEC configuration GUI has over twenty pre-defined, ITU standard CODECs and allows you to establish QoS thresholds that include values for packet loss, delay and jitter.
- Logical Span Groups: Fully logical spans and span groups allow for independent grouping of spans (regardless of PBX configuration) to support trunk groups and distribute security and usage policies. Spans from different ETM Appliances and PBXs can be grouped and managed as a unit.
- Troubleshooting Tools: Alarm icons alert to circuit errors and an easy access health-and-status display provides details. Distinct color-coded icons, logical grouping of functions, and automatic diagnostic log filtering allow users to quickly isolate potential line errors, immediately determine the severity of errors, and gain vital troubleshooting information through improved GUI.
- Command-Line Span/Trunk Diagnostics: Command-line interface provides quick access to span/trunk diagnostics to aid in faster resolution of circuit issues with service provider.

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