

# Solution Brief



# ReliaTel®

## Converged VoIP Infrastructure Management and Service Level Assurance

Tone's ReliaTel Management solution is strategic business technology that empowers Enterprises, Service Providers, VARs, and Integrators to cost effectively manage the diverse communications technologies, networks and applications that comprise today's converging voice and data environments.

ReliaTel delivers an end to end solution, with 360° visibility and management across the entire voice and data ecosystem, vendor domains, and convergence technologies including VoIP, TDM, IP Telephony, and Unified Communications (UC) from **Avaya-Nortel, Cisco, Siemens, Ericsson, Mitel, Microsoft, Sun**, and more.

Through ReliaTel real-time management, both Enterprises and Service providers can pro-actively ensure IP voice quality, infrastructure reliability, and applications availability to consistently meet critical converged voice network service level agreements.

Armed with the ReliaTel solution, businesses can cost effectively deliver higher voice service levels at every stage of the convergence life cycle across multiple convergence technologies, ensuring the necessary ROI from their convergence investments.

ReliaTel is an ideal business solution to:

- Manage the complete convergence life cycle, from pre-VoIP deployment to full convergence roll-out.
- Expertly manage the entire converging network across VoIP, TDM, UC, and data with a unified solution.
- Analyze live VoIP call quality and real-time network metrics to ensure converged voice service levels.
- Fully manage faults, VoIP QoS, performance, capacity, and traffic through a unified management portal that integrates with business processes.
- Reduce operational overhead expenses and enhance technician effectiveness with deep visibility, remote access, an expert knowledge base, and automation.





## A Comprehensive Solution that Intelligently Manages Your Entire Environment

ReliaTel unifies monitoring and management of diverse converging environments within a comprehensive web-based management portal, eliminating the need for multiple, expensive, proprietary tools. Using ReliaTel, businesses effectively manage ALL aspects of their converging voice networks with ONE solution, regardless of the technology mix.

ReliaTel is a vendor-agnostic, platform-agnostic solution that delivers complete fault, performance, quality, capacity, and service level management across VoIP switches, gateways, PBXs, voice mail servers, applications, routers, call servers, CO switches, and IT data networks from many manufacturers, including:

- Avaya - Nortel
- NEC
- Mitel
- Microsoft
- Cisco
- Ericsson
- HP
- IBM
- Siemens
- Alcatel-Lucent
- Sun
- Many others

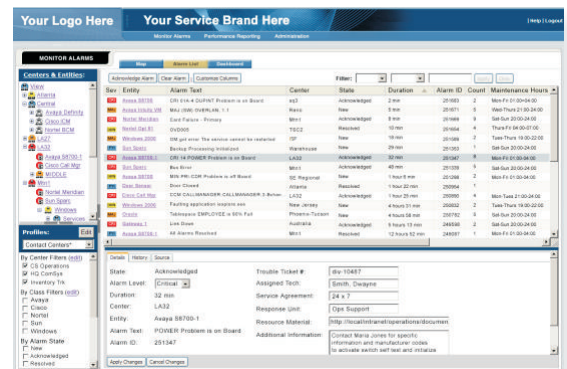
By unifying management and monitoring in one solution, ReliaTel closes the gaps created by fragmented tools, while also augmenting support staff expertise across technology domains. In addition, Enterprises and Service Providers alike can drastically reduce the overhead costs of managing their converging voice infrastructures, and be assured they have a solid management platform that will evolve to support both their current and future technologies and communications innovations.



## A Complete Service Assurance Platform that Integrates with Business Processes

ReliaTel integrates directly into your business model with an adaptable management portal. The portal easily fits the multi-tenant environment of Service Providers, and can be optionally re-branded, while Enterprises have complete flexibility to represent the exact hierarchy of their environment. A real-time, global view of all fault, quality, performance and capacity issues is presented to voice support staff with clear, concise indications of severity and SLA impact, as well as full diagnostic details and secure remote access to resolve issues.

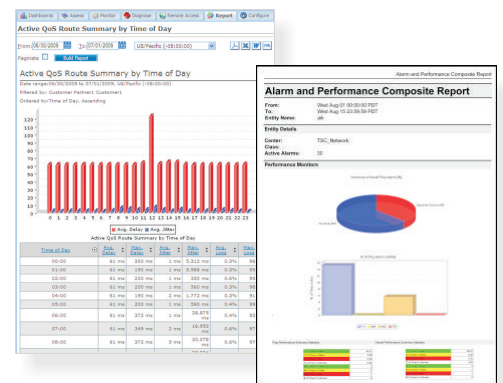
Service Providers can optionally provide Clients with remote access to the re-branded portal, enabling clients to securely view just their environment to gain clear insight into the Service Providers' actions on their behalf.



Businesses use ReliaTel to consistently meet Service Level Agreements, ensure complete voice quality, and avoid costly voice service interruptions or downtime.

### ReliaTel Provides a Complete Service Assurance Platform:

- **Fault and Event Management:** Health, availability, status of devices, circuits, and connections via agent-less surveillance. Customizable alarming, notification, and multi-level escalation.
- **Performance and Capacity Management:** Customizable metric analysis, threshold triggering, dynamic dashboards, and trend reporting.
- **Voice Quality Management:** Passive and active analysis of 200+ VoIP QoS, device, and application metrics, real-time MOS and session statistics.
- **Full Audit Trail and Remote Access:** Message, alarm, action logs for diagnostics, accountability, reporting. Remote access to resolve problems.
- **Operational Automation:** Automate actions, procedures, or recovery triggered by events and conditions, or a predetermined schedule.
- **Service Level, Quality, and Traffic Reporting:** Customizable alarm, performance, QoS, SLA, traffic, and trending analysis reports.
- **Business Integration to Existing OSS Systems:** Integrate with existing trouble ticketing systems, network tools, operational tools, etc.



ReliaTel customizable reports enable businesses to pinpoint fault, alarm, quality, and service level trends so they can address voice quality and capacity issues throughout the converged environment.

## Deep VoIP QoS Analytics Ensure Quality

The ReliaTel VoIP QoS management facility ensures VoIP quality of service and quality of experience (QoE), regardless of where IP voice quality issues originate. ReliaTel delivers the deep metric analysis and remediation tools businesses need to proactively monitor, analyze, and resolve VoIP quality issues throughout converged networks.

ReliaTel effectively manages the entire IP convergence life cycle from pre-deployment to full IPT service roll-out:

- **VoIP QoS Monitoring and Analysis** of 200+ active and passive QoS, device, and application metrics in realtime, with ReliaTel interactive VoIP QoS dashboards.
- **VoIP Quality and Service Diagnostics** through the ReliaTel central management portal with drill down diagnostics and remote access.
- **VoIP Service Reports** analyze key metrics for critical SLA reports.

## Knowledge Base Augments Staff Expertise

The ReliaTel Operational Knowledge Base dynamically delivers critical intelligence about converged voice network faults, quality issues, and performance problems through an integrated, customizable portal.

The Knowledge Base is pre-populated with multiple manufacturers' documented resolution procedures, and instantly provides voice support teams with specific manufacturer suggested actions relevant to the exact fault or condition they are diagnosing.

Users can also easily incorporate installation-specific operational procedures and details regarding the device and configuration, including step-by-step actions, relevant text or schematic documents, or hyperlinks to access information stored over the network.

Through the Operational Knowledge Base, the expertise of both equipment manufacturers and the installation's most senior technicians is available to the entire voice support team in a clear, concise manner on a 24x7 basis.

As a result, problem resolution is expedited and accuracy is improved, while also reducing converged voice support costs and increasing overall converged voice service levels.

## ReliaTel Data Collection...

ReliaTel collects real-time metrics through fully customizable Data Acquisition Points (DAPs), available for deployment in a wide variety of connectivity and configuration options. ReliaTel DAPs are fully secure, do not add overhead or load to the managed environment, and are fully compatible with virtually any infrastructure technology mix.

## ReliaTel Key Benefits:

### Business Enabling Technology to Ensure Convergence Success and ROI:

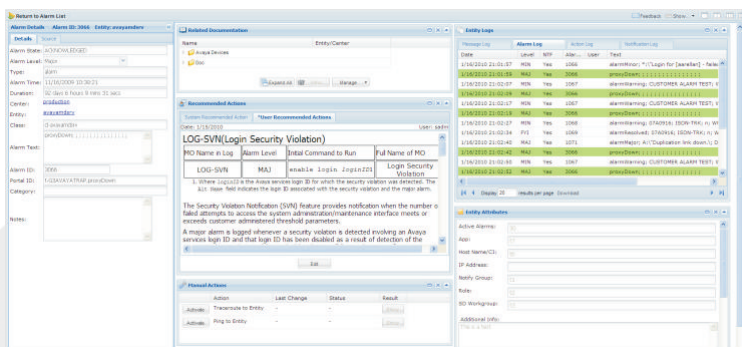
- Manages Broader, Deeper Range of Convergence Technologies and Service Factors
- Increases VoIP and Convergence Service Levels, Availability, and Reliability
- Manages all TDM, VoIP, IP Telephony Platforms
- Supports Advanced Converged Communications: UC, Collaboration, Workforce Mobility, etc.

### Maximizes Total Cost of Ownership while Driving Strategic Business Objectives:

- Provides Unified Solution Across the Environment, Eliminating Multiple Proprietary Tools
- Reduces NOC Overhead and Operational Costs
- "Vendor-smart" Technology Extends and Augments Staff Expertise and Workflow
- Integrates with Existing OSS Tools, Ticketing, Network Management Systems
- Provides In-Depth Alarm, Performance, and SLA Service Reports for Remediation and Planning
- Assures Converged Communications Investments meet the needs of both users and the business

### Ensures IP Voice Quality and Service Levels:

- Increases Real-Time Operational Visibility
- Manages Faults, Events, Metrics, SLAs, Quality
- Knowledge Base Educates: Expands Staff Expertise and Ability to Support VoIP Network
- Speeds Diagnostics, Mean Time to Repair
- Automates and Improves Support Process
- Provides Key Quality, Performance, Capacity, Traffic Analytics, Alarming, and Reporting



## Solution Delivery Options to Fit your Business Needs

### Management-as-a-Service Hosted Architecture

The ReliaTel management solution is available through a Management-as-a-Service hosted model, which provides the optimal management benefits with none of the risks or IT burden of ongoing support and maintenance.

Service Providers, VARs and Integrators find this model highly advantageous, with significant business benefits including:

- Minimizes initial license and start-up costs
- Eliminates internal support staff workload
- Expedites service initiation and deployment for Clients
- Provides on-demand scalability to meet service growth

### “Turn-Key” Premise-Based Architecture

The ReliaTel Turnkey architecture provides a premise-based deployment that physically sits within the corporate or MSP LAN, and also includes full Tone-supplied hardware, installation, administration and support of the ReliaTel platform.

This model provides financial, technical and business advantages for both MSPs and Enterprises, including:

- Monthly licensing minimizes initial start-up costs
- Enables funding from OPEX budget rather than CAPEX
- Retains all critical data within the premise LAN environment
- Minimizes human and financial impact of solution

### Classic Premise-Based Installed Software Architecture

ReliaTel can be hosted and maintained within an Enterprise or MSP facility in a classic premise-based architecture, providing excellent long range ROI for businesses that have an established NOC and support team. ReliaTel premise-based architecture details include:

#### Hardware:

- Operates on Sun Sparc or Intel host processor

#### Software:

- Requires Sun Solaris or Linux Red Hat OS
- Compatible with IE 7.0 or later, or Firefox 3.0 or later
- Supports both Oracle and PostgreSQL databases

#### Scalability:

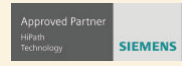
- Architecture supports both distribution / redundancy

#### Security:

- Adheres to site security, firewalls, SSH, SSL, VPN
- Advanced customizable access, user permissions

#### Reliability and Interoperability:

- Meets 99.999% service level expectations
- Manufacturer compatibility tested and approved



## ReliaTel Partner Plus Program

The ReliaTel Business Partner Plus program provides valuable resources and co-marketing services to Service Providers, VARs, and Integrators utilizing Tone’s ReliaTel technologies to deliver managed services to their Client base.

Program membership and resources are provided as a value-added benefit and are designed to help Partners:

- Build service revenues and their competitive edge
- Increase Partners' visibility in their target market with joint co-marketing activities and media activities
- Expedite Partners' “go-to-market” process with brandable sales collaterals, materials, and resources
- Leverage valuable Sales and Marketing support, as well as Engineering expertise, to help ensure Partner success

## About TONE SOFTWARE

TONE SOFTWARE CORPORATION is a high technology software development firm specializing in global business, telecommunications, environmental, and IT infrastructure management solutions.

Based in Anaheim, California, TONE SOFTWARE is a privately-held corporation free from the pressures of investors' demands, and is fully dedicated to delivering quality solutions that best serve the needs of our valued clients. For over 35 years, TONE has leveraged this customer-responsive business model to build a solid reputation for delivering premier software solutions, exceptional technology expertise, and unparalleled customer service and support 24 hours a day, 365 days a year.



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