



**servicePILOT**

ALCATEL-LUCENT  
VoIP Monitoring

The performance of unified communications is essential for the image of the company. The monitoring and anticipation of degradations make it possible to guarantee the quality of the service delivered. Finding and quickly correcting degradations that impact the quality of the company's communications is essential to improve productivity and avoid additional costs. Monitor the availability and performance of your Alcatel-Lucent environment in real time, reduce operating costs and improve ROI.

## UNIFY THE SUPERVISION OF A COMPLEX ENVIRONMENT

Centralizing the supervision of a communications solution allows improving visibility and a better understanding of the impact of incidents on the business.

ServicePilot monitors the performance of sensitive parts of an Alcatel-Lucent infrastructure:

- Appliance Servers
- Ecosystem servers
- Passive Communication Servers (PCS)
- IP Domains
- IP Media Gateways: coupler INT IP, GA and GD
- Trunk Groups
- Trunks: coupler T2, PRA, PRA2, BPRA, BPRA2, NPRAE, ...
- Infrastructure cards (UA32, DECT8, ...)
- Third-party SBCs (Oracle, Sonus, Audiocodes, ...)

## MEET THE OPERATOR'S NEEDS

This offer allows you, among other things, to check in real time the load of key indicators and anticipate saturation that could degrade the service delivered to your users:

- Capacity and call quality (MOS)
- Trunks occupancy rate
- Occupancy rate of conference resources
- CPU usage
- Filling rate of the discs, ...

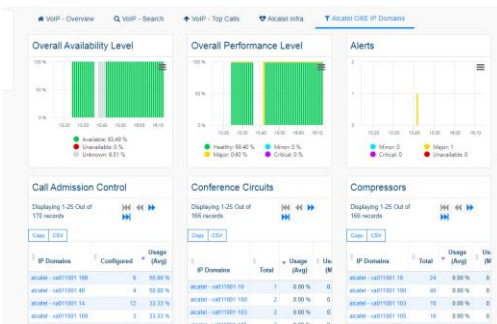
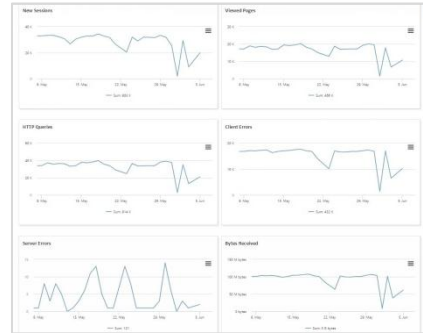
With essential functionalities:

- Real time map of the entire infrastructure
- Threshold overrun alerts
- Machine Learning and correlation
- Historical performance graphs
- Verification of the proper functioning of third-party applications
- Wizard for widget creation
- Service visibility
- Performance and capacity reports
- Automated Morning Check
- Automated provisioning
- API towards third party solutions

## END-TO-END MONITORING

### SERVER PERFORMANCE

- CPU / RAM / Disk
- OXE Role
- Ecosystem Servers
- Automatic discovery and monitoring of PCS cards
- Infrastructure cards
- SIP Sets registered, in service, ...
- DECT (Busy Channels, Active Calls, Antenna Usage,...)
- Phone reboots



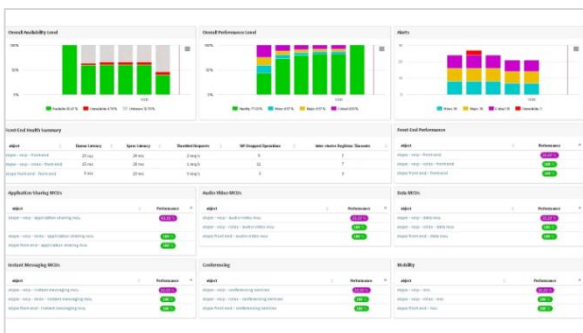
### IP DOMAINS

ServicePilot analyzes the resource usage of all IP Domains of an OXE infrastructure to evaluate the number of simultaneous communications (CAC), the number of simultaneous conferences, the use of signal conversion resources (DSP).

### IP MEDIA GATEWAYS

ServicePilot automatically discovers all the IPMGs present on an OXE and provides operators with the status of IPMGs and communication channel usage.

IP Domains	Configured	Used (Avg)	Used (Max)	Usage (Avg)	Usage (Max)	Overruns
alcatel - ra011001 199	6	3	3	50.00%	50.00%	0
alcatel - ra011001 49	4	2	2	50.00%	50.00%	0
alcatel - ra011001 14	12	4	4	33.33%	33.33%	0
alcatel - ra011001 199	3	1	1	33.33%	33.33%	0
alcatel - ra011001 194	6	2	2	33.33%	33.33%	0
alcatel - ra011001 53	3	1	1	33.33%	33.33%	0
alcatel - ra011001 98	14	4	4	28.57%	28.57%	0
alcatel - ra011001 19	7	1	1	14.29%	14.29%	0

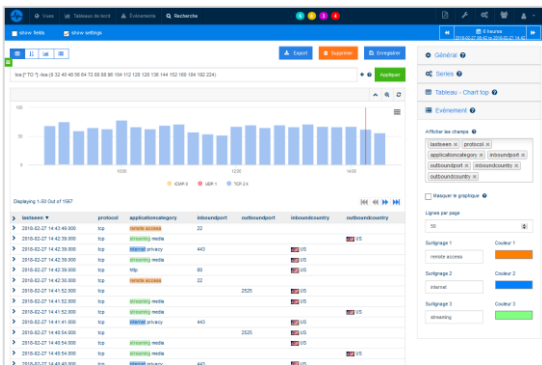
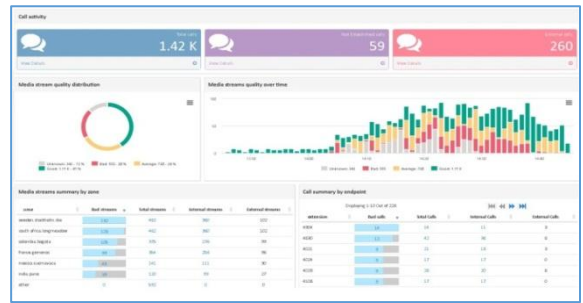


### TRUNK & TRUNK GROUP

ServicePilot supervises all beams declared on an OXE and monitors their usage rate. Historical performance, trend and capacity planning reports facilitate decisions for capacity planning (Trunk Group).

## TELEPHONY QUALITY OF SERVICE

In an Alcatel-Lucent environment, the indicators collected to distribute calls according to their quality level are Delay (ms), %BFI > 3% (Jitter), Packet Lost Rate and MOS. ServicePilot provides graphs that allow understanding at-a-glance of the telephony quality of service and analysis by zone and user.

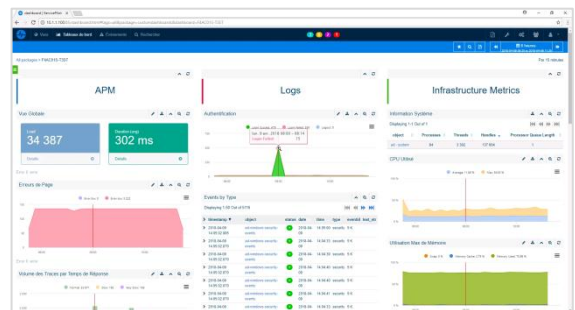


## SEARCH AND CORRELATION

ServicePilot allows you to filter and correlate your data to better identify the causes of incidents and abnormal behaviors that could lead to a problem. Analyzing your data in a single solution allows you to quickly identify and locate the cause of incidents.

## CUSTOM DASHBOARDS

All ServicePilot widgets can be saved and used in dashboards and PDF reports. Custom dashboards allow you to adjust the monitoring to your needs with different technologies (i.e.: Call Quality vs. WAN vs. Infrastructure).

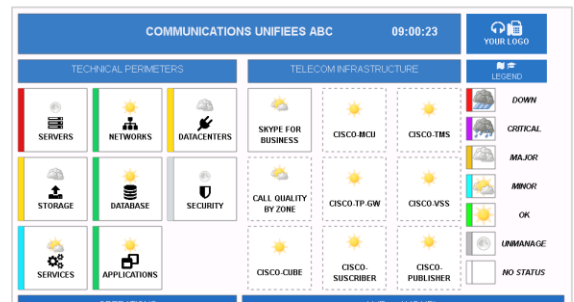


## AUTOMATIC PDF REPORTS

With ServicePilot, the permanent monitoring of your entire information system allows you to intervene with a very high level of reactivity. The generation of PDF reports on the fly or on schedule allows you to take action on possible availability and performance problems.

## SERVICE FORECAST

ServicePilot provides visibility to your staff and your CIO by displaying on a large screen a synthetic view of the level of service delivered for key applications as well as your company's critical infrastructure.



## 7 REASONS TO CHOSE SERVICEPILOT



### EASY TO DEPLOY

Provisioning files, drawing tool, packages for 250 technologies, universal collection agent, automatic resource discovery



### SIMPLE TO ADMINISTRATE

Windows installation, updates in a few minutes, no dependencies to manage



### VARIETY OF COLLECTORS

SNMP, Traps, AXL, CDR VoIP, RTP, RTP-XR, FTP, Netflow, Logs, Syslogs, SQL, SMI, Telnet SSH, scripts,...



### MONITORING CENTRALIZATION

Centralized collection and analysis in a single solution



### MONITORING INTERFACES

Unified mapping of all IS elements, end-to-end views, dashboards, alerts...



### ADVANCED PDF REPORTING

Pre-configured and customizable reports, generated on-the-fly or on a recurring and automatic basis



### NOSQL DATABASE

Data storage in a NoSQL database, with wizards to simplify the creation of widgets, dashboards or adhoc searches...

### WEB SITE

<https://www.servicepilot.com>

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