servicepilot

## UC MONITORING AND MORE for Service Providers and End Users

Launched in 2001, ServicePilot develops a multi-vendor and multi-technology monitoring solution which allows companies to better monitor their UC environments, and more.

ServicePilot is trusted by over 200 Enterprises (finance, services, industries, healthcare, education, government and retail) and 10 major Managed Service Providers.

Spanning UC, networks, servers, applications, Netflow and mainframes, ServicePilot helps companies reduce incidents and costs through faster troubleshooting and proactive resource management.
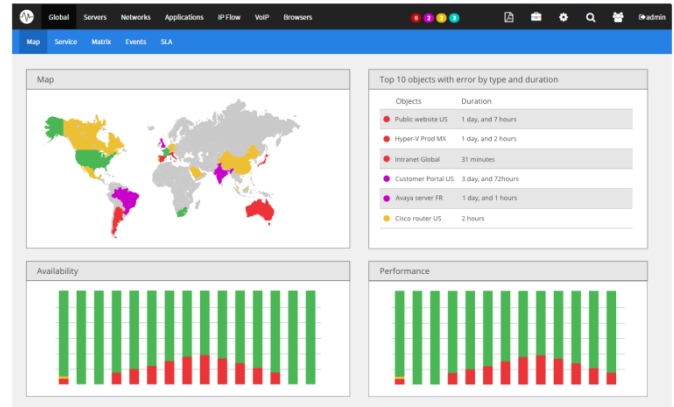
HOW TO REDUCE INCIDENTS AND COSTS WITH SERVICEPILOT?

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.

Resource inventory:
ServicePilot discovers and summarizes your resources and allows you to easily keep track of your licenses' limits.

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).

Alerts and automated actions:
Automatically send emails, run scripts and programs or create logs based on alarms, Syslogs, Traps or SLA metrics.

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.

Real-time call path analysis*:
Trace each call in real-time across your entire multivendor environment and identify which resource is degrading its quality (*Avaya only).

WHY DO SERVICE PROVIDERS TRUST SERVICEPILOT?

We had been searching for a more competitive, flexible and cost-effective monitoring solution. We came to the conclusion that ServicePilot ISM provided the best solution for supporting the current and future requirements of our clients while expanding the range of services we could offer.

**L. V. (European Business Development)
Dimension Data**

We appreciate ServicePilot for several reasons: their support team is always here to help during and after deployments, they offer an advantageous pricing method and global contracts for all of our branches, and our clients who use their software are very satisfied.

**A. D. (Directeur Production UC)
Orange Business Services**

In conjunction with our system integrator, we have thoroughly analyzed solutions from several different suppliers, including market leaders. It quickly became clear that ServicePilot was the choice to make.

**P. C. (Head of Telecom Projects)
arvato**

ALL-IN-ONE MONITORING BY SERVICEPILOT

Multivendor call monitoring
- Call quality(MOS, latency, jitter)
- Call activity
- Call status and type

Cisco infrastructure
- CallManagers
- CDR and CMR
- Presence
- Locations
- Unity, UCCX, CUBE, CUPS
- Trunks
- Gateways
- Gatekeeper H.323

Avaya infrastructure
- Real time quality
- Call Servers (Aura, IP Office, SM, SMGR)
- Session Border Controllers
- Media Gateways
- LSP/ESS
- Media boards

Skype for Business
- Frontend and Backend server
- Mediation server
- Server "Edge"
- Conferencing, Monitoring, Archiving and Director

Oracle Infrastructure
- SNMP Monitoring (system, resources, realm, domain)
- CDR activity
- CDR quality

Network & Infrastructure:
- Routers, switches, firewalls, load balancers, Wi-Fi access points, IP SLA, CBQoS
- DHCP, DNS, Web, TCP, Exchange
- Database and storage
- Servers (Windows, Linux & Unix) and Hypervisors (VMware & Hyper-V)

Status per technology

Status	VoIP
🔴 (A CM)	Avaya Call Ser
🟣 (⊕)	Avaya Media G
🟣	Call Quality (by
🟣 (CM)	Cisco Call Mar
🔵 (⊕)	Juniper Router
🟢 (SBC)	Oracle SBCs
🟢	Skype for Busi
🟢	Brocade Switc

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