

PathView helps find and fix Carrier Problems

Introduction

RonEK Communications, located in the US, specializes in VoIP services and communications equipment. With more than 450 Customers across many industries, RonEK perform pre-deployment network assessments to ensure the delivery of reliable VoIP services, continuously monitor VoIP quality and immediately troubleshoot problems that arise.

Business Problem

RonEK were recently working with a Customer. The Customer had just put in a new PBX and was moving over to Session Initiation Protocol (SIP). As a result, when they were running VoIP, they found themselves facing several performance problems including more than 20% packet loss. As the VoIP service provider, RonEK talked to the Carrier about the problem and asked them to help resolve the issue. Unfortunately the Carrier immediately denied fault and claimed there was “no problem at all.”

RonEK suspected there was an issue with the router dropping packets, but they couldn't see where this was occurring or why. The Customer didn't have an open port and was reluctant to let them install invasive test equipment on their network. Determined to fix this problem, RonEK knew they had to find a tool that would give him clear sight into the end-to-end network path (even through the Carrier), but also create a “light footprint” on Customer's network.

PathView

RonEK loaded PathView onto the Customer's network. They did this by placing a small piece of code called a Sequencer onto the Customer's server, which gave them vision from the inside of the Customer's location out through the Carrier's network. From this vantage point, they realized exactly where the router was dropping packets, and were able to pinpoint the problem to the Carrier's network.

RonEK went back to the Carrier and explained that their Customer was seeing between 8-20% loss at any given time. They then forwarded the PathView reports and screen shots pinpointing exactly where the problems were occurring. When the Carrier saw this information, he took ownership of the problem and it was quickly resolved.

“Carriers don't always deliver what they say they are, and if you don't have the right tools, they will talk down to you. You need a tool to assess, monitor and report on your network paths where you are working with a third party Carrier,” said RonEK.

Customer Response

RonEK's Customer was pleased with RonEK's ability to fix the problem and impressed by PathView's reporting capabilities. Today, the Customer is realizing the importance of performance measurement and is now working with RonEK to develop SLAs for future work with their local Carriers.

RonEK is also expanding their own services by using the PathView microAppliance, a small device that is ideal for testing remote network locations. The microAppliance measures performance characteristics such as jitter, latency and available bandwidth from its location to any IP address worldwide. RonEK is using this new tool to continue to monitor and troubleshoot their Customer's networks remotely in order to provide continuous and real-time service.