VoIP and Video Monitoring

Powered by AppNeta

Unified communications (UCaaS) solutions -- think video conferencing or voice calls via Skype, Slack, or Fuze -- are pivotal for the modern enterprise. Because teams in almost any field are now spread across an array of locations, it's essential that geographically disparate workers and customers are only a few clicks away from each other.

The problem is, many companies aren't employing monitoring solutions that can account for the increased demand of VoIP and video tools. Communications apps are disproportionately impacted by network connectivity or capacity issues. And a dropped video or VoIP call can result in tangible business losses, from missed deadlines to lost sales.

To get the best possible call and video experience, IT teams need to make sure the network connectivity and capacity at a given location is actually equipped to support these solutions continuously -- something legacy app and network monitoring tools simply can't do.

How Do you Know if Your Network Is Robust Enough?

With AppNeta, you can proactively monitor your network, WAN, and third-party networks for issues specific to apps, VoIP, and video connections. Using AppNeta, organizations can uncover common issues such as:

- Insufficient network capacity
- Latency issues
- QoS alterations
- Poor ISP connections
- Bad call quality
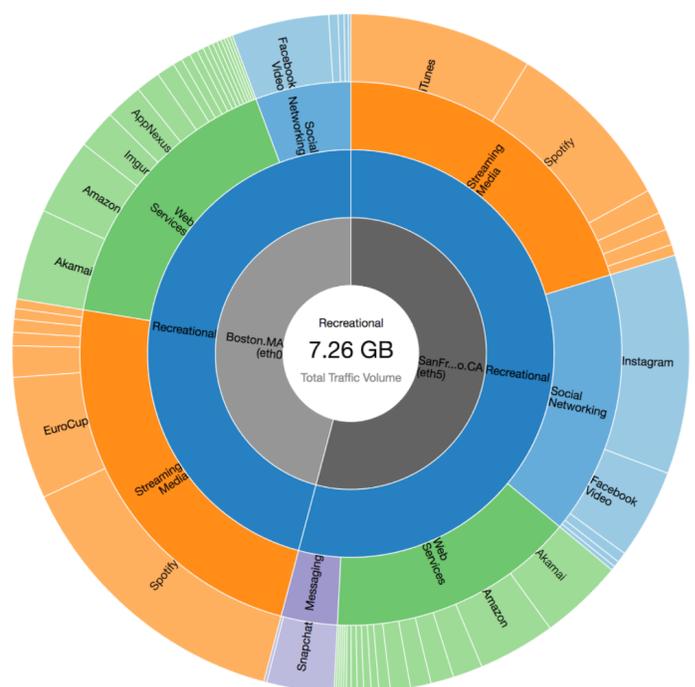
Ensure the Best Call Quality

AppNeta monitors voice and video traffic by continuously measuring capacity, latency, voice loss, and voice jitter over the wire between locations. AppNeta gives you a real-time view of end-user experience, using methodologies that allow for deep diagnostics. AppNeta also tracks the industry-standard mean opinion score (MOS) for up-to-the-minute detail on call quality. You can set thresholds for any metric to alert you when quality is falling, so you can fix the problem before users even notice.

Cut Congestion on the Line

AppNeta measures network capacity continuously between call source and destination to see drops in performance during busy times. See which users are experiencing issues, and drill down by user, host, application, or conversation. With voice assessments, many paths can be tested simultaneously with only minor bandwidth overhead. For more detail, you can trigger voice tests, which use the same application layer protocols and codecs that are used in an actual voice call. Voice tests can check more than 100 concurrent voice calls, and are most useful to see voice performance between sites—perhaps across an MPLS WAN link or a trunk between buildings. With these same tests, AppNeta can gather in-depth network data like such as packet reorder and discards.

Diagnose Problems With ISP Connections and QoS

Proactively pinpoint performance issues that are causing call degradation, whether the root cause is in the local network, wider internet, or your provider. Monitor quality of service (QoS) to identify when demoted priority is the source of pain. AppNeta gives you the ability to generate traffic with the DSCP markings you need to verify or stress a network.

Understand How Other Applications Are Affecting Performance

Get a big-picture look at which apps are in use and what their total traffic volume is with AppNeta's tailored graphs and reports. There are more than 2,000 built-in apps as part of AppNeta's solution. Add your own custom apps as needed. You'll see everything in use on your network, whether off-site or on-premises, and be able to instantly understand if an application is affecting performance.

How AppNeta Monitors VoIP and Video

AppNeta uses synthetic voice and video traffic sent over the wire in a continuous lightweight packet train. This is based on AppNeta's patented TruPath™ technology, so AppNeta can monitor networks in production and send alerts based on customizable thresholds for MOS, voice loss, and voice jitter. Plus, AppNeta technology supports a variety of codecs and protocols. When an issue is detected, diagnostic tests automatically kick in to identify the root cause.

How AppNeta Is Deployed

AppNeta is fast and simple to deploy. Simply install a monitoring point (either via a physical appliance or virtual instance on KVM or VMWare) and start monitoring. AppNeta aggregates the data from all monitoring points in the cloud, so it's simple to see how your apps are working across your whole organization. And real-time alerting means you'll know about issues before your users submit the first ticket.

It can't be emphasized enough how important it is that video and voice communications aren't interrupted. The consequences of bad communication can be felt throughout the business, and it's on IT to make sure these lines don't go dark when teams need them most.

Users shouldn't have to worry that they can't reach a remote office or have a meeting interrupted by unnecessary latency. By retiring your legacy network monitoring solutions in favor of AppNeta, you're employing a solution designed specifically with the end user in mind. AppNeta empowers IT to be proactive, ensuring every office has the connectivity and capacity they need to rest assured that their teams don't go silent.