



eHealth for Voice Solutions Enable Effective VoIP Management

Leveraging IP communications can create significant advantages for your voice network, including cost savings and productivity increases. It can, however, introduce complexity as networks and technologies converge. Voice management solutions from CA help you maintain service availability through analysis of voice system resources and management of key VoIP metrics.



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

Managing voice communications servers across the enterprise is traditionally a challenge, and made more difficult when newer IP architectures are introduced into the voice network. Monitoring availability and performance among disparate systems is complex and inefficient without the right tools. eHealth for Voice is a robust performance management solution now supports Nortel Communication Server 1000 (CS 1000). The application provides the ability to poll key voice and VoIP statistics to a centralized database from multi platform, multi application, heterogeneous, voice systems.

With eHealth® for Voice, accurate current and historical system information is always available for complete planning, trending and analysis. Analysis may span any interval-from

hour by hour totals, to monthly summaries. It eliminates the manual collection of data and the labor intensive effort of report compilation and grade of service determination, which helps you to deliver improved voice system performance and availability, at a lower cost.

Product Benefits

- Manage multiple voice systems, based on multiple platforms, from a single interface - maximizing
- Staff efficiency.
- Analyze VoIP statistics to monitor call quality and bandwidth.
- Maintain a repository of historical data, including grade of service, for capacity analysis to maximize
- Service availability and performance.
- Simultaneously poll an unlimited number of systems with scalable architecture.

Consolidated Monitoring and Centralized Control

eHealth for Voice supporting Nortel CS 1000 systems provides an easy interface for centralized management and control. Through a user-defined schedule, data is collected from one or more CS 1000 systems and stored in a central data warehouse. eHealth for Voice summary reports provide a high level view of key statistics on every voice system in your network. Summary report fields include critical VoIP statistics (jitter, latency, Mean Opinion Scores (MOS)), trunk utilization, number of calls, processor occupancy and total number of stations among other statistics.

Statistical Reporting and Trend Analysis

eHealth for Voice supporting Nortel CS 1000 systems retrieves data for all critical types of system information such as VoIP call quality, trunk configuration, inventory, processor occupancy, and traffic usage to get a complete picture of the health of your CS 1000. Trending reports or graphs assist in planning for optimal load balancing and configuration of routes, trunks and loops, as well as monitoring and maintaining call quality.

Operational Statistics to Provide Critical VoIP Metrics

Continuous monitoring of network performance is crucial to maintaining voice quality in VoIP applications on shared networks. In a VoIP environment, statistics on call quality, Internet zone traffic and bandwidth utilization are as important as trunking statistics are in a TDM environment. eHealth for Voice comes equipped with pre-defined policy templates to monitor your VoIP service. Statistics on jitter, packet loss and latency are collected and reported and Mean Opinion Scores are calculated using the E-Model for continual monitoring. Operational measurements for H.323 and SIP Virtual Trunks include incoming and outgoing call/fax attempts, completed calls/faxes and call/fax lengths.

Grade of Service Analysis Across the Network

In order to meet grade of service levels and maintain optimal trunk configurations without over engineering, administrators must gauge system performance, determining peak traffic periods, and observing how traffic demands are being serviced. The eHealth for Voice Capacity Analyzer allows administrators to perform "what-if" scenarios to determine the number of trunks or other resources needed based on target Grades of Service. The resulting analysis not only gives the current grade of service, busy hour and other statistics but also reports on the number of trunks needed to provide that grade of service. Often, the number required are less than what are currently deployed, which presents the opportunity to reduce trunks and their associated expense.

Reporting

eHealth for Voice provides many management reports and graphs. Reports can be viewed on screen, printed, or exported to a number of file formats, including HTML for distribution via internal web sites. Graphical reports feature numerous customizable properties including titles, 2D and 3D display formats, fonts, borders, and many others.

Company Information

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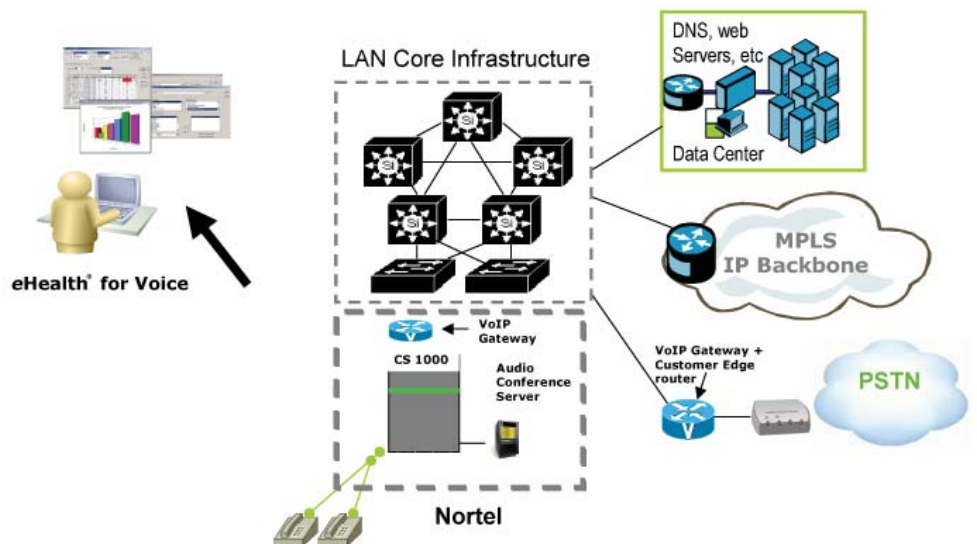
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For all inquiries on this product,
please provide the following
reference code: VOICE-N1



Compatibility Information:

CA's eHealth for Voice release 3.5 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:

www.nortel.com/prd/dpp/product/prodpages/z5989.html

NORTEL
Compatible Product

www.nortel.com/compatible

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