

# VoIP Readiness Assessment



Enterprise VoIP (voice over IP) can save money, simplify management, and improve productivity. Those are the pluses. However, VoIP deployed over a LAN that is not VoIP-ready can result in dropped calls, poor sound quality, and even the occasional inability to make or receive calls at all. If you are contemplating a VoIP deployment for your enterprise, a VoIP Readiness Assessment from DSCI can identify any deficiencies before you begin your installation.

## VoIP Readiness Assessment Benefits

### Maintain Project Schedule

By having a VoIP Readiness Assessment performed before you begin deploying a VoIP solution, you can build any changes into your schedule and keep your project moving forward. Your transition to VoIP can go smoothly and meet all your expectations.

### Supports QoS (Quality of Service) Initiative

Assuring QoS for VoIP calls is your priority. With a readiness assessment, you know if your network will support QoS and, if not, what changes are required.

### Help Budget IT Time

Planning a VoIP installation demands a big time commitment from IT. Outsourcing the VoIP Readiness Assessment frees up time for higher level decision-making as well as everyday responsibilities.

### Choose the Right Assessment at the Right Price

You pay for only the level of assessment you need. Select from Basic, Standard, or Complete. For details of what each level includes, see below.

## Three Levels of Assessment

Description	Basic <sup>1</sup>	Standard <sup>2</sup>	Complete
Meets chosen manufacturer's requirements	✓	✓	✓
Existing topology review			✓
QoS consultation			✓
Convergence strategy development			✓
Remote metrics testing	✓	✓	✓
Detailed metrics report	✓	✓	✓
Metrics analysis		✓	✓
Equipment QoS verification			✓
Summary document		✓	✓
Recommendation document		✓	✓
Final consultation		✓	✓
Retest	Optional	Free <sup>3</sup>	Free <sup>3</sup> (Unlimited)
Metrics test preparation			With on-site add-on
QoS verification data gathering			With on-site add-on

<sup>1</sup> Recommended for small networks with not more than 100 VoIP endpoints

<sup>2</sup> Recommended for small networks with not more than 250 VoIP endpoints.

<sup>3</sup> Some restrictions apply.



# VoIP Readiness Assessment

## VoIP Readiness Assessment Features

### Testing Performed Remotely

All assessments are performed remotely with the customer responsible for setting up test agents and gathering on-site data as necessary. With a Complete Assessment, an on-site visit by our engineer can be arranged.

### Choose from Three Levels of Assessment

Depending upon your need, you can select from three different levels of assessment:

**Complete Assessment** includes both a planning and testing component. This is the only choice which reviews equipment priority queuing outputs for QoS verification. An on-site add-on can be ordered for an engineer to visit your location to set up test agents and gather information.

**Standard Assessment** includes the testing component, analysis and summary document, recommendations and post-test consultation.

**Basic Assessment** includes only the testing component. "Summary, Recommendation and Retest" can be ordered if the metrics test fails.

See "Three Levels of Assessment" on the other side to review what is provided with each level.

### Retest Option

Both the Standard and Complete Assessments provide for a free retest should initial test results warrant it. Standard includes a 24-hour retest within 2 weeks of the original test. Complete includes unlimited free retests within 6 months of the original test. A retest can be ordered at a reduced additional charge with the Basic assessment.

### Detailed Metrics Report

All assessments provide for a printed summary report which graphically illustrates call quality testing based upon a number of factors. Evaluations are made by group, day of week, and time of day. For Complete assessments, a converged network strategy which takes into account those factors affecting QoS is included.

### Test Anywhere in the USA

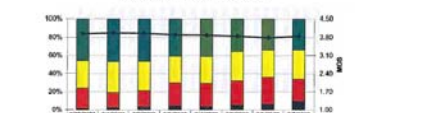
Because testing is remotely handled, a VoIP Readiness Assessment can be run for any location. This is especially helpful for companies with geographically-distant branch offices.

#### Calls by Day

##### Call Quality Evaluation by Day

The chart below shows each day's average MOS values with a line graph. The bar graph evaluates each day's MOS values according to the MOS result ranges defined for the assessment and shows the percentage of Good, Acceptable, Poor, and Unavailable calls.

##### Call Quality Evaluation by Day



#### Factors Affecting Call Quality

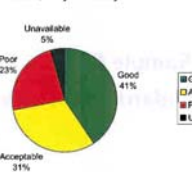
The chart below

##### Call Summary

##### Call Quality Summary

The chart below shows the percentage of all calls completed during the assessment that fell into each category of call quality. "Unavailable" call quality indicates that the call could not be connected or failed.

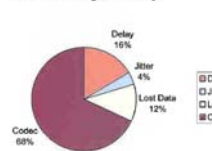
##### Call Quality Summary



##### Factors Affecting Call Quality

The chart below shows each call quality impairment factor's contribution to call quality. Each factor's contribution is shown as a percentage of all call quality impairments.

##### Factors Affecting Call Quality



The detailed metrics report provides a graphical presentation of test results. The Standard and Complete Assessments also provide recommended changes to network topology and configuration.



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