

Solution Brief

Managed Service Providers



Voice Quality and Service Level Management That Grows Your Service Business...

Tone's ReliaTel Management solution is a strategic business development solution that empowers Service Providers, VARs, and Integrators to significantly increase managed services revenue through broader management of their Clients' diverse converging communications technologies, networks and applications.

ReliaTel delivers an end to end solution, with 360° visibility and management across the entire client ecosystem, vendor domains, and convergence technologies including VoIP, TDM, IT platforms, and Unified Communications (UC) from **Avaya, Cisco, Nortel, Microsoft, Siemens, Ericsson**, and many more.

Through ReliaTel real-time management, Service providers can pro-actively ensure Clients' voice quality, network performance, infrastructure reliability, and applications availability to consistently meet client service level agreements.

Armed with the ReliaTel solution, Service Providers can cost effectively offer Clients broader, higher value services at every stage of the convergence life cycle across multiple convergence technologies, increasing provider competitiveness, strengthening client penetration, and growing service revenues.

ReliaTel is an ideal Service Provider business solution to:

- Manage Clients' entire convergence life cycle, from pre-VoIP deployment to full convergence roll-out.
- Expertly manage Clients' entire converging network across VoIP, TDM, UC, and IT with a unified solution.
- Fully manage faults, VoIP QoS, performance and service levels through a unified management portal that integrates with business processes.
- Analyze live VoIP call quality and real-time network metrics to ensure converged voice service levels.
- Reduce operational overhead expenses and enhance technician effectiveness with deep visibility, remote access, an expert knowledge base, and automation.

Expand
Service
Offerings

Meet Client
Service Level
Agreements

Increase
Profit Margins
and Grow
Revenue



A Comprehensive Solution that Intelligently Manages Your Entire Client Base

ReliaTel unifies monitoring and management of diverse Client environments within a comprehensive web-based management portal, eliminating the need for multiple, expensive, proprietary tools. Using ReliaTel, Service Providers effectively manage ALL clients' converging voice networks with ONE solution, regardless of the Clients' technology mix.

ReliaTel is a vendor-agnostic, platform-agnostic solution that delivers complete fault, performance, quality, capacity, and service level management across VoIP switches, gateways, PBXs, voice mail servers, applications, routers, call servers, CO switches, and IT data networks from many manufacturers, including:

- Avaya
- Siemens
- Alcatel-Lucent
- Sun
- Cisco
- NEC
- Mitel
- Microsoft
- Nortel
- Ericsson
- HP
- IBM

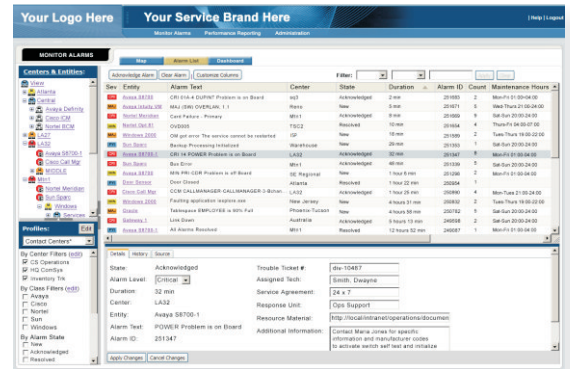
By unifying management and monitoring in one solution, ReliaTel closes the gaps created by fragmented tools, while also augmenting support staff expertise across Clients' technology domains. In addition, Service Providers can drastically reduce the overhead costs of managing Clients' converging voice infrastructures, and be assured they have a solid management platform that will evolve to support clients' future technologies and innovations.



A Complete Service Assurance Platform that Integrates with Business Processes

ReliaTel integrates directly into your business model with a re-brandable management portal inherently designed for a multi-tenant environment. A real-time, global view of all Clients' fault, quality, performance and capacity issues is presented to Service Provider staff with clear, concise indications of severity and SLA impact, as well as full diagnostic details and secure remote access to resolve issues.

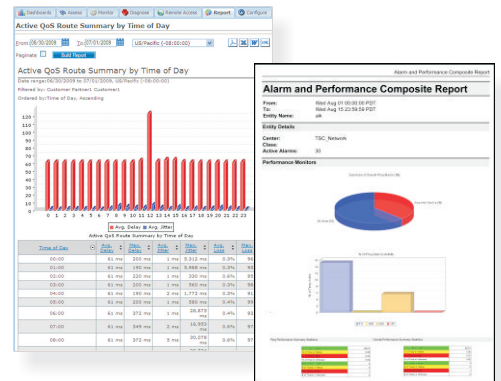
At the Service Provider's option, and without configuration changes, individual Clients can remotely access the provider-branded management portal to securely view just their environment and related status to gain clear insight into the Service Providers' efforts and actions on their behalf.



Service Providers use ReliaTel to consistently meet or exceed Service Level Agreements, ensure complete voice service quality, and reduce costly truck rolls.

ReliaTel Provides a Complete Service Assurance Platform:

- **Fault and Event Management:** Health, availability, status of devices, circuits, and connections via agent-less surveillance. Customizable alarming, notification, and multi-level escalation.
- **Performance and Capacity Management:** Customizable metric analysis, threshold triggering, dynamic dashboards, and trend reporting.
- **Voice Quality Management:** Passive and active analysis of 200+ VoIP QoS, device, and application metrics, real-time MOS and session statistics.
- **Full Audit Trail and Remote Access:** Message, alarm, action logs for diagnostics, accountability, reporting. VPN-less remote problem resolution.
- **Operational Automation:** Automate actions, procedures, or recovery triggered by events and conditions, or a pre-determined schedule.
- **Service Level, Quality, and Traffic Reporting:** Customizable alarm, performance, QoS, SLA, traffic, CDR and trend analysis reports for Clients.
- **Business Integration to Existing OSS Systems:** Integrate with existing trouble ticketing systems, network tools, operational tools, etc.



ReliaTel customizable reports enable Service Providers to highlight their fault, alarm, quality, and service level compliance activities for each Client, showcasing the value of their managed services offering.

Deep VoIP QoS Analytics Ensure Quality

The ReliaTel QoS management facility ensures VoIP quality of service and quality of experience (QoE), regardless of where IP voice quality issues originate. ReliaTel delivers the deep metric analysis and remediation tools Service Providers need to proactively monitor, analyze, and resolve VoIP quality issues throughout Clients' voice networks.

Service Providers can effectively manage clients' entire IP convergence life cycle from pre-deployment to full IPT service roll-out with ReliaTel:

- **VoIP QoS Monitoring and Analysis** of 200+ active and passive QoS, device, and application metrics in real-time, with ReliaTel interactive VoIP QoS dashboards.
- **VoIP Quality and Service Diagnostics** through the ReliaTel central management portal with drill down diagnostics and remote access.
- **VoIP QoS Call Service Reports** analyze key metrics for Client SLA reports.

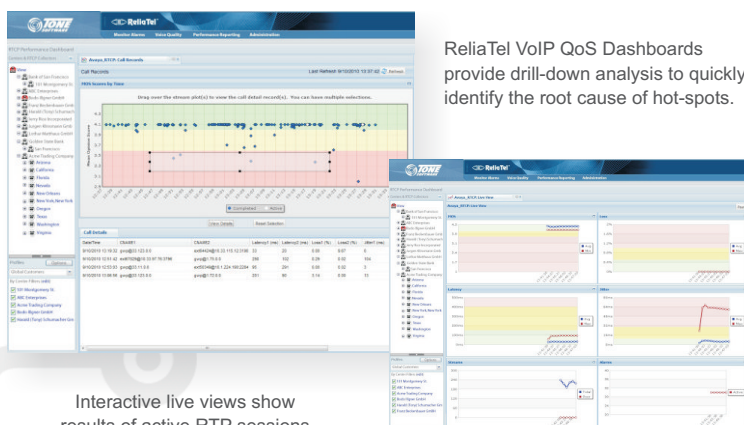
Resolve QoS Issues Rapidly and Effectively...

ReliaTel VoIP QoS management dashboards combine granular views of quality analytics and conditions for every VoIP call with key performance metrics of the underlying network transport devices. As a result, Service Providers can rapidly identify and resolve the **correct** cause of VoIP quality and service issues for every client.

Interactive ReliaTel dashboards provide continuous analysis of live VoIP QoS statistics, including the poorest performing calls and aggregated statistics from QoS collectors for:

- Overall VoIP QoS User Experience, Alarm Distribution and Types
- VoIP QoS Collector Statistics and End Point QoS Call Statistics

Through ReliaTel, Service Providers can effectively ensure VoIP quality and the health of the voice network across clients' entire communication path.



ReliaTel VoIP QoS Dashboards provide drill-down analysis to quickly identify the root cause of hot-spots.

Interactive live views show results of active RTP sessions and VoIP QoS collectors.

ReliaTel Real-Time Data Collection

ReliaTel collects real-time metrics through fully customizable Data Acquisition Points (DAPs), available for deployment in a wide variety of connectivity and configuration options. ReliaTel DAPs are fully secure, do not add overhead or load to the managed environment, and are fully compatible with virtually any infrastructure technology mix.

ReliaTel Key Business Benefits:

Business Enabling Technology for Competitive Managed Services Offerings:

- Offers Clients Broader, Higher Value Services
- Increases Competitiveness and Differentiation
- Manages all TDM, VoIP, IP Telephony Platforms
- Supports Advanced Converged Communications: UC, Collaboration, Mobility, etc.
- Provides "Branded" Solution Portal for Provider

Maximizes Total Cost of Ownership while Driving New Revenue Streams:

- Provides Common Solution Across Client Base, Eliminating Multiple Proprietary Tools
- Reduces NOC Overhead and Operational Costs
- "Vendor-smart" Technology Extends and Augments Staff Expertise and Workflow
- Integrates with Existing OSS Tools, Ticketing, Network Management Systems
- Provides In-Depth Alarm, Performance, and SLA Service Reports to Document Provider's Value
- Assures Long Term Annuity Revenue and Creates Upsell Opportunities

Ensures Voice Service Quality and SLAs:

- Increases Real-Time Operational Visibility
- Manages Faults, Events, Metrics, SLAs, Quality
- Speeds Diagnostics, Mean Time to Repair
- Knowledge Base Educates: Expands Staff Expertise and Ability to Support VoIP Network
- Automates and Improves Service Process
- Provides Key Quality, Performance, Capacity, Traffic Analytics, Alarming, and Reporting

Solution Delivery Options to Fit your Business Model

Management-as-a-Service Hosted Architecture

The ReliaTel management solution is available through a Management-as-a-Service hosted model, which provides the optimal management benefits with none of the risks or IT burden of ongoing support and maintenance.

Service Providers, VARs and Integrators find this model highly advantageous, with significant business benefits including:

- Minimizes initial license and start-up costs
- Eliminates internal support staff workload
- Expedites service initiation and deployment for Clients
- Provides on-demand scalability to meet service growth

“Turn-Key” Premise-Based Architecture

The ReliaTel Turnkey architecture provides a premise-based deployment that physically sits within the MSP NOC, and also includes full Tone-supplied hardware, installation, administration and support of the ReliaTel platform.

This model provides financial, technical and business advantages for MSPs including:

- Monthly licensing minimizes initial start-up costs
- Enables funding from OPEX budget rather than CAPEX
- Retains all critical data within the premise LAN environment
- Minimizes human and financial impact of solution

Classic Premise-Based Installed Software Architecture

ReliaTel can be hosted and maintained within an MSP NOC facility in a classic premise-based architecture, providing excellent long range ROI for businesses that have an established NOC and support team. ReliaTel premise-based architecture details include:

Hardware:

- Operates on Sun Sparc or Intel host processor

Software:

- Requires Sun Solaris or Linux Red Hat OS
- Compatible with IE 7.0 or later, or Firefox 3.0 or later
- Supports both Oracle and PostgreSQL databases

Scalability:

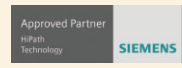
- Architecture supports both distribution / redundancy

Security:

- Adheres to site security, firewalls, SSH, SSL, VPN
- Advanced customizable access, user permissions

Reliability and Interoperability:

- Meets 99.999% service level expectations
- Manufacturer compatibility tested and approved



ReliaTel Partner Plus Program

The ReliaTel Business Partner Plus program provides valuable resources and co-marketing services to Service Providers, VARs, and Integrators utilizing Tone’s ReliaTel technology to deliver managed services to their Client base.

Program membership and resources are provided as a value-added benefit, and are designed to help Partners:

- Build service revenues and their competitive edge
- Increase Partners' visibility in their target market with joint co-marketing activities and media activities
- Expedite Partners' “go-to-market” process with brandable sales collaterals, materials, and resources
- Leverage valuable Sales and Marketing support, as well as Engineering expertise, to help ensure Partner success

About TONE SOFTWARE

TONE SOFTWARE CORPORATION is a high technology software development firm specializing in global business, telecommunications, environmental, and IT infrastructure management solutions.

Based in Anaheim, California, TONE SOFTWARE is a privately-held corporation free from the pressures of investors' demands, and is fully dedicated to delivering quality solutions that best serve the needs of our valued clients. For over 35 years, TONE has leveraged this customer-responsive business model to build a solid reputation for delivering premier software solutions, exceptional technology expertise, and unparalleled customer service and support 24 hours a day, 365 days a year.



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