Avaya IP Office Management

The Complete Solution for Intelligent Monitoring and Management of the Entire Avaya IP Office Ecosystem
The ReliaTel Unified Communications Service Assurance solution is the ideal platform to gain pro-active visibility and control over the entire Avaya IP Office Unified Communications and Collaboration environment.

ReliaTel is the single platform needed for monitoring and managing Avaya’s IP Office Unified Communications and Collaboration environments. ReliaTel provides a comprehensive solution that monitors and manages the entire Avaya ecosystem and includes, but is not limited to, Avaya IP Office, Avaya legacy technologies, 3rd party components such as Session Border Controllers and the transport layer, as well as the underlying data and server infrastructure.

ReliaTel delivers a comprehensive solution for centralized Fault, Performance, QoS, Automation, and Reporting for Avaya IP Office environments, addressing key business issues for both Enterprises and Managed Service Providers.

Through ReliaTel, Service Providers have a strategic solution to optimize and expand managed services offerings, show added value to clients, improve service operations, and drive higher revenue for their overall business.

ReliaTel will:

- Increase UC&C service levels
- Improve end user experience
- Increase quality, performance and availability
- Reduce UC operating costs and support overhead
- Define, maintain and track SLAs
- Lower mean-time to repair
- Reduce service anomalies and outages
- Audit user activity
- Automate operational processes and maintenance

- Optimize UC operations and services
- Increase business value and ROI from UC investments

A Complete Service Assurance Solution

As a service assurance solution, ReliaTel meets the operational needs of organizations through a comprehensive platform encompassing:

- Single pane of glass web-based management portal
- Real time, proactive fault, exception, and event management
- Visual360 intelligence portal for visual correlation, root cause analysis, and remediation
- Advanced notification engine with customizable escalation rules
- Real time VoIP and UC QoS analytics, metrics and trending
- Expert Knowledge Base to increase support team effectiveness and accuracy
- Real time dashboards for QoS and performance management
- Performance, traffic, QoS and capacity reporting for trend analysis and optimization
- Troubleshooting, remote access plus, and prioritized traceroute tools for problem resolution
- Automation for routine and recurring maintenance, and operations optimization
- Integration with third party tools to streamline UC operations and service orchestration

Managed Service Providers and Enterprises report ReliaTel delivers proven business value:

- Reduced triage time for Quality issues by 50%
- Cut problem resolution time by an average of 43%
- Reduced overall mean-time-to-repair by 27%
- Decreased engineering backlog by 55%
- Increased client satisfaction rates to 95%
- Saved over $84,000 in the first year of utilization
ReliaTel Visual360 for Avaya IP Office

The ReliaTel Visual360 Management portal for Avaya IP Office provides a revolutionary way to visually correlate real time Avaya UC quality, performance, and service level analytics across the entire service environment. Through Visual360, UC teams gain an interactive visual guide to quickly decipher the correct source of UC problems.

Operations teams have the significant advantage of visualizing the exact relationships between disparate devices and metrics, network dependencies, and the specific conditions impacting Avaya UC quality, performance, and service levels.

ReliaTel Visual360 delivers immediate intelligence at both the macro and micro level, with complete views of the overall UC environment health and dependencies, abilities to zoom into any segment and view live session traffic, and interactive capabilities to filter views by device, segment, metric range, or status.

Further, Visual360 users can easily select a set of calls and view actual CDR and RTCP records, filter by session path to isolate a specific set of sessions, and conduct full diagnostics and remediation through direct remote access to devices, all without losing context or leaving the Visual360 portal.

Using ReliaTel Visual360, UC teams gain an unprecedented level of UC intelligence and interactive control, all within one powerful, interactive portal. For Service Providers, ReliaTel Visual360 delivers a significant competitive advantage, with powerful options to provide premium managed services that differentiate their offerings and drive higher service revenues.

Visual360 Integrated Analytics
Expedite Root Cause Analysis
Alarm status, device types, performance conditions, and quality analytics are all integrated and presented within the Visual360 display, to clearly indicate where service issues are occurring, and quickly isolate the root cause of issues.

Visual360 Deep QoS and Call Detail Visibility Speed Remediation
Visual360 provides immediate access to deep QoS metrics, call detail records, and call path analytics. Users have in-depth visibility to zoom into a specific subset of endpoints to visually diagnose quality and network issues on a granular basis.
ReliaTel Supported Avaya Infrastructures

ReliaTel’s visibility and management across the wide variety of Avaya communication and collaboration platforms spans the TDM, VoIP, and UC&C environments. ReliaTel monitors diverse Avaya infrastructures through a wide variety of data acquisition techniques, such as direct IP access, SSH, SNMP, RTCP, and access to serial devices via terminal servers, buffer boxes, and dial-up to INAD modems providing high levels of versatility to fit any environment.

Avaya Supported Technologies (partial list)

<table>
<thead>
<tr>
<th>All variations of G1, G2, G3, Prologix Definity systems</th>
<th>Media servers series SS8xxx, including S8100, S8300, S8500, S8700, S8800, etc.</th>
<th>Media gateways Gxxx series, including G150, G250, G350, G430, G450, G600, G650, G700, G860, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intuity Audix/Octel</td>
<td>Avaya Aura Communications Manager</td>
<td>Avaya Interaction Center</td>
</tr>
<tr>
<td>Avaya Modular Messenger</td>
<td>Avaya System Manager</td>
<td>Avaya Session Manager</td>
</tr>
<tr>
<td>Application Enablement Services (AES)</td>
<td>SIP Enablement Services (SES)</td>
<td>Agile Communications Environment (ACE)</td>
</tr>
<tr>
<td>Avaya IP Office</td>
<td>Call Management System (CMS)</td>
<td>Meeting Exchange</td>
</tr>
<tr>
<td>Modular Messaging</td>
<td>Proactive Contact</td>
<td>Switch 4000</td>
</tr>
<tr>
<td>UPS</td>
<td>ACE - Agile Communication Environment</td>
<td>Session Border Controller (SBC). Also known as Siperia SBC</td>
</tr>
<tr>
<td>AES - Application Enablement Services</td>
<td>ERS (also known as Nortel ERS)</td>
<td>Aura Experience Portal (also known as Voice Portal)</td>
</tr>
<tr>
<td>Aura Center Administration Server (CCMA) - Also known as Nortel Contact Center CCMA</td>
<td>Aura Contact Center Management Server (CCMS) - Also known as NortelContact Center CCMA</td>
<td>Aura Workforce Optimization (WFO) Witness</td>
</tr>
</tbody>
</table>

“ReliaTel delivers proactive, end to end visibility and control over the unique issues that often surface in an Avaya IP Office environment. Through ReliaTel, the entire IP Office ecosystem has higher up-time, better availability, and superior service levels...”
ReliaTel Avaya IP Office Fault Management

ReliaTel provides proactive, end to end visibility and management over the unique issues that often surface in an Avaya IP Office environment. Through ReliaTel, operations teams can detect and resolve issues long before they evolve into user-impacting problems. As a result, the entire Avaya IP Office ecosystem has higher up-time, better availability, and superior service levels.

ReliaTel delivers centralized fault management, providing a single pane of glass for all alarms related to both the Avaya technologies and the 3rd party systems such as SBCs and IVRs, that encompass the entire communications ecosystem.

Monitoring both the UC infrastructure and QoS for faults and performance is powered via the ReliaTel off-the-shelf Foundation Kit libraries for each unique Avaya device monitored. ReliaTel Foundation Kits comprise the necessary alerts, severities, connection types, automation events and knowledge base entries “out of the box”. ReliaTel’s Foundation Kits reduce system, device and client activation times.

ReliaTel Fault Management Provides Visibility Over And Diagnostics For:

- Hardware and operating system faults
- IP Office application specific faults
- Network connectivity faults, traffic faults
- VoIP and UC QoS faults, speech calls dropping
- Trunk faults (Reported by the device or polled by ReliaTel)
- System Rebooting
- ISDN Problems (T1 or E1 PRI connections)
- ISP & dial-up data connection problems
- Remote site data connection problems over WAN lines
- Frame relay links, firewall issues
- Problems with IP phones and non-IP phones
- Locating a specific PC making calls to the internet
- Problems with calls generated by IP Office applications

Included with every ReliaTel Avaya IP Office management solution is a complete library of all the generally available alarms and alarm combinations generated by the IP Office platform, enabling staff to:

- Override the default severity generated by the device, thus ensuring that either noise is reduced or device-reported minor alerts can be escalated in severity
- Enable/disable specific Avaya Maintenance Object alerts as needed
- “Blacklist” unique alarms to reduce the “noise” by ensuring that Maintenance Objects are still reported for alarms, but disabled for specific boards

Powerful Diagnostics and Troubleshooting

ReliaTel provides interactive troubleshooting tools to speed diagnostics and resolution of Avaya UC quality, performance, and operational issues. Tools include Prioritized Traceroute, Ping, and VPN-less remote access to securely interact directly with monitored devices and systems. Through ReliaTel, UC teams can rapidly perform root cause analysis and resolve UC issues before services and users are impacted.

ReliaTel Delivers Powerful Alarm Management through a Single Pane of Glass

The ReliaTel Alarm panel presents issues in real time, enabling operations teams to quickly obtain the status and key details of the issue, as well as acknowledge and clear alarms directly from the Alarm list. The Alarm list is fully customizable, enabling operations teams to configure their view with the information most relevant to their needs and roles.
ReliaTel Avaya IP Office Knowledge Base

The ReliaTel Knowledge Base enables Service Providers and UC teams to instantly access recommended actions to resolve alarms generated by each unique device. ReliaTel’s Knowledge Base is delivered off-the-shelf with Avaya IP Office-specific recommended actions, and also allows operations staff to add internal intelligence to the system-defined recommended actions to capture the expertise of senior technicians.

As faults occur, the ReliaTel Knowledge Base delivers recommended actions specific to that condition, with detailed steps to accurately and efficiently resolve the issue, thus expediting MTTR. The Knowledge Base includes options to securely associate client-specific information to expedite problem resolution. Using the Knowledge Base portal, Tier1 staff can efficiently address alarms more rapidly, accurately, and deeply through:

- Troubleshooting steps for Avaya IP Office alarms to expedite resolution
- User-defined recommended actions, system, default, or custom
- Documentation unique to the device, device type or network segment, readily accessible
- Actions for ping and trace routing to troubleshoot the device
- Alarm trends on the recurring behavior of the alarm on the unique device
- Centralized logs displaying every message retrieved from the device, instantly accessible

ReliaTel Avaya IP Office Real Time Quality Analysis

ReliaTel proactively monitors live voice sessions, managing quality of service in real time to ensure UC QoS and SLAs. ReliaTel’s extensive QoS metrics, dashboards, and reporting provides the deep quality analytics necessary for rapid and accurate troubleshooting and remediation of QoS issues, and includes:

- Real time QoS dashboards and QoS trend views
- Active and historical call views for drill-down analysis
- QoS thresholds, alarming, and notification of degradation
- End-user QoS records correlated to CDR records

Data collected from every IP hardphone, IP softphone and gateway provides the necessary statistics to analyze the key QoS metrics for every RTCP stream associated to a voice conversation. ReliaTel provides:

- Real-time visibility of Avaya RTCP QoS statistics via dashboards, drill-down views and QoS reports
- Live call views showing RTCP packet activity, and detailed QoS records for diagnostics and troubleshooting
- Detailed analytics of 50+ metrics, including mean opinion score (MOS), latency, R-factor, jitter, packet loss, packet priority, codec, jitter buffer delays
- Dashboard roll-ups with Bottom-N VoIP performers for collection regions, IP endpoints and gateways
- Access to Avaya CDR data for visibility to call ingress/egress statistics
- Endpoint extension and IP address, call path statistics
- Call settings: echo cancellation and silence suppression
- Performance indicators for link bandwidth and overall voice network performance

Knowledge Base Speeds Remediation

The ReliaTel Knowledge Base immediately provides relevant information within the context of the issue at hand, reducing the support workload and making problem resolution repeatable and transferrable throughout the operational support team.

QoS Dashboards Pinpoint Avaya Quality Issues and Trends

ReliaTel QoS dashboards combine granular views of quality metrics for every UC session with the performance of underlying network transport devices, enabling users to rapidly identify and resolve the correct cause of UC quality and service issues.
Interactive Avaya QoS Reporting Delivers In-Depth Analytics

ReliaTel QoS Reporting provides in-depth call statistics, including extension number, gateway, and over sixty different metrics for troubleshooting and diagnostics, including MOS, delay, jitter, burst, gap, loss, and more.

Extensive Avaya IP Office Alarm, Performance, Capacity and Operations Reporting

The ReliaTel provides extensive Avaya IP Office reporting capabilities to optimize operations, document SLA compliance, and enable Service Providers to show the value of services performed for each client. ReliaTel also provides key statistics to show operational staff performance, both for internal business needs and to provide clients with documentation of the provider’s success in delivering the necessary service levels.

ReliaTel reporting is fully customizable, enabling UC teams to easily visualize alarm and quality trends, pinpoint recurring resource and performance metric spikes and issues, uncover blind spots, and gain actionable data to optimize UC services, and service delivery. A wide range of reports are provided out-of-the-box, including:

- Per client / user time-to-acknowledge and time-to-respond metrics
- Performance metrics per client / user on alerts addressed and resolved
- Active alarms and alarm summary reports and charts
- Memory, CPU, interface, disk, and ping trend reports
- Traceroute, failed trace, priority trace, and unique paths reports
- Trunk and traffic usage, capacity planning
- Audit of system ports and boards
- DSP usage for VoIP traffic
- Attendant usage

Through ReliaTel, Service Providers have the critical quality analytics necessary to ensure clients’ quality of service and quality of experience throughout their Avaya IP Office environment.
Automation and Trouble Ticket Integration

ReliaTel delivers powerful automation that optimizes and expedites operational processes, recovery, and routine maintenance to reduce downtime, speed problem response, and ensure higher UC service levels. Further, ReliaTel integrates with third party tools and systems to increase operational efficiency, reduce workloads, and boost the effectiveness of UC teams. ReliaTel’s integration and automation capabilities are fully customizable, and include:

- Automating recurring tasks, periodic processes, maintenance, and recovery procedures
- Auditing client environments for port and board count usage
- Integration with 3rd party systems, trouble ticketing systems, and business processes

Designed for Service Providers - Easy to Deploy

ReliaTel is a multi-tenant solution designed for Managed Service Providers’ multi-client environments. Through ReliaTel, Service Providers have the necessary capabilities to reduce complexities, ensure SLAs, and delight clients with optimized high value services.

ReliaTel’s architecture provides for easy, streamlined deployment at client sites through:

- Support of virtualized central servers that scale to grow with your services
- Secure and centralized access to remote monitored devices
- Remote data collection agents in both a virtualized and stand-alone configuration to best meet your clients’ needs
- Use of standardized device management libraries to expedite client on-boarding and activations
Ensures UC&C Quality, Performance, and Service Levels:

- Delivers End to End, Real time Operational Visibility and Control
- Manages Faults, Events, Metrics, SLAs, QoS, QoE, Performance
- Reduces Service Anomalies and Outages, Improves User Experience
- Knowledge Base Expands Staff Expertise and Makes Support Repeatable
- Speeds Diagnostics, Mean-Time to Repair, Increases Accuracy of Resolutions
- Automates Maintenance and Recovery Processes, Improves Support Productivity
- Provides Key Quality, Performance, Capacity, CDR, Traffic Analytics and Reporting
- Integrates with Existing OSS Tools, Ticketing, Network Management Systems

Ensures Unified Communications Success and ROI:

- Manages multiple UC, VoIP, and TDM Platforms, plus transport layer
- Increases UC Service Levels, Quality, Availability, and Reliability
- Provides Unified UC Management Solution, Eliminating Multiple Proprietary Tools
- Reduces UC Support Overhead and Operational Costs
- Optimizes UC Environment to Meet Evolving Business Needs
- Drives UC Adoption and User Satisfaction
- Ensures ROI from Unified Communications Investments
Cloud-Based Host Architecture

The ReliaTel as a Service (RaaS) solution provides comprehensive UC&C management from a dedicated and secure cloud-hosted instance, delivering deep visibility and control over quality, performance, and service levels of Avaya Aura, Avaya IP Office, and Cisco Unified Communications Manager environments.

ReliaTel as a Service enables organizations to:

- Rapidly deploy and initiate service assurance
- Leverage on-demand scalability to meet service growth
- Reduce internal support staff workload
- Reduce operational support overhead costs
- Minimize initial license and start-up costs
- Eliminate capital budgetary barriers to acquisition
- Enjoy a pay-as-you-go consumption model
- Lower the total cost of ownership for UC&C service assurance

Premise-Based Host Architecture

ReliaTel can be hosted and maintained within the MSP or Enterprise data center or network operations facility in a classic premise-based architecture, providing excellent long range ROI for businesses that have an established NOC and UC operational support team.

The premise-based host architecture is ideal for organizations that wish to fully leverage ReliaTel’s multi-platform management capabilities across a vast array of unified communications assets and devices, to fully manage their UC&C ecosystem and service levels.

About Tone Software Corporation

TONE SOFTWARE is a global provider of unified communications and collaboration management solutions for today’s unified communications and IT environments. TONE’s ReliaTel provides a unified approach for managing the diverse technologies comprising unified communications, supporting the industry’s leading devices, networks and environments from multiple vendors on multiple platforms.

Based in Anaheim, California, TONE is a privately-held corporation dedicated to delivering quality solutions. For over 40 years, TONE has built a solid reputation for delivering premier business communications management solutions, exceptional technology expertise, and unparalleled service and support.

TAKE ACTION:

- Watch Visual360 Video
- Schedule a Demo