

case study: NextiraOne

## Handling Triple-Play-networks

As leading communication service provider, NextiraOne needs a high performance tool that reliably determines the performance of Triple-Play-networks and ideally supports monitoring and error elimination. Only GeNiEnd2End network meets these requirements.

More and more companies are recognizing the advantages of convergent communication solutions. They are switching to systems that transmit telephone calls, video conferences and applications mutually via an IP-based network infrastructure. But what sounds like facilitation poses high requirements to the underlying network technology and the service management in practice.

Especially real-time critical applications react very sensitive to problems like limited bandwidths, delays, and jitters. However, poor voice quality or dropouts during conferences are unacceptable for business customers.

Internal IT-departments are often overstrained with the additional tasks of the service management. Therefore, an increasing number of companies rely on external, highly specialized communication service providers like NextiraOne, who monitor, administer, and optimize customer networks and applications. The Managed Services also include planning, build up and operation of the infrastructure. The convergent communication networks must be permanently monitored so that they work satisfactorily. No trivial task, as Wolf-Dieter Feddersen of NextiraOne confirms „Unified Communication poses high requirements to the Service Management. All essential network parameters must be monitored and analyzed for the entire transfer path.“

As NextiraOne cares for a constantly increasing number of networks due to its success, the company needed a high performance test and monitoring solution that can be easily scaled. The previously used solution required much personnel usage, and was therefore elaborate and expensive. „Technicians had to trigger regular test applications, with whose help we then determined the network parameters—a quite elaborate procedure. For this reason we searched for a more automated solution.“

### Solution

In the evaluation phase, Feddersen and his team quickly came across the product GeNiEnd2End Network. This assessment and monitoring solution distributed by IT-specialist is an active software for testing the end-to-end-performance. The management suite monitors the network performance of convergent applications around the clock, seven days of the week.

It also enables a fast cause analysis for problems with the application response time. Beyond this, GeNiEnd2End Network provides a framework in which further test tools can be integrated. In this way it is possible to use the solution also in combination with other analyzers depending on the requirements.

GeNiEnd2End Network is based on the tried and tested network technology of the IxChariot Software from Ixia. Agents spread throughout the network exchange defined network transactions on the application layer.

*«The operation of GeNiEnd2End Network is already possible intuitively after a short time, special training is not necessary»*

**Wolf-Dieter Feddersen**



nextiraOne  
THE COMMUNICATIONS EXPERTS

NextiraOne is the leading specialist for communication solutions in Europe, with a sales and service presence in 17 countries and over 60.000 customers. The company offers planning, installation, maintenance, and support for the entire communication requirements in the area of voice, data and video. Simultaneously it also considers the aspects of mobility, safety and applications. NextiraOne supplies end-to-end communication solutions which offer customers ideal benefits thanks to the cooperation with the worldwide leading technology companies.

Currently over 150 application scripts are available, for example for SAP, Oracle, Lotus Notes, MS-SQL. Customized test runs can also be created. A central database saves the measurement results of the automated tests. The visualization of the performance data and reports takes place using a web browser.

The active performance management system can also determine whether the current network quality is sufficient for VoIP or video-transfers. For this purpose the system simulates end-to-end VoIP-conversations with ITU-T codecs such as G.711, G.723, G.729 and G.726. The management software can thus supply statements about network characteristics like Jitter, Delay, and Packet Loss in every phase of a VoIP implementation. Beyond this, it also determines the voice quality as MOS value.

GeNiEnd2End Network can be activated time-controlled over the integrated scheduler. „This is very important in order to receive meaningful measurement values from consistent long-term measurements“, explains Feddersen. This is due to many network weaknesses only being found through monitoring over a longer period of time.

Prior to the decision for GeNiEnd2End Network NextiraOne evaluated different competitive products, some purposefully for the sophisticated VoIP-surrounding. The very good report function and the option of being able to use the product time-controlled ultimately was the decisive factor in choosing the solution offered by NETCOR. „Only GeNiEnd2End Network fully met our requirement specifications. Especially in reporting, which is extremely important for troubleshooting, no product could measure up to the NETCOR solution“, explains Feddersen.

### Implementation, operation

NextiraOne conducted the installation of the system itself. Sales partner NETCOR offered supporting consultation for the initial phase. „The implementation of the solution was easy, not last due to the very good support given by NETCOR“, says Feddersen. „The employees there are very competent, even detailed questions were answered quickly and comprehensively.“

The thought-through user interface supports technicians in troubleshooting.

„The operation of GeNiEnd2End Network is already possible intuitively after a short time, special training is not necessary“, says Feddersen. „Of course the personnel must possess founded education, in order to be able to interpret the results correctly.“

A further advantage: Through the application of GeNiEnd2End Network, NextiraOne was able to standardize test procedures and thus achieve a higher consistency over several measurements. The results can be qualitatively better compared and solutions can be found faster by drawing from past experiences.

For example, unqualified interference descriptions are received at the helpdesk, like for example: „The voice quality is not so good in the afternoon“. The technicians then conduct a long-term measurement. In the evaluation, they must be able to tell immediately in which time period problems occurred in spite of the high data density. They need the detailed measurement values for this event. „GeNiEnd2End Network solves this task perfectly. Irregularities are clearly visible on the time line. We can comfortably zoom into such events and receive an overview of all relevant connection details“, says Feddersen. „The correlation with other business processes ultimately shows whether, for example, a database update took place in this timeframe, or whether the prioritizations are set right.“ With this knowledge, the problems can be finally eliminated.

### Profitability

Currently, NextiraOne has one GeNiEnd2End Network system in use. The procurement of further licences is planned. „The investment in this tool paid off to its fullest“, explains Feddersen.

„We are now able to localize problems much faster, analyze them with help of the detailed reporting specifications, enabling errors to be eliminated much faster. It is truly a great help to us.“

With the application of GeNiEnd2End Network the technicians can now concentrate on their actual tasks much better: interpreting the results of the performance measurements correctly, drawing the right conclusions, and initiating measures for error elimination as soon as possible.

### NETCOR

NETCOR was founded 1991. During the first years the main focal point was the sales of products and services in the area of network analysis, monitoring and troubleshooting. A few years later the development of our own tools was added, which were partially marketed as supplementation to products known on the market or also as independent products. The origin of these own developments was always in the fine sense of our company for the „requirements“ of our customers and the comparison to solutions available on the market. In our developments the special focus was always on being able to offer user friendly, high performance products at a reasonable price for medium-sized companies.

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