



PROFILE

Our client is a multi-site health care authority located in western France. The five French sites are connected to one another by an MPLS WAN, and the central resources (servers, applications, core network) are located in the corporate office's data center. The authority's directors, out of a desire for savings and competitiveness, decided to switch to telephony-over-IP at all of their sites.

GOAL

Telephony is a strategic function in the IS. A proactive monitoring in real time is needed. Whenever there is a user incident, the Helpdesk needs to make a quick decision about the technical situation, and identify what caused it in order to resolve the incident just as quickly and restore telephony quality of service. Additionally, the number of voice channels allowed by the subscription must be closely watched so that this resource is optimized without harming users' telephone.

Voice over IP performance

Telephony is a strategic function of the IS, and using the MPLS network as a medium to carry it does happen to cause a few problems. The network manager must proactively monitor inter-site voice flows in real time, using that flow's parameters and performance with RTP over IP (Real Time Protocol), such as jitter, MOS, dropped packet rate, etc.

An H5-300 unit installed at the hub of the central site's WAN connections made it possible to monitor all incoming and outgoing flows. Business indicator charts were created in order to enable the Helpdesk to handle telephony and business application operating incidents in real time for all sites. If a call comes from a site, the time taken to display and analyze contextual graphs for that site (RTP VoIP capacity level, MOS, jitter, server response time, round-trip time, capacity, etc.) is under 5 minutes. The Helpdesk's performance is greatly improved, and incidents are handled in real time when they are not anticipated, through an intuitive, complete and simple view of the H5-Performance Reporter.

Alarms are configured to trigger when the remote sites' capacity levels, network performance, and VoIP performance reach thresholds. Alerts are relayed by e-mail, through H5-Performance Reporter, and by SNMP traps, allowing network engineers and Helpdesk technicians to be informed and react in real time, before the event grows any larger.

