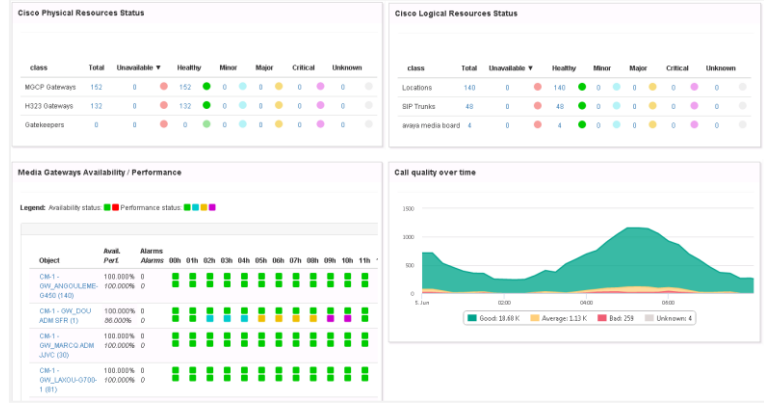


VoIP deployment across enterprises has significantly changed the everyday job of the operations team and management.

Rather than the typical troubleshooting of telephones or PBXs, operators must now have proactive visibility into the availability and performance of all the key components of the infrastructure and understand the interactions with third party applications.



HOW TO REDUCE VOIP INCIDENTS AND COSTS WITH SERVICEPILOT?

Multivendor monitoring:

Monitor over 100 technologies including Cisco, Avaya, Skype for Business, Oracle and many others.

Capacity planning:

Anticipate future business needs and adjust your VoIP resources using ServicePilot's capacity management interface.

Resource inventory:

ServicePilot discovers and summarizes your resources and allows you to easily keep track of your licenses' limits.

Root-cause identification:

Correlate service, infrastructure and LAN/WAN performance, and drill down to the root-cause of VoIP degradations.

Business and geographical maps:

Analyze call quality by business and geographical zone to understand how it impacts your service delivery (SLA, SLO, SL).

Alerts and automated actions:

Automatically send emails, run scripts and programs or create logs based on alarms, Syslogs, Traps or SLA metrics.

Identify VoIP and SIP fraud:

Detect security threats such as abnormal traffic volumes, unusual call destinations and excessive call durations.

Customizable dashboards and PDF reports:

Use customizable, shareable dashboards and PDF reports to increase the efficiency of your VoIP teams.

THEY TRUST SERVICEPILOT

Our team very much appreciates the real-time centralized display of all network indicators on a single screen.

Network and Infrastructure Manager



Intuitive access to information to better pinpoint problems, and flexibility to meet our unique business needs at a competitive price.

Head of Telecom



Send us an email
info@servicepilot.com



Give us a call
+33 2 40 60 13 30



Request a free trial
www.servicepilot.com

ALL-IN-ONE VOIP MONITORING BY SERVICEPILOT

Cisco Infrastructure Monitoring:

- ▶ CallManagers (Subscriber, Publisher)
- ▶ Call detail records (CDR) and management records (CMR)
- ▶ Registered devices (phones, MGCP gateways)
- ▶ TelePresence devices
- ▶ Locations
- ▶ License Information
- ▶ Additional servers (Unity, UCCX, CUBE, CUPS, ...)
- ▶ Trunk Interface
- ▶ Gateways
- ▶ Gatekeeper H.323
- ▶ Underlying network components (LAN, WAN, UCS)

Call Statistics:

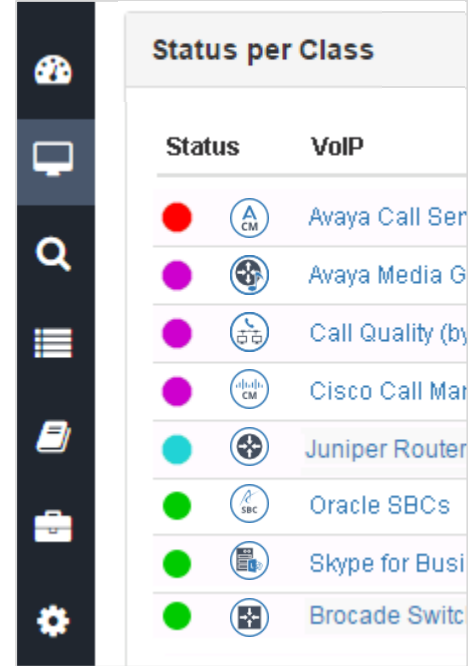
- ▶ Call Quality (MOS, jitter, latency)
- ▶ Call activity and behavior
- ▶ Call type and status









Third-party Components:

- ▶ Administration and Billing server
- ▶ Directory Services(AD, LDAP, etc.)
- ▶ Avaya Aura
- ▶ Oracle SBC
- ▶ Skype for Business
- ▶ Alcatel-Lucent...

Network & Infrastructure:

- ▶ Routers, Switches, Firewalls, Load Balancers, Wi-Fi Access Points, IP SLA, CBQoS,...
- ▶ Servers and virtualization
- ▶ DHCP, DNS, Web, TCP, Exchange
- ▶ Database
- ▶ Storage



Status per Class		
Status	VoIP	
●		Avaya Call Ser
●		Avaya Media G
●		Call Quality (by
●		Cisco Call Ma
●		Juniper Router
●		Oracle SBCs
●		Skype for Busi
●		Brocade Switc

SERVICEPILOT PRODUCT FEATURES

Fast installation:

Install ServicePilot in only 5 minutes and configured it in less than a day from your browser.

Cloud-ready:

Run several instances of ServicePilot simultaneously from the cloud; ensuring the continuity and scalability of your services.

Big Data Analytics:

Turn your data into actionable insights made available to you through dashboards, reports and a powerful query engine.

Flexible deployment:

Centrally manage the ServicePilot agents and let them update automatically with every new version.

Automated provisioning:

Add or delete devices in your monitored environment in just a few clicks to keep it up to date with the reality of your IT.

Multicultural:

Our interfaces are available in English, Spanish or French and respect the time zone and cultural norms of your staff.

Responsive:

Use ServicePilot's responsive interface from any desktop, tablet or smartphone.

Multi-tenant:

Give each client, department or site a private and personalized access to their monitored environment.

Rest API:

List monitored assets and allow external apps to interact with ServicePilot's data.



Send us an email
info@servicepilot.com



Give us a call
[+33 2 40 60 13 30](tel:+33240601330)



Request a free trial
www.servicepilot.com