

Oracle SBCs allow you to deliver secure and high-quality communications within and outside your enterprise (SIP trunk or H323).

However, tracing the cause of call degradations back to an SBC is no easy task for Enterprises that rely on multiple vendors and technologies for their VoIP environment.

Meet ServicePilot. ServicePilot is a multivendor solution that allows you to monitor in real-time the status, availability and session details of Oracle SBCs and identify SBC issues faster.

OBJECT	TODAY'S VALUE	GLOBAL TREND	PROJECTION (300 / 900)		STATUS 2	STATUS 3
SBC1 Tokyo	1.36 K		2.98 K	4.17 K	in 30 days	in 90 days
SBC1 Cambridge	1.36 K		1.28 K	1.10 K	-	in > 1 year
SBC2 Bangalore	2.73 K		7.65 K	7.24 K	-	in > 1 year

Oracle Logical Resources							
class	Total	Unavailable	Healthy	Minor	Major	Critical	Unknown
SBC1 Tokyo	140	0	140	0	0	0	0
SBC1 Cambridge	48	0	48	0	0	0	0
SBC2 Bangalore	4	0	4	0	0	0	0

Service Level																
Object	Avail. PerZ	Alarms	Performance status													
			00h	01h	02h	03h	04h	05h	06h	07h	08h	09h	10h	11h	12h	13h
SBC1	100.0000%	0														

HOW TO REDUCE VOIP INCIDENTS AND COSTS WITH SERVICEPILOT?

Multivendor monitoring:
Monitor over 100 technologies including Oracle, Cisco, Avaya, Skype for Business 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.

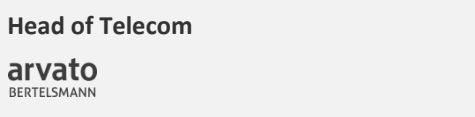
Customizable dashboards and PDF reports:
Use customizable, shareable dashboards and PDF reports to increase the efficiency of your VoIP teams.

THEY TRUST SERVICEPILOT

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



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



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

ALL-IN-ONE VOIP MONITORING BY SERVICEPILOT

SNMP monitoring:

- ▶ System
- ▶ Resources
- ▶ Route (realm)
- ▶ Domain

CDR activity monitoring:

- ▶ Type
- ▶ Status
- ▶ Codec
- ▶ Realm
- ▶ Duration

CDR quality monitoring:

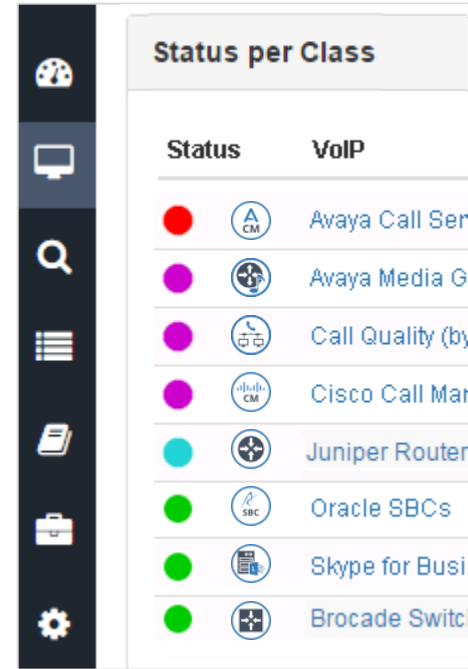
- ▶ MOS
- ▶ Rfactor
- ▶ Latency
- ▶ Jitter
- ▶ Loss rate
- ▶ Post dial delay

Third-party Components:

- ▶ Administration and Billing server
- ▶ Directory Services(AD, LDAP, etc.)
- ▶ Avaya Aura
- ▶ Skype for Business
- ▶ Cisco CM
- ▶ 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	VoIP
Red	Avaya Call Ser
Purple	Avaya Media G
Purple	Call Quality (by
Purple	Cisco Call Mar
Cyan	Juniper Router
Green	Oracle SBCs
Green	Skype for Busi
Green	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
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Request a free trial
www.servicepilot.com