

## Converged Voice Infrastructure Management and Service Level Assurance

### Manage Your Entire Converged Environment Across Virtually Any Technology Mix...

Tone's ReliaTel Management solution provides comprehensive fault, quality, and performance management of converged voice infrastructures and services. ReliaTel delivers 360° visibility and management across the entire converged voice and data environment, including VoIP, TDM, IP Telephony, and Unified Communications (UC) from **Avaya-Nortel, Cisco, Siemens, Ericsson, Mitel, Microsoft, Sun**, and more.

ReliaTel real-time management enables IT teams to pro-actively ensure IP voice quality, voice infrastructure reliability, and applications availability to consistently meet converged voice service level agreements.

Armed with the ReliaTel solution, businesses can cost effectively deliver higher voice service levels at every stage of the convergence life cycle across multiple convergence technologies, ensuring the necessary ROI from their convergence investments.

### ReliaTel is an Ideal Business Solution to:

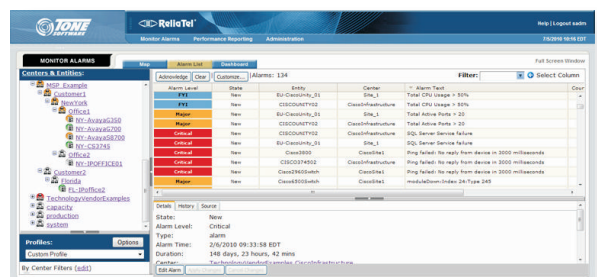
- Manage the complete convergence life cycle, from pre-VoIP deployment to full convergence roll-out.
- Expertly manage the entire converging network across VoIP, TDM, UC, and data with a unified solution.
- Analyze live VoIP call quality and real-time network metrics to ensure converged voice service levels.
- Fully manage faults, VoIP QoS, performance, capacity, and traffic through a unified management portal that integrates with business processes.
- Reduce operational overhead expenses and enhance technician effectiveness with deep visibility, remote access, an expert knowledge base, and automation.

### Comprehensive Management Ensures Converged Voice and Data Service Levels...

ReliaTel integrates into your business model with an adaptable management portal that provides a real-time, global view of all fault, quality, performance and capacity issues. Issues are presented to IT support staff with clear indications of severity and SLA impact, as well as full diagnostic details and secure remote access to resolve issues.

ReliaTel ensures your communications service levels through:

- **Fault and Event Management:** Health, availability, status of devices, circuits, and connections via agent-less surveillance. Customizable alarming, notification, and multi-level escalation.
- **Performance and Capacity Management:** Customizable metric analysis, threshold triggering, dynamic dashboards.
- **Voice Quality Management:** Passive and active analysis of 200+ VoIP QoS, device, and application metrics, real-time MOS and session statistics.
- **Full Audit Trail and Remote Access:** Complete logs for diagnostics, accountability, reporting. Remote access to resolve problems.
- **Operational Automation:** Automate actions, procedures, or recovery triggered by conditions, or on a schedule.
- **Service Level, Quality, and Traffic Reporting:** Customizable alarm, performance, QoS, SLA, traffic, and trending analysis reports.



## Deep VoIP QoS Analytics Ensure Voice Quality

The ReliaTel VoIP QoS management facility ensures VoIP quality of service and quality of experience (QoE), regardless of where IP voice quality issues originate. ReliaTel delivers the deep metric analysis and remediation tools businesses need to proactively monitor, analyze, and resolve VoIP quality issues throughout converged networks.

### ReliaTel VoIP QoS Management includes:

- QoS Monitoring and Analysis of 200+ active and passive QoS, device, and application metrics in real time.
- VoIP Quality and Service Diagnostics through the ReliaTel central management portal with drill down diagnostics and remote access.
- VoIP Service Reports to analyze metrics and SLAs.

ReliaTel detects quality issues as they occur, pinpoints their exact cause, and provides real-time dashboards that enable staff to resolve quality problems before users are impacted.



## ReliaTel Key Business Benefits

### Ensures Convergence Success and ROI:

- Manages Broader, Deeper Range of Convergence Technologies and Service Factors
- Increases VoIP and Convergence Service Levels, Availability, and Reliability
- Manages all TDM, VoIP, IP Telephony, UC Platforms
- Supports Advanced Converged Communications such as UC, Collaboration, Workforce Mobility, etc.
- Provides Unified Solution Across the Environment, Eliminating Multiple Proprietary Tools
- Assures that Converged Communications Investments meet the needs of both users and the business

### Ensures IP Voice Quality and Service Levels:

- Increases Real-Time Operational Visibility
- Manages Faults, Metrics, SLAs, Quality, and Capacity
- Knowledge Base Educates, Expands Staff Expertise and their Ability to Support VoIP Network
- Speeds Diagnostics, Mean Time to Repair
- Provides Key Quality, Performance, Capacity, Traffic Analytics, Alarming, and Reporting

## Knowledge Base Augments Staff Expertise

The ReliaTel Operational Knowledge Base dynamically delivers critical intelligence about faults, quality issues, and performance problems. The Knowledge Base is pre-populated with multiple manufacturers' resolution procedures to instantly provide IT teams with the manufacturers' recommended actions relevant to the fault or issue they are diagnosing.

Users can also include installation-specific documents, graphics, or hyperlinks. Through the Knowledge Base, the expertise of both manufacturers and senior technicians is available on a 24x7 basis to expedite resolution, improve accuracy, and reduce converged voice support costs.

## About TONE SOFTWARE Corporation

TONE SOFTWARE is a high technology software development firm specializing in global business, telecommunications, and IT management solutions.

Based in Anaheim, California, TONE is a privately held corporation free from the pressures of investors' demands, and is fully dedicated to delivering quality solutions that best serve the needs of its valued clients. For over 35 years, TONE has leveraged this customer-responsive business model to build a solid reputation for delivering premier software solutions, exceptional technology expertise, and unparalleled customer service 24 hours a day, 365 days a year.



(800) 833-8663  
www.tonesoft.com

(714) 991-9460  
info@tonesoft.com