REMOTE MONITORING SERVICE

Providing around-the-clock monitoring ensuring you are getting the very best performance from your network and allowing you to focus on your core business.

CHALLENGES

Ensuring that the network is always available and that it operates at peak efficiency has never been more fundamental to a customer's success. A support strategy that ensures network performance is also needed.   The management of voice networks represents a significant expense to companies of all sizes. Systems such as VoIP and Unified Communications infrastructures, must be highly available, scalable, and interoperate without problems. Continuous network monitoring provides a blanket strategy, which protects these interests and allows the customer to make informed decisions and responses to issues as they arise. Managing these networks leads to several significant challenges, including:

• De-risking ongoing support following the deployment of new technologies

• Effectively monitoring all of the devices in a complex network on a 24x7x365 basis

• Reducing operational costs for network maintenance, while maximizing the investment value

• Detecting problems quickly, allowing expedited restoration of network-affecting problems

• Employing the most efficient corrective action plan in place for network errors

• Staffing network operations centers (NOCs) and help desks, while having to deal with a shortage of these skillsets industry-wide

METHODOLOGY

To support today's complex multi-service networks, AudioCodes has developed a comprehensive Professional Services program that provides responsive, preventive, and consultative support of AudioCodes technologies for your specific networking needs.

AudioCodes Professional Services supports networking devices, applications, and infrastructures, allowing large organizations and service providers to realize the full potential of a high-performance multi-service network.

The foundation for AudioCodes Professional Services is a network life-cycle model based on the three basic phases of planning, implementation, and operating. The result is a unique portfolio of complementary and synergistic service components.

These services span the continuum of device, network, and application support for the AudioCodes high-performance solution, supporting your goals of seamless integration, high availability, and non-stop scalability to keep pace with your business and network demands.

SOLUTION

Ensuring that AudioCodes products are always available and that they operate at peak efficiency is critical to the success of the voice network. The AudioCodes Remote Monitoring Service is an annual, renewable service, whose goal is to ensure that the availability and performance of devices that support the network are monitored, measured and recorded by performing the following tasks:

- 7x24x365 fault monitoring
- Identification of faults
- Intelligent monitoring and alarm filtering
- Notification and Escalation

AudioCodes will work with you to develop agreed-upon thresholds for event reporting to keep you informed of important issues relating to network performance. Upon notification of an issue, the service desk will use a smart monitoring algorithm to identify core issues. Once the problem and its associated severity is identified, the service desk will escalate to the customer's service desk as well as to AudioCodes Technical Support to document the alarm history. AudioCodes Remote Monitoring Service also provides you access to comprehensive technical support from experienced network engineers. Optionally, following AudioCodes identification and notification of a reported problem, we can assign a field engineer to use remote diagnostics to provide Tier 1 service and attempt to resolve the incident. This is an optional service, which is provided as part of AudioCodes Managed Services.

BENEFITS

In the end, the immediate response and appropriate action to network events is a key part of managing the network, helping ensure high performance and avoiding troublesome areas. The AudioCodes Remote Monitoring Service offers peace of mind with around-the-clock monitoring along with direct notification and escalation by the AudioCodes Network Operations Center. The AudioCodes Remote Monitoring Service can also provide a wide range of service deliverables by tailoring the program to meet specific and growing demands.

AudioCodes specializes in customized professional service programs that will complete the requirements to keep your business on top. To see the complete list of Professional Services click here: https://www.audiocodes.com/services-support/professional-services
For additional information or to obtain a quote, please contact your AudioCodes Sales Representative or Partner.

About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. With a commitment to the human voice deeply embedded in its DNA, AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers and hosted business services. AudioCodes' wide range of innovative products, solutions and services are used by large multinational enterprises and leading tier one operators worldwide.