SOLUTION BRIEF

Advanced Unified Communications Monitoring with Always-on Network Forensics for Investigating the Most Complex Network Issues

The Problem

Real-time services such as VoIP and videoconferencing have become critical to business operations organizations. It's vitally important to proactively manage the performance of your network, applications and services to avoid costly downtime or performance issues and deliver superior Quality of Experience (QoE) for users. To achieve that you need monitoring, test and troubleshooting solutions that enable you to optimize your network, prevent outages or slowdowns and ensure a consistent user experience.

Organizations need a solution that:

- Is cost-effective and scalable.
- Delivers the required functionality while being easy-to-use and fast to implement.
- Can integrate with existing security solutions and workflows.
- Can be deployed on all the organization's infrastructure – including on-premise, private and public cloud.
- Has the flexibility to change easily to meet evolving needs.

Benefits

- Always-On recording to capture all traffic.
- Store weeks or months of full packet capture data for a complete record of network activity.
- Extensive and accurate voice and videoconferencing quality metrics and KPIs
- Economical platform for managing mission-critical voice and videoconferencing services.
- Streamlined investigation workflows from SQmediator with one-click access to full definitive packet evidence
- Accelerated investigation and remediation and the ability to accurately reconstruct events
- Highly scalable, carrier-class architecture with rapid search and data-mining.
- Turnkey deployment of virtualized instances of SQprobe across your Endace environment
- FIPS and NIAP certification for security.

The Solution

By combining Telchemy's SQmediator® performance management application and SQprobe® virtualized passive probes with Endace's always-on packet capture, organizations gain unparalleled control over, and visibility into, service quality and performance. This packet-level visibility enables accurate, packet-level forensics for any issues occurring across the on-premise and cloud networks that support their Unified Communications platforms and services.

Telchemy provides scalable, cost-effective software solutions for monitoring and testing the performance of IP-based video, voice and data services across a broad range of applications and network types. Telchemy's powerful analytics capability provides deep insight into the performance and user experience of streaming video, voice, IoT and mobile applications.

The faster IT teams can understand the root cause of an issue, the faster they can resolve it. By leveraging the Pivot-To-Vision™ function of the EndaceProbe™ API, analysts can click from alerts in SQmediator or other tools in their environment into EndaceVision™, the EndaceProbe's built-in investigation tool, directly to the related, packet-level recorded network history.

EndaceVision lets analysts dissect, review and extract the relevant traffic from the petabytes of full packet data recorded from the network.

It supports analysis to microsecond level detail with views filtered by Application, IP, Protocol, Top Talkers and many other parameters, providing rapid insights and enabling accurate conclusions.

EndaceProbes can record and store days, weeks or months of full packet capture data from on-premise, public or private cloud environments. Multiple EndaceProbes can be connected to provide a unified, hybrid cloud recording fabric.

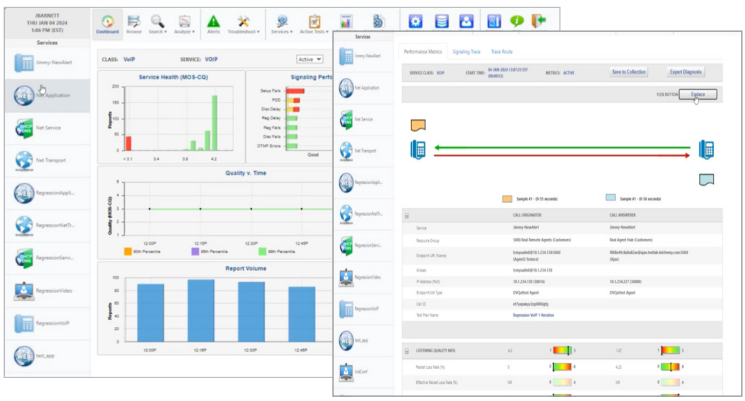
This fabric enables rapid, centralized search, data-mining and analysis of recorded traffic, and integrates directly into SQmediator as well as other NOC/SOC tools from Cisco, Palo Alto Networks, Splunk, IBM and many other vendors to enable faster, more efficient investigation and resolution of network performance and security issues.

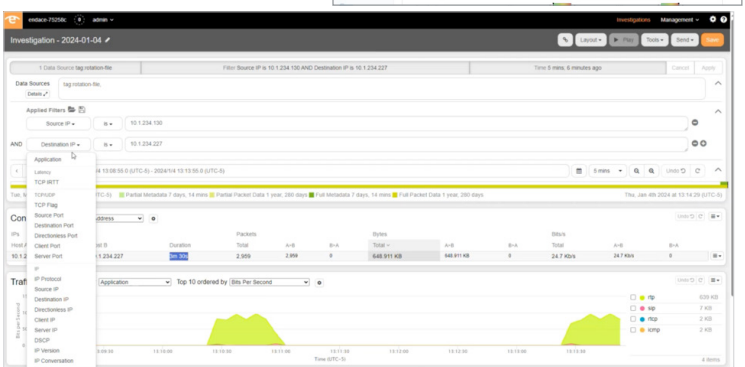
Conclusion

Combining Telchemy's SQmediator with the EndaceProbe's 100% accurate, always-on packet capture, empowers operations teams to deliver superior Quality of Experience for voice, video and network services. Teams can respond to alerts faster and investigate outages or performance issues with more confidence.

Additionally, by hosting virtualized SQprobe real-time VoIP and videoconferencing probes on EndaceProbe appliances, customers can quickly extend their monitoring coverage without additional hardware deployments, saving both time and money.

How it works





Fast, Efficient Troubleshooting

From any detected issue in SQmediator, analysts can drill down directly from the event to the recorded packet data relating to that issue for detailed analysis.

Using EndaceVision, Endace's powerful traffic analysis tool, analysts can zoom in or out on the timeline to look for causative or correlative events, apply filters and detailed views.

When they have pinpointed packets of interest, analysts can then view the full, decoded packet data directly in Wireshark (hosted on EndaceProbes) without needing to download pcap files.

Solution Components

- Telchemy SQmediator
- Telchemy SQprobe
- EndaceProbe Always-On Packet Capture for On-Premise and Cloud

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