

WHEN IT COMES TO MANAGING SESSION MANAGER...

"As our business changes, so does our SIP network — but the manufacturer's management tools are limited. Your reports provide clear information about the configuration of our system. Calling out specific configuration errors makes it much easier to manage and optimize our SIP routing."

No one ever said that Session Manager makes SIP routing easy. As a result, many enterprises fall short of realizing the full value of their SIP investment — or even introduce new problems.

Session Manager Audit, part of the SPS Insight Services portfolio, provides documentation and proprietary analysis for a more understandable view of Session Manager programming. Each audit provides valuable and actionable information, enabling you to:

- / Verify system configuration
- / Identify inconsistencies and errors
- / Ensure that corporate routing policies are accurately reflected in Session Manager programming

It's one thing to produce a comprehensive, user-friendly snapshot of your SIP routing policies. Session Manager Audit goes farther with analysis of your latest configuration and recommended changes. And an experienced SPS Tier-III engineer thoroughly reviews this analysis with you, highlighting next steps.

*Session Manager Audit —
without it, how would you know?*



In theory, using SIP to centralize call control is a smart strategy, simplifying management and reducing costs. Moving call routing from individual facilities to the enterprise-wide Session Manager application makes it possible to increase consistency and discover cost-saving strategies.

But in practice it's a daunting task to control call routing at the enterprise level — especially since there has been no one tool to neatly present all call routing rules for all locations.

Optimizing and evaluating your SIP routing policies just got easier.

THE SOLUTION...

PART 1: CLEAR, COMPREHENSIVE DOCUMENTATION

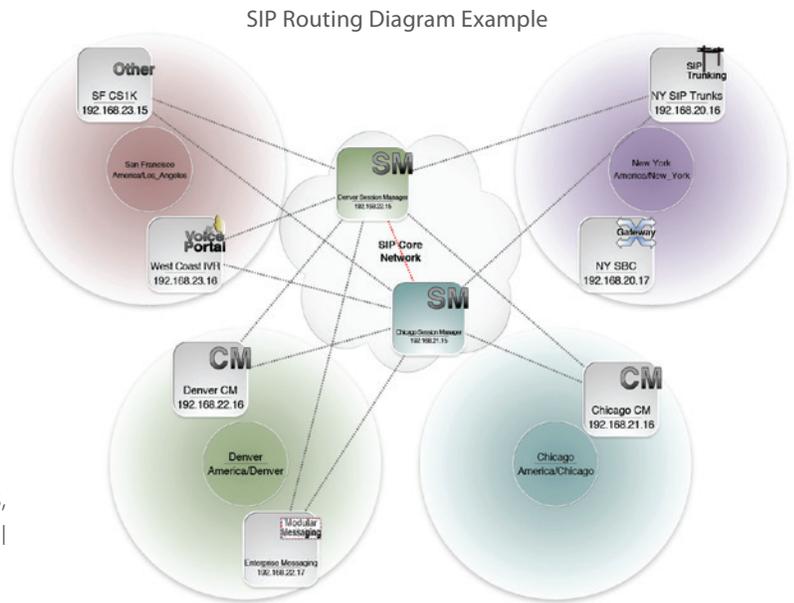
You can't manage what you can't see. That's why Session Manager Audit delivers a detailed and well-diagrammed picture of Session Manager programming, including domains, locations, SIP entities, adaptations, time ranges, and routing policies. And it's all captured, organized, and clearly presented in both graphical and textual formats.

PART 2: ADDED VALUE

The default Session Manager user interface lacks the capability to provide insight into a system's global configuration. In fact, our engineers wonder how anyone could begin to confidently modify an existing system without the invaluable information presented by Session Manager Audit.

With this service, all the following bits of information are organized to facilitate meaningful understanding:

- / Complete definition of IP Ranges
- / Calculated audio bandwidth settings
- / Listing of SIP entities per location
- / Diagram of the SIP network
- / Explanation of CDR and entity monitoring
- / Routing policy lists per SIP entity
- / Explanation of Adaptation Parameters
- / Formatting and explanation of Digit Conversion Rules
- / Lists of SIP entities that use each Adaptation
- / Simplified explanation of Time Ranges
- / Graphical depiction of Time Ranges
- / Global list of Costing Ranks
- / Formatted Dial Patterns for easy recognition
- / Graphical depiction of Routing Policy costs
- / Identification of geographic areas associated with area codes



PART 3: ACTIONABLE ANALYSIS

Session Manager administrators need to answer two basic questions: “Which SIP Entities in my network handle calls of a particular type?” and conversely, “What types of calls are being sent to each entity?” Add time-of-day routing, tail-end hop-off, and alternate fallback options to these basic questions, and you are sure to be trapped in a maze of uncertainty.

Once again, Session Manager Audit is at your service. For each defined Dial Pattern and Regular Expression, Session Manager Audit indicates the SIP Entities that could handle the call, the percentage of time each SIP Entity is the first choice for Call Routing, and its Average Selection Order. Your benefit? Hidden routing anomalies become apparent.

A. First, review the SIP Entity selection order that occurs most frequently over the course of a week.

B. Considering the selection order may change during the week, this column shows the percentage of time each SIP Entity is first in the selection order.

D. Finally, to explain why the selection order changes during the week, review costs - the minimum, maximum and average cost of reaching each entity during the week.

Routing From 'All Locations':

Order	Type	Entity Name	% 1st	Avg. Sel. Order	Min/Max/Avg Cost
1	CM	Chicago CM	59.5	1.4	2 / 2 / 2.0
2	SIP Trk	NY SIP Trunks	40.5	1.6	0 / 4 / 2.4
3	CM	Denver CM	0.0	3.0	6 / 6 / 6.0
4	OTHER	SF CS1K	0.0	4.0	8 / 10 / 8.6

C. This column summarizes how a SIP Entity moves around in the selection order. e.g. An entity selected 1st half of the time and 2nd the other half has an Average Selection Order of 1.5.

PART 4: PINPOINT EXCEPTIONS

To more easily maintain effective enterprise-wide network routing, an Action Items section highlights inconsistent or questionable programming in your network routing policies.

PART 5: EXPERT ASSISTANCE

SPS delivers this tool as a service, on a one-time basis or whenever needed. Without interrupting SIP services, SPS remotely collects data from your Network Routing Policy File, then converts it to a user-friendly format and runs it through a series of configuration and programming models to analyze the efficiency of the configuration and programming of your SIP routing policy.

Within 48 hours, you'll have direct access to your audit report from our secured website. SPS will schedule an interactive review of the completed study with a Tier-III SIP Engineer to thoroughly review our findings and recommendations, answer your questions, and identify specific errors and inconsistencies, and recommend corrective action.

Session Manager Audit provides the information you need to

MAXIMIZE RETURN on your INVESTMENT in SIP INFRASTRUCTURE TECHNOLOGY

For additional information, call your SPS representative today.

ABOUT SPS

Certain management functions are essential to every business communication system, regardless of organization size or budget. But many companies lack the staffing, budget, or expertise to perform every beneficial function with in-house staff. SPS TotalCare Managed Services provide the flexibility to support your communication environment in the manner best suited to your organization — with powerful tools and highly-qualified technical resources.

As a multi-vendor systems integrator specializing in communication and collaboration solutions, Strategic Products and Services (SPS) has the technical and implementation depth to support every aspect of your unified-communication systems — including converged network infrastructure, telephony, audio/video conferencing and collaboration, contact center, and more. Everything we do is backed by our advanced competencies, repeatable processes, and our deep and broad knowledge base. Powerful tools enable SPS to efficiently collaborate with your team to solve problems rapidly and prevent issues from becoming outages.

When SPS supports your communications environment, you can be confident that it is managed proactively and efficiently by industry-leading experts.

MAXIMIZE THE PERFORMANCE OF YOUR COMMUNICATIONS INFRASTRUCTURE.

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Strategic Products and Services

300 Littleton Road
Parsippany, NJ 07054

888.777.7280

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