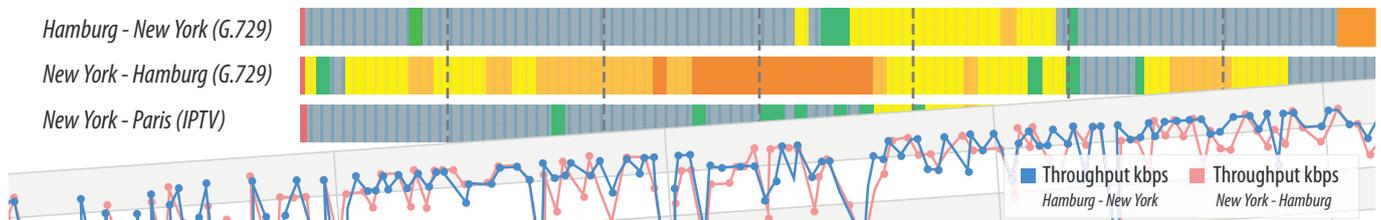


# GeNiEnd2End Network

## 24/7 performance and end user QoE monitoring



GeNiEnd2End Network software enables continuous end-to-end service monitoring and QoE (Quality of Experience) end user testing. It addresses the growing need to actively manage Triple Play services from pre-assessment to post-deployment. GeNiEnd2End Network assures an optimal fit between converged applications and network performance for the complete lifecycle.

### Ongoing performance verification

GeNiEnd2End Network provides 24/7 QoS monitoring for the network and service layers. This historical end-to-end performance information enables IT support organisations to effectively assess, monitor and troubleshoot their converged networks. A user-friendly web-based graphical user interface makes it easy to identify performance bottlenecks. GeNiEnd2End Network offers clear and easy to understand reports. You benefit by getting insight on trends and usage patterns that impact the network performance for the converged applications and services which enables you to solve problems faster.

### Know when performance becomes abnormal

With GeNiEnd2End Network you can determine end-to-end application performance or measure service level agreements (SLA) conformance, and you'll also be alerted when performance becomes abnormal. GeNiEnd2End Network can establish thresholds so that you know when performance has declined. Anytime a measured transaction exceeds or fails to meet a threshold, you can be alerted automatically for early problem detection. This allows the IT professional to increase company productivity through the early detection of potential network quality problems.

### VoIP-specific Network Readiness Testing

GeNiEnd2End Network provides an automatic and continuous method for testing VoIP call quality. With these historical active traffic measurements results, you can quickly and easily perform a Pre-Assessment to determine if your network is ready for reliable VoIP. This predictive modeling approach will help you to pinpoint where the network needs improvement before successfully deploying VoIP. After the deployment phase GeNiEnd2End Network is used to ensure availability of voice quality of service (QoS) and SLA levels. GeNiEnd2End Network provides VoIP Performance Management from beginning to end to effectively manage the life cycle of triple play services.

### Verify end-to-end network performance

Congestion is the source of many quality problems in triple-play networks. Therefore network resources are partitioned based on policies by implementing QoS mechanisms. However a good QoS at the network level does not ensure good QoE. GeNiEnd2End Network is a service verification solution that uses "active monitoring" – to document the QoE from the end users viewpoint.

### Benefits of GeNiEnd2End Network

- Comprehensive 24/7 End-to-End Service Management Solution for Triple Play Services
- Evaluate QoE and QoS metrics from end user's viewpoint
- On demand as well as user self service performance testing
- Fast and easy system setup and operation via web-based graphical user interface
- Measure and enforce Service Level Agreements
- Easily identify the source of performance bottlenecks to eliminate finger pointing between IT support teams
- End-To-End performance testing of network services like CIFS, HTTP, FTP, DNS
- Multi-tenant architecture supports a hierarchical mapping of the organisation

## End user service verification

GeNiEnd2End Network tests the triple play performance of the network infrastructure seen from the end user and verifies the QoS and QoE by active testing. The transport, network and service layers are tested, as well as more common QoS metrics such as delay, jitter, and packet loss. Last but not least QoE metrics like MOS and MDI are measured too.

## Ad-hoc remote performance testing for troubleshooting

GeNiEnd2End Network strong differentiator is first-level fault isolation. With GeNiEnd2End the performance of triple play applications can already be validated during a help desk call. The Ad-hoc remote performance testing is initiated by the support engineer. To initiate testing, a software endpoint is already pre-installed on the user's desktop or can be downloaded by the end-user from the user-self-service website. Under the control of the web based GeNiEnd2End network management and reporting solution the 1st level support engineer will remotely instruct the software endpoints to perform a real-time end-to-end performance test. Within a minute the support engineer identifies any potential network bottlenecks, QoS misconfigurations and other issues. With this approach the MTTR (Mean Time To Recover) can be drastically decreased which leads to lower support costs.

## User-self-service performance testing

If established, the performance test can also be executed from the end user by following the instructions on the user-self-service website. After a short time the end user is either informed by email or via the website about the end-to-end performance in an easy to understand "traffic-light-diagram" classified by good (green), average (yellow) and bad (red) performance. With the embedded API one can easily integrate the user-self-service performance test capabilities into existing intranet websites or with third party trouble ticket systems.

## Evaluate QoE from end user's viewpoint

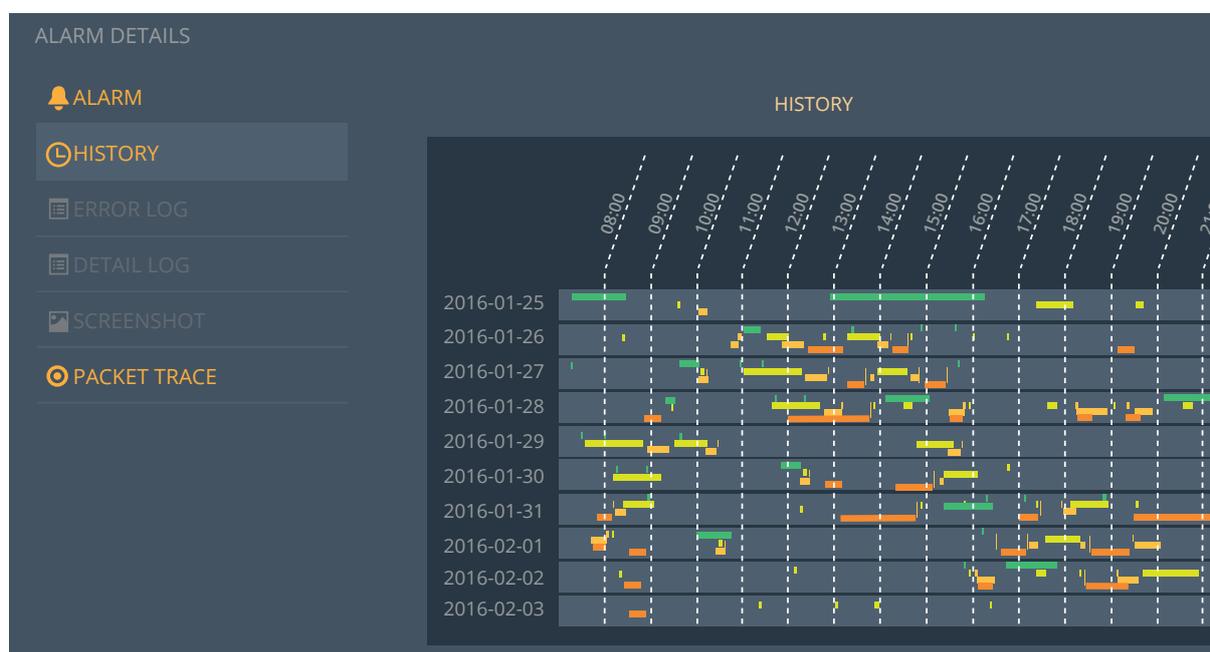
Use software endpoints on the end users desktop whenever you wish to assess end-to-end network performance from the end user. It's your choice – install software endpoints permanently on the user desktop or download software endpoints on-demand for one-time network performance measurement. Software Endpoints can be easily downloaded and temporary installed on the end-users desktop to active monitor and troubleshoot network performance seen from the users desktop.

## A comprehensive View

GeNiEnd2End Network is an end-to-end service verification solution from NETCOR. It verifies network infrastructure performance using established QoE and QoS metrics. It tests the entire network, end-to-end and helps you "to see what the customer sees". GeNiEnd2End Network achieves a quick ROI by lowering and shortening support calls, while at the same increasing customer satisfaction.

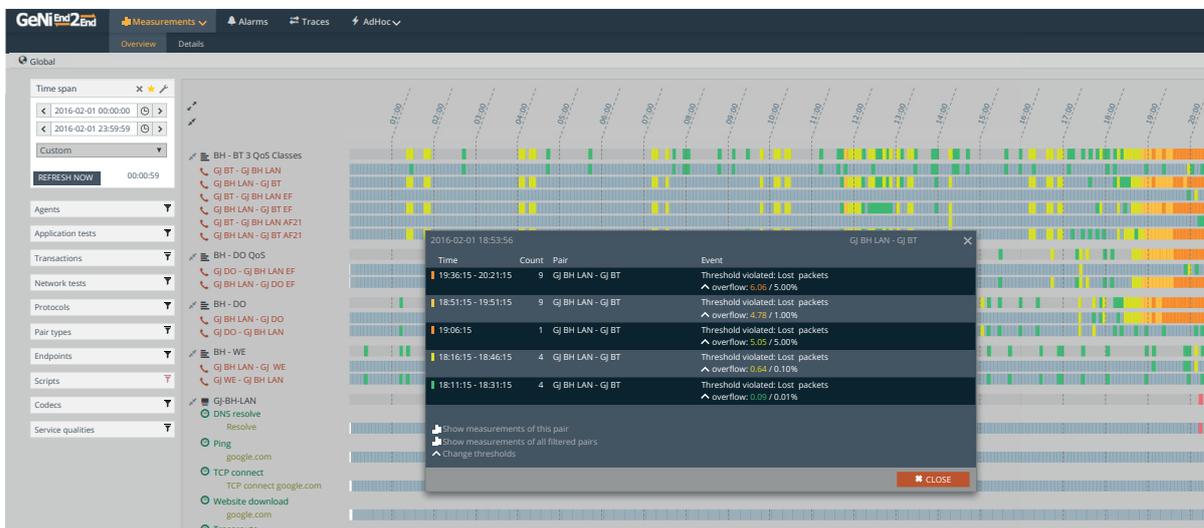
### Alarm Activity view

This view provides the historical pattern for the selected alarm over the last 30 days. A very effective way to identify the alarm frequency.



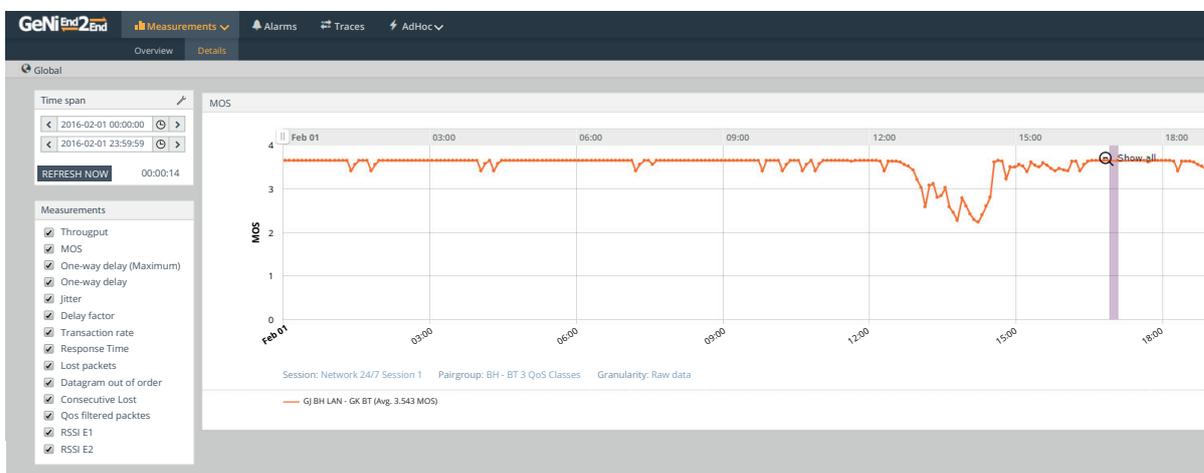
## Overview

Daily performance overview



## VoIP QoS and QoE metrics

Isolate the source of problems with historical data



### About NETCOR

NETCOR is one of the leading suppliers in Germany of specialist products and services related to IT performance management and testing. Founded in 1991, the company is noted for its depth of knowledge in these areas.

The company delivers with GeNiEnd2End a unique Software Suite for end-to-end network and application performance assurance and assessment.

GeNiEnd2End gives customers an on-going view of the IT service quality seen from the End-user and provides visibility into the critical link between the IT performance and the performance of the business.

NETCOR's headquarter is based in Buchholz, about 30 km south of Hamburg.