



DATASHEET

Video conferences, voice calls and chat apps are what tie business teams together in modern enterprises. Modern end users expect super-fast communications technology when they're at work. Many traditional monitoring tools are geared toward capturing network data. But legacy application and network monitoring tools aren't designed for monitoring real-time communication through VoIP and video as is offered by Skype for Business.

Is your network robust enough?

Can you support Skype for Business? With AppNeta, you can continuously and proactively monitor for issues specific to Skype connections as calls traverse your networks, including the WAN and third-party networks. AppNeta allows users to generate the proper call load for testing and to send across the network. AppNeta then analyzes the response to discover underlying issues.

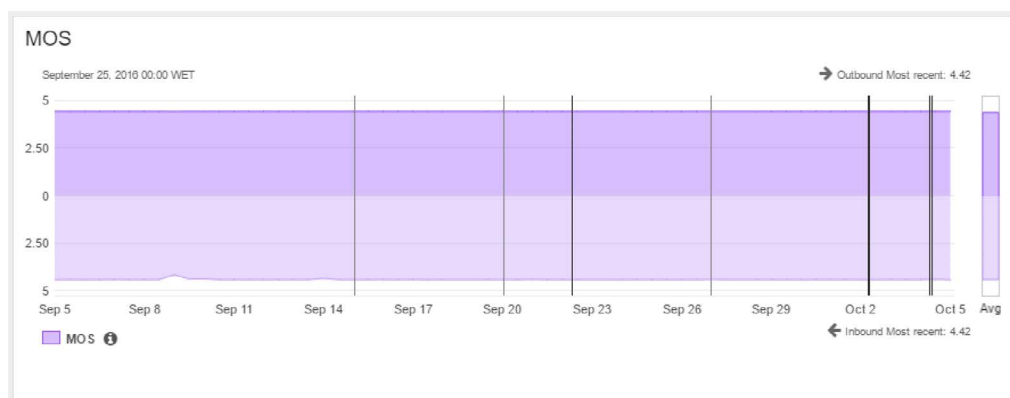
With AppNeta, identify common problems like:

- Insufficient network capacity
- Latency issues across locations
- QoS alterations
- Poor ISP connection
- Bad call quality

Problems we solve

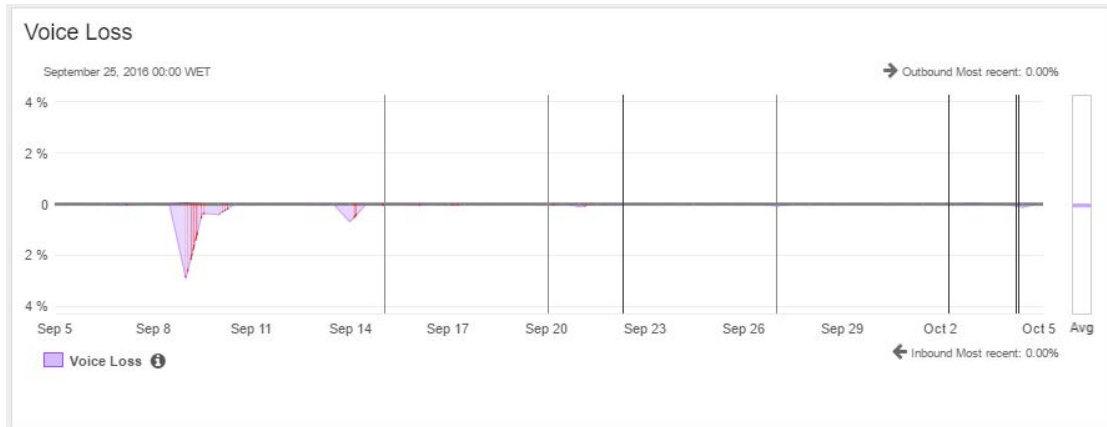
Call quality is a network issue

AppNeta proactively monitors the network to ensure that the delivery and quality is healthy enough for Skype for Business traffic by continuously measuring capacity, latency, voice loss and voice jitter over the wire between locations. Additionally, AppNeta can monitor between a location and your Microsoft Azure or other public cloud instance. AppNeta gives you a real-time view of end-user experience using methodologies that allow for deep diagnostics. AppNeta also tracks the industry-standard mean opinion score (MOS) for up-to-the-minute detail on call quality. Set thresholds for any metric to alert you when quality is falling, and fix issues before users even notice.



Cut congestion on the line

AppNeta measures network capacity continuously between call source and destination to identify drops in performance during peak utilization times. See which users are experiencing issues and drill down by users, hosts, applications or conversations with Active Directory integration.



Diagnose issues with ISP connections and QoS

Proactively pinpoint performance issues that are causing call degradation, whether the root cause is in the local network, wider internet or provider. Monitor quality of service (QoS) to identify when demoted priority is the source of pain.

▼ Boston to San Francisco (Boston.MA -> SanFrancisco.CA.DC) →

Hop	Severity	IP Address	Host Name	QoS	
				Set	Measured
▶ 1	☹	172.16.133.1	fwbos2.appneta.net	46	46
▶ 2	☹	50.202.198.201	50-202-198-201-static...	46	46
▶ 3	☹	50.203.90.221	50.203.90.221	46	46
▶ 4	☹	162.151.113.125	162.151.113.125	46	8
▶ 5	☹	69.139.221.201	hu-0-15-0-0-ar01.need...	46	8
▶ 6	☹	68.86.90.217	be-7015-cr02.newyork...	46	8
▶ 7	☹	68.86.83.102	hu-0-11-0-1-pe03.111e...	46	8
▶ 8	☹	173.205.52.233	ae20.nyc62.ip4.gtt.net	46	0
▶ 9	☹	89.149.130.254	xe-1-0-0-sjc20.ip4.gtt.net	46	0
▶ 10	☺	198.47.98.201	ai-ra04-us-ca	46	0

How AppNeta Works

AppNeta uses synthetic voice and video traffic sent over the wire in a continuous lightweight packet train. AppNeta can monitor networks in production and proactively alert based on customizable thresholds for MOS, voice loss, voice jitter and QoS. When issues are detected in the network, diagnostic tests are automatically triggered to identify the root cause. If IT needs more data, manual tests can be run between AppNeta monitoring points to gather information via separate load testing. With AppNeta, it is simple to measure quality across the entire enterprise.

ABOUT APPNETA

AppNeta is the leader in proactive end-user performance monitoring solutions built for the distributed digital enterprise. With AppNeta, IT and Network Ops teams can assure continual and exceptional delivery of business-critical applications. AppNeta's SaaS-based solutions give IT teams essential application and network performance data, allowing them to continuously monitor user experience across any application, network, data center or cloud. For more information, visit www.appneta.com.