



## DATASHEET

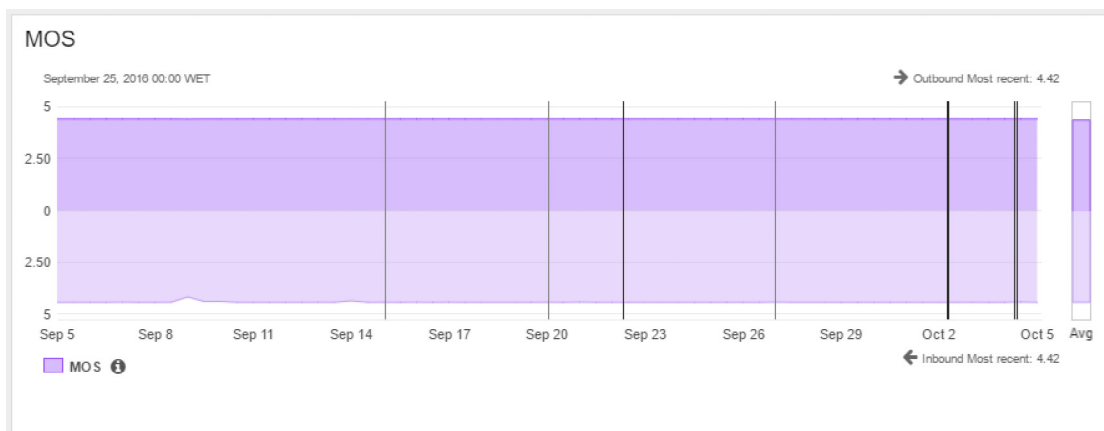
# VOIP & video

In today's collaborative and distributed office culture, video conferencing and voice calls are what tie teams together. Many traditional monitoring tools are geared toward capturing network data. But legacy application and network monitoring isn't designed for VoIP and video monitoring. But how can you tell if your network is robust enough to support VoIP and video applications? How can you identify if degraded video quality is due to insufficient network capacity or dropped calls are due to latency, QoS alterations or a poor connection to your ISP? With AppNeta you can continuously and proactively monitor for issues specific to VoIP and video connections as calls traverse your network, WAN and third-party networks.

## Problems we solve

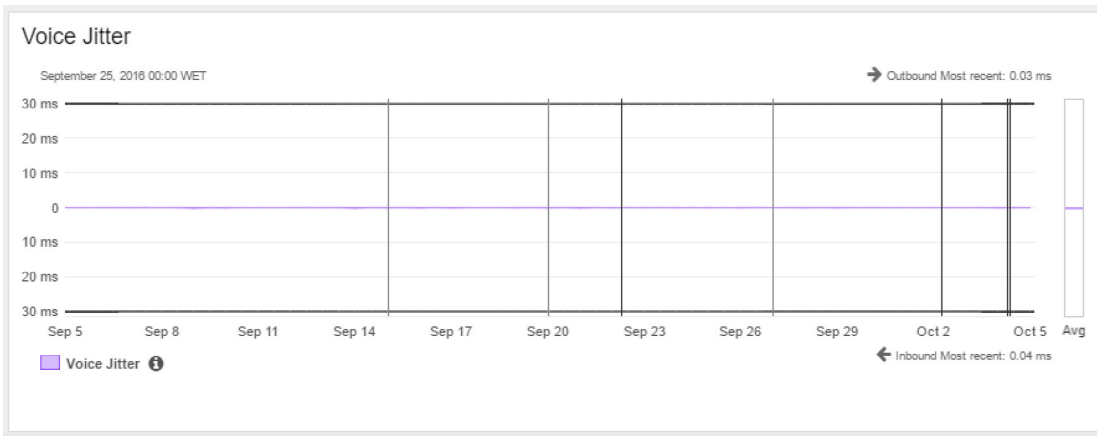
- **Network impact on call quality**

AppNeta proactively monitors voice and video traffic by continuously measuring capacity, latency, voice loss and voice jitter on the wire between locations. Using industry standards like the mean opinion score (MOS) and methodologies that allow for deep diagnostics, AppNeta can give you a real-time view of end-user experience. Set thresholds for any metric to alert you when quality is falling and fix issues before users even notice.



- **Insufficient network capacity**

Measure 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.



- **Diagnose problems 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	al-ra04-us-ca	46	0

## How it works

AppNeta uses synthetic voice and video traffic sent on the wire in a continuous lightweight packet train. Supporting a variety of codecs and protocols, AppNeta can monitor networks in production and proactively alert based on customizable thresholds for MOS, voice loss and voice jitter. When issues are detected, diagnostic tests are automatically triggered to identify the root cause. Measure quality across the entire enterprise with AppNeta's industry-leading solution for VOIP and video.

### 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](http://www.appneta.com).