

# Desktop to Dialtone<sup>TM</sup> VoIP Remote Network Assessment

VoIP Original Equipment Manufacturers (OEMs) and VoIP Service Providers (VSPs) must understand the ability of their customer's network to support their VoIP solution and deliver acceptable voice call quality in order to ensure a positive customer experience. Deployments of a Voice over Internet Protocol (VoIP) solution without a thorough network assessment can be disastrous to a VoIP business and reputation. If problems arise directly after a VoIP solution is deployed, customers immediately question the ability of the installed VoIP product to deliver on its promise of acceptable call quality and reliable mission critical voice service. While it is commonly known in the VoIP industry that most customers' current networks are not able to support a VoIP solution without equipment upgrades or replacements, if you lack a thorough insight into the ability of a customer's network to handle VoIP traffic, you cannot confidently defend the credibility of your product or brand image when placed upon that network. Failure to take the critical step to assess the network can result in failed deployments, dissatisfied customers, negative brand image, and lost revenue.

## The DecisionOne Solution

DecisionOne's VoIP Remote Network Assessment tests, analyzes, and reports the capabilities of an existing network to support acceptable VoIP call quality. Utilizing best of breed testing technology and leveraging our national footprint, VoIP Remote Network Assessment service delivery is executed consistently whether regionally to a single location or nationally across multiple sites. Our trained engineers initiate remote tests to generate synthetic VoIP calls on your customers' networks. Customer's VoIP bandwidth measurements and industry standard benchmarks are compared, summarized and reported. Our award-winning partner program, Desktop to Dialtone, gives you a competitive advantage by providing an immediate, cost-effective national support infrastructure with the capability to address a national audience cost-effectively and consistently.

To gain complete insight into a customer's network, DecisionOne's VoIP Remote Network Assessment can be paired with our VoIP Site Assessment. The addition of a physical inspection of your customers' network sets the stage for a well planned, fully informed deployment. The resulting deliverable from the combined services is a single report that includes cabling, VoIP bandwidth measurements, LAN/WAN equipment, and an IP address schema, with recommendations to address noted gaps.

## Benefits Delivered

Partnering with DecisionOne enables your company to realize the following benefits:

- An understanding of the network issues that may negatively impact VoIP call quality for your customers (e.g. firewalls, bandwidth, equipment upgrade/replacement)
- Ability to proactively address customer's network trouble areas and strategically plan your customer's VoIP deployment project
- Increased customer satisfaction through service delivery assurance, and specialized workforce providing expertly managed assessment services and documentation

Visit us on the web at [www.decisionone.com](http://www.decisionone.com)



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## Services Highlights

- **Remote Testing** — Places synthetic VoIP traffic on the network to obtain standard VoIP bandwidth measurements – such as jitter, latency, packet loss, and MOS
- **Analysis** – Review and analysis of the Remote Testing outcome to develop evaluation scorecard conclusions
- **Reporting** – All data analysis results are populated in a customized deliverable report
- End-to-end management of service delivery including scheduling, ticket management, service escalations, and reporting

## Why DecisionOne

- Single source, multi-vendor technology support provider with integrated onsite, remote, and logistics capabilities
- 50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers
- Broad geographic reach with 2,500+ DecisionOne W-2 technology professionals throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities that support strategic partnerships with outsourcers, OEMs, and resellers and their commercial and public sector customers
- Flexible and cost-effective delivery model including hub-based shipping/receiving locations, ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.