voːpfuture

Voice Service Monitoring

Challenges
Keeping voice service performance under control

Voice Service Providers need to balance competing objectives: keeping costs in check while improving the service delivered to customers. Moving to the cloud is key to lowering infrastructure costs, but providers need reliable and accurate data to verify that the user experience matches customer expectations in all stages of their cloud journey. Data on voice quality and network performance also needs to be actionable to lower the cost of service management and ensure efficient operations. Finally, providers need to lay the data foundation for service automation. In essence, providers need reliable, accurate and actionable data to keep voice service performance under control.

The Voipfuture Solution
Qrystal Cloud Voice Service Monitoring

Voipfuture is the only monitoring vendor fully focused on voice service monitoring. Voipfuture's Qrystal Cloud delivers accurate data on VoLTE, VoNR, IMS, NGN and enterprise voice service performance. This data enables efficient operations based on deep analysis of VoIP traffic and even auto-detection of impairments such as dropped and silent calls. It supports performance optimization through data aggregation for trunks, routes, eNBs etc. enabling trending, alarming, and benchmarking. And it allows sales to offer transparency through simple user experience KPIs to attract and retain customers. Qrystal Cloud enables fast and flexible deployments with an attractive try and buy offering.

Efficient control over your voice service
Simplify pro-active service operations, optimization and management

Accurate Data
Get reliable and accurate data on all live calls with rich signaling information and high temporal detail on in-call user experience.

Operational Efficiency
Increase operational efficiency and reduce costs through assisted root cause analysis shortening the time-to-fix by up to 80%.

Control over Service Performance
Control service and network performance in the cloud for routes, destinations, mobile cells, VIP groups and other relevant entities.

Control over Cost
Quickly adapt monitoring performance in the cloud to changing traffic volumes enabling a true pay as you grow model.

Voipfuture on the Cloud

Voipfuture's mission is to enable premium voice services. Voipfuture Qrystal is the carrier-grade, vendor-agnostic monitoring solution for voice services in the cloud. It analyses all call-related traffic in the cloud, automatically checks for impairments, isolates root causes and aggregates the data to create accurate statistics on relevant business entities. This enables Communication Service Providers to maintain full control over customer experience while benefiting from the flexibility and elasticity of the cloud. Voipfuture's Qrystal Cloud enables premium voice services with significantly reduced TCO.

Features

Actionable Data

Qrystal Cloud is the only voice monitoring solution to deliver reliable and actionable user experience data using timeslicing according to ETSI TR 103 639. This provides high temporal detail and the ability to aggregate the data for cells, interconnections and complete services. Qrystal speeds up troubleshooting through behavioral analysis of users and automatic root cause indicators that reduce the time-to-fix by up to 80%.

Speed and Flexibility

Qrystal Cloud is a vertical solution providing crucial data to all stakeholders within a CSP. It is faster and easier to test, set up and operate in the cloud than conventional on-premise solutions. It is applicable to all phases of a CSP's cloud journey and its accurate service performance data lays the foundation for AI/ML-based service automation in the cloud. Qrystal Cloud has a simple, flexible license model and significantly lower TCO than on-premise solutions.

Case Study

Challenges

The international voice carrier uses the cloud to offer points of presence for new customers in regions with no own infrastructure. The carrier needed a proven monitoring solution to verify service performance in the cloud.

Solution

Voipfuture Qrystal was already used by the carrier for its existing infrastructure. Qrystal Cloud was introduced to create a hybrid solution correlating all data from the existing infrastructure and the new points of presence in the cloud.

Results

The cloud allows the carrier to gain customers in new regions. Qrystal Cloud gives the carrier a fully correlated end-to-end view on its service, covering the entire network. The time to deploy the solution in the cloud was reduced by 80% compared to conventional installations.

Get started with Voipfuture on the Cloud

Contact us for a Free Trial today: sales@voipfuture.com

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