

VoIP Assessments FAQs

VoIP Assessments – What You Need to Know

How does VoIP differ from data IP?

The difference between VoIP and data IP lies in the manner of delivery. When data is delivered across an IP network in packets, some of those packets may reach their destination immediately, some a tiny bit later, and some may be lost altogether. In the data world, such a disorderly delivery process is not an issue because data packets are resent and reassembled easily without affecting the quality of the message. So while the delivery of data may not be pretty, that's alright, because it's the final, fully-assembled result that matters. When transmitting a voice audio stream over an IP network, delivery matters. Variances in packet delivery time and lost packets significantly effect the quality of the message being delivered, causing an effect known as "jitter". It is estimated that 75% -85% of existing IP networks that were designed for data transmission would fail to deliver toll-quality VoIP, because they do not have the capability to deliver packets in the manner required.

What is a VoIP Assessment?

A VoIP Assessment is the first step in the process of building a network that will support both data and voice traffic. Through a combination of planning and testing, a VoIP Assessment will help a business to prove that their network is equipped to handle VoIP traffic prior to the deployment of their VoIP solution.

What is the purpose of a VoIP Assessment?

One of the most expensive technology mistakes a business can make is to discover that their network cannot deliver toll-quality voice transmission after their VoIP solution has already been deployed. A VoIP Assessment entails the necessary planning and testing to prevent such a mistake from occurring.

Under what circumstances does one need a VoIP Assessment?

Avaya Global Services requires proof of a passing VoIP Assessment when any of the following are true:

- One or more IP hard phones, soft phones or wireless phones will be deployed.
- Two or more VoIP processors or gateways will communicate via the VoIP protocol.
- A customer is upgrading PBX equipment and has plans to support VoIP in the next 12 months.

What is involved in a VoIP Assessment?

Two basic components comprise a VoIP Assessment – planning and testing. Planning typically occurs in the form of a Convergence Readiness Strategy. The most thorough Convergence Readiness Strategy will examine matters such as quality of service (QoS), connectivity, equipment, and bandwidth. Most importantly, the Convergence Strategy contains recommendations for preparing the network to deliver VoIP. Testing occurs after the recommendations made within the Convergence Strategy have been implemented but prior to the actual deployment of the VoIP solution. During the testing, a VoIP simulation is performed to test and prove that the Convergence Strategy has properly prepared the network to deliver toll-quality VoIP.

VoIP Assessments and MTI Partner Services

What types of VoIP Assessments does MTI offer?

Because each VoIP deployment calls for a different level of VoIP planning and testing services, Mr. Telephone presents three different assessment offers – Simple, Standard and Complete. Each one of these offers is performed by a MTI data technician.

Do all VoIP Assessment offers include planning assistance?

No. Only the Complete Assessment offers planning assistance in the form of a Convergence Readiness Strategy.

Do all VoIP Assessment offers include testing?

Yes. All three offers include testing, which entails simulating VoIP traffic across the network. This simulation produces the metrics used to determine overall VoIP quality.

Do all VoIP Assessment offers include post testing recommendations and consultation?

No. The Simple VoIP Assessment does not include post testing recommendations and consultation; the Standard and Complete VoIP assessments do.

Do all VoIP Assessment offers include quality of service (QoS) testing?

No. Only as part of the Complete Assessment will the Catalyst Convergence Engineer review router and switch outputs to verify proper functionality of QoS. On all other offers, this is the responsibility of the end-customer support team.

Are the VoIP Assessments performed on-site or remotely?

Advancements in testing software have allowed VoIP metrics to be gathered remotely, and consequently, all VoIP Assessments are performed remotely. For an additional cost, the Complete Assessment may be performed on-site, to accommodate clients with a special need for on-site assistance.

How are the VoIP Assessments priced?

For all offers, pricing is dependent on two factors: the total number of sites in the project and the total number of VoIP endpoints in the project. A site is defined as any location with a different mailing address. A VoIP endpoint is defined as any device that connects to the LAN and uses the VoIP protocol. VoIP endpoints include VoIP processors, gateways, and phones.

How may we order a VoIP Assessment?

These offers may be ordered through your MTI technical sales rep.

What support is required by the reseller or client during a VoIP Assessment?

The reseller or client must be able to provide the time and knowledge required to load applications onto a PC, modify power settings, and modify NIC card settings. The MTI Convergence Engineer will assist with these tasks. Also, the reseller or client must have data router, switch and/or firewall knowledge of passwords and login capabilities, must be able to perform show commands and capture outputs into a text files.

What happens if the VoIP Assessment does not pass?

Each VoIP Assessment includes one free retest within 2 weeks of the original test. The client will have the opportunity to correct the network problems which caused the failure prior to retesting. If the VoIP Assessment fails a second time, additional services will need to be purchased. Half of the information required for registration is provided in the final VoIP Assessment documentation, and the other half must be provided by the client. The portion that must be provided by the client includes data equipment

Lists, firmware versions, and final configurations with diagrams. MTI will provide a detailed questionnaire to the client which will assist them in gathering all the required information.

What technology is used to complete a VoIP Assessment?

One of two types of software applications is typically used to complete a VoIP Assessment - Net IQ's Vivinet Assessor or Viola Networks' NetAlly. With either software application, voice traffic simulations are applied to the network for approximately 72 hours. The simulations will not interfere with the client's day-to-day operations.

Why Hire MTI Partner Services for a VoIP Assessment?

Expertise

Our hands-on consulting, detailed documentation and tailored recommendations help clients triumph over the difficult process of building a VoIP network.

Responsiveness

We are there to support you through the sales process, planning, testing and final recommendations. Plus, most of our assessments are started within 48 hours of purchase order receipt.

A Selection of Offers

By providing Simple, Standard and Complete Assessment offers, we are able to provide the correct amount to meet an individual client's needs and thereby also provide the best value.

Automatic Quotes

Sales reps can figure the price of our VoIP Assessments independently, freed from the time consuming process of custom quoting. It is simple to use our pricing matrix to calculate a project price and take it to the selling table.

Quality of Work

Our MTI Convergence Engineers follow a proven VoIP Assessment process so that every customer receives the same first-rate service and deliverables.

Attractive Pricing

All of our VoIP Assessments are priced aggressively and include some of the most competitive entry prices available.

One-Stop Shopping

We help you to improve company-wide efficiencies by making it possible to purchase a VoIP Assessment ,plus hardware from same vendor.

