

EdgeView Service Control Center

Cloud-based management and monitoring solution for real-time communications

BENEFITS:

Central monitoring and management of all customers' premises network traffic

Vendor agnostic - Seamless interoperability allows for deployment in any network configuration

Enables:

- Faster installations
- Fewer truck rolls
- Increased network visibility
- Quick problem diagnosis and remediation
- Lower operational expenses
- Increased margins

Network Edge Orchestration is a hybrid cloud/edge approach for security, service management and analytics of real time communications services. It is cost effective delivery model for service providers selling Hosted PBX or SIP Trunking to customers of any size.

Network Edge Orchestration has two components:

- The cloud-based EdgeView Service Control Center
- The customer premises-based EdgeMarc Intelligent Edge

The cloud-based **EdgeView Service Control Center** offers a central interface to manage service quality from the network core to IP endpoints, collect service quality data for reporting and analytics, and troubleshoot and remediate service quality issues. The EdgeView Service Control Center complements any network infrastructure to give service providers the most complete view of their customers' communications networks, from the core to the edge.

Using EdgeView Service Control Center, service providers can substantially decrease the deployment time required to get a customer's VoIP network online, as well as minimize escalations and truck rolls, increase margins, and reduce operational expenses.

END-TO-END SOLUTIONS

The customer premises-based EdgeMarc Intelligent Edge offers zero-touch provisioning and configuration, security, active service quality management, and provides complete visibility into service quality on both the service provider WAN and customer LAN.

EdgeMarc Intelligent Edges manage traffic on both the customer LAN and WAN (service provider owned or Over the Top), offering zero-touch provisioning and configuration, security, and active management of service quality. EdgeMarcs communicate service and network quality metrics to the EdgeView Service Control Center, offering service providers greater visibility and control at the customer edge.

ADDITIONAL SERVICE MODULES

- **EdgeView VoIP Analytics** - Detailed analysis of system performance, operation health, and diagnostics. Gathers data and generates reports based on: the entire networks, region, customer, and specific EdgeMarcs. Collects and synthesizes historical data to provide actionable metrics for: inferences based on key information trends, patterns and behaviours of system and network characteristics, and generates network and system based SLA reports.
- **EdgeView Report Server** - Delivers a real-time customizable reports of converged networks based on the data collected from EdgeMarc Intelligent Edges. Offers users a comprehensive library of reports that enables network operators to quickly retrieve summary and detailed call quality performance metrics, by individual site, multiple sites, or groups of sites.

The EdgeView Service Control Center is a powerful and easy to use network management interface that offers service providers visibility, automated provisioning, real-time alerts and fault isolation, and advanced analytics.

Provision and Manage

- **Zero-touch Provisioning:** EdgeMarcs are pre-configured to communicate with EdgeView, automatically connect to it when booted. EdgeMarcs are tracked automatically by EdgeView, even when network location changes.
- **Automatic Updates:** Firmware updates, password changes, and configuration changes are pushed from EdgeView directly to connected EdgeMarcs.
- **Standardized Configurations:** Deployments follow a prescribed configuration to reduce margin of error, speed deployment time, and deliver consistent user experience.
- **Migration Control:** Edgeview automates changes made across all EdgeMarcs including new platform migrations (such as a softswitch change).
- **Back-up:** EdgeMarc configurations are automatically backed-up to EdgeView (daily or custom intervals), allowing change comparison over time.

Monitor and Alert

- **Voice Quality:** EdgeView pings the EdgeMarcs every 3 - 5 minutes to ensure online availability; MOS scores collected for each call leg at 10 second intervals.
- **Central Data Collection:** EdgeMarcs continuously stream network data to EdgeView, including all changes, for central visibility.
- **Alerts:** EdgeView proactively sends alerts when a network problem occurs so technicians can remediate prior to customer notification; Alerts available 24/7.
- **3rd Party Integration:** EdgeView integrates with third party network management platforms.

Troubleshoot and Remediate

- **Remote Access:** EdgeView allows remote access to IP endpoints (including EdgeMarcs, IP phones, routers, etc.) for diagnostic information capture or to make proactive changes.
- **Remote Troubleshooting:** Issues occurring on customer network can be addressed remotely through the EdgeView GUI, eliminating need for on-site technicians or additional truck rolls.
- **Packet Capture:** Captures and stores historical information to assist technicians in addressing intermittent call issues; sends alerts when problem occurs.

Report and Analyze

- **Dashboard:** Consolidated view of relevant charts showing network activity, EdgeMarc performance, endpoint activity, etc.
- **Centralized Network Statistics:** Includes EdgeMarc licenses available, firmware information, inventory and data, number of network calls.
- **MOS Scores:** Captures two versions - Internal (inside a building) or External (on the WAN).
- **Problem Identification:** EdgeView identifies where issues on the network reside - In the core softswitch or at the customer premises; Identifies resource issues such as capacity limitations or potential virus



About Edgewater Networks

Founded in October 2002, Edgewater Networks is a market leader in enabling IP-based voice, video and data services. Service providers and enterprises of all sizes use Edgewater Networks solutions to simplify customer premise configurations for quick and smooth installations, reduce time to market and deliver rapid return on invested capital. The company helps customers deliver intelligence at the network edge with its Network Edge Orchestration platform that includes EdgeMarc Intelligent Edges and QuickConnect certification program, and the EdgeView Service Control Center.

To learn more, please visit www.edgewaternetworks.com or call (844) 405-3550. Follow us on Twitter at @ewn_inc.