



Polycom® VoIP Network Assessment Service

AppCritical™ Remote Network Assessment (RNA)

Features and Benefits

Increased Network Reliability

Provides observations, analysis and diagnostics on a complete network path, and measures end-to-end network performance characteristics (like bandwidth, packet loss and jitter)

Enhanced Product Offerings and Service Delivery

The AppCritical hosted solution allows you to ensure that your customers' VoIP deployments work right, the first time

Improved Efficiency and Productivity

Determines the health and readiness of customer networks in less than an hour

Detailed Reporting Capabilities

Enables you to provide easy-to-interpret, customizable VoIP assessment reports in a timely fashion

Reduced Duration and Cost of Deployment

Remote network assessments allow service providers to avoid expensive onsite visits, high deployment costs and unnecessary travel expenses

Are your customers' networks ready for VoIP?

Polycom has teamed with Apparent Networks™ to provide you with AppCritical Remote Network Assessment (RNA),



a hosted service that provides solution providers an easy way to perform remote pre-deployment network assessments prior to rolling out VoIP. Sold in license packs of 5, 25, and 50 VoIP assessments, AppCritical RNA helps determine network readiness prior to committing implementation resources and incurring infrastructure costs. Eliminating the guesswork and the requirement for an onsite visit, AppCritical RNA provides the network assessment solution you need to cost-effectively evaluate the end-to-end readiness of your customers' networks for VoIP deployments.

AppCritical RNA enables you to:

- Determine whether your customers' networks are ready for VoIP
- Make more informed decisions prior to committing to customer VoIP roll-outs
- Pinpoint exact cause and location of issues on your customers' networks and have the customer fix these issues prior to VoIP roll-out, saving you time, resources and money
- Identify exactly what you're working with: instant measurements of bandwidth, utilization, packet loss, latency, jitter, packet reordering, and Mean Opinion Score (MOS)
- View the whole picture by testing all elements including WAN links, handsets, clients and servers
- Conduct post-sales troubleshooting and VoIP assessments for ongoing operational efficiency
- Improve resource management, decrease deployment costs and increase customer satisfaction

Make Great Things Happen With Polycom's VoIP Network Assessment service featuring AppCritical RNA

In today's Internet-driven world, the ability to conduct real time communication and collaboration has become critical to an organization's survival. As the market leader in voice, video, data and Web solutions, our award-winning conference technology makes it easy for people to interact and maximize productivity - over any network, in just about any environment, anywhere around the globe. That's why more organizations worldwide use and prefer Polycom conferencing solutions. Because when people work together, great things happen. See how you, too, can achieve great things with Polycom's VoIP Network Assessment service featuring AppCritical RNA.



VideoVoiceDataWeb

The Most Efficient Path to VoIP Deployment Success

The Challenge with VoIP Implementations

With the push to implement VoIP solutions at a rapid pace, most customers do not take the time to undergo a full pre-implementation analysis of their IP network infrastructure prior to installation. Many networks, as they exist today, are not ready to support VoIP, deeming a network assessment essential to the implementation process. How do you help guarantee your customers a smooth VoIP implementation in a timely and cost effective manner?

Key Element to VoIP Implementation Success

Performing an assessment of your customer's IP network infrastructure prior to a VoIP implementation is essential for a successful deployment. This can often be time consuming, resource intensive and expensive using traditional onsite methods. AppCritical RNA provides you with a reliable, accurate and cost-effective way to analyze networks so your customers can enjoy a smooth Polycom VoIP Implementation.

A Remote VoIP Assessment Service You Can Count On

In today's highly competitive VoIP market, you cannot afford to dedicate time and resources to VoIP implementations, only to later discover that your customer's network was not ready to support VoIP. You need a network assessment tool that will enable you to gain valuable insight into customer networks. With AppCritical RNA, you can quickly and easily obtain an accurate network assessment to isolate the cause of network problems in record time.

The Whole Picture for VoIP Networks

AppCritical RNA will:

- Search and discover all IP devices on a network
- Measure and assess the quality of the infrastructure
- Provide fault isolation and diagnostics when problems are identified
- Provide configurable assessment reports from executive to detail levels

From a single point, with a Web downloaded sequencer, AppCritical RNA quickly pinpoints the exact location and cause of network problems. It is used on live networks to determine maximum achievable bandwidth measurements, detect excessive latency, and ongoing measurement of parameters that impact voice and data such as packet loss, jitter, utilization, as well as Mean Opinion Score (MOS), predictive MOS and other major contributing factors to poor voice quality. Unlike approaches that rely on network traffic sniffing, this service allows you to perform both pre-deployment assessment and post-deployment troubleshooting to reveal the network's true ability to support Polycom VoIP solutions.

AppCritical RNA's Dynamic Network Awareness architecture brings a state-of-the-art approach to diagnosing network performance and capabilities. AppCritical RNA takes an application-centric view and provides both end-to-end path diagnostics and inter-hop analysis of converged network IP paths for VoIP and data applications - all without requiring client-side agents to be installed at every point within remote site locations.

Instead of using intrusive client-side agents, AppCritical introduces a software component that performs the remote IP network path testing called a Sequencer.

A Solution for Operational Efficiency

This solution is ideally suited to help you determine your customers' network readiness so you can manage their transition to VoIP in a timely and efficient manner. AppCritical RNA maximizes your time, through the execution of quick and easy network assessments. It helps to identify the exact cause and location of network deficiencies that negatively impact your customers' implementations, so you can resolve them and provide a well-structured and operationally sound Polycom VoIP environment to your customers.



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