

Canadian enterprises are migrating from traditional data transport methods to private IP infrastructure, which delivers data, voice and video across one converged network. The promise of IP networking includes lower total cost of ownership, improved reliability and simplified network access for local, remote and mobile users. However, along with one network for data, voice and video comes complexities that extend beyond the initial configuration, roll-out of services and the typical challenges that IT Help Desk staff face.

Enterprises that embrace best practices in Network Management will require updated IP-aware network measurements to know when new issues arise from an unexpected fault or when they are experiencing symptoms of a growing capacity trend. It is now imperative for the IT or Network administrators to gauge whether the priority setting of applications over the network are functioning well or if adjustments are required.

The new complexities of IP networking require service providers to extend to their clients the right tools that demonstrate network speed, reliability and a functioning Quality of Service mechanism. This will allow their clients the time and confidence to roll-out and support new business applications so that the promise of IP networking can be fulfilled.

## Business Challenge

As demand for IP services continues to grow, Canadian enterprises are migrating to private IP infrastructure for converged delivery of data, voice and video. This demand is driven by promises of lowered cost and improved productivity.

After purchasing an IP network solution, and after the architects are finished with the design, the IT staff is expected to make the network solution work reliably to meet business objectives. However, the new complexities, and how the enterprise

stickhandles through technology challenges with its chosen service provider, can have a direct bearing on how efficiently and profitably companies run QoS IP networks.

While the benefits of converged IP are numerous they may not reach full potential if enterprises and service providers fail to measure the performance of the IP network and communicate throughout life cycle activities.

## Business Benefits

The correct set of Network Performance Measurement tools, common to both the enterprise and the service provider, can simplify network complexity and create a common knowledge base and common discussion points for the management of the network by both the enterprise IT staff and the service provider's Service Desk.

With such a system in place, isolated performance issues and bottlenecks can be readily identified and eliminated. Moreover, this can be completed without raising headcount or reacting to every puzzling issue with bandwidth expansion. This empowers enterprise IT staff to perform daily tasks and engage in capacity planning with confidence. IT staff can also report to management the true performance of the network and prove service assurance levels. Recommended network expansion can be justified based on hard data rather than on conjecture, theory or emotional reactions to loosely defined service level objectives.

Provided are operational reports about classic service level metrics such as throughput, latency, jitter and packet loss. Management reports give insight to how well your prioritized traffic is delivered in a converged network solution and what is the expected quality of VOIP solutions over data paths. With this knowledge, organizations can rest assured that the investment they have made in Converged IP Services is poised to deliver the benefits of lowered cost and improved productivity.



## Why Allstream?

**Customer Network Performance Reporting as a new feature of Allstream's Converged IP Services enables you to view the performance aspects of how your IP network is functioning against the original design goals and to gauge the performance of Allstream products and Service Level Metrics.**

**Allstream hosts this value added service and saves you the capital expense of purchasing and deploying similar applications that require significant financial and human resources to administer. This feature provides a common set of tools to discuss network sizing and performance from a set of reliable data points.**

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