

# VPQ

## Automated QoS Management for Voice and Videoconferencing

### BENEFITS

#### Better User Experience

Meet users' expectations for quality and reliability by ensuring excellent initial QoS implementations. Continuously resolve performance problems before they affect users.

#### Faster MTTR

Provides clear information to quickly identify root cause of QoS issues from a single console. Displays trend analysis to detect network weaknesses to be corrected before quality degrades.

#### Improved IT Productivity

Saves time required to manually gather, correlate, and report QoS configuration and SLA compliance. Uses built-in expertise to augment the knowledge base of network operations teams.

### The QoS Challenge

A good voice or videoconferencing experience requires consistently good network performance. Quality of Service (QoS) mechanisms are the keys to ensuring network performance, but they are complex to implement and manage. One incorrect QoS configuration in any router along the network path can cause a poor user experience.

Data Track Technology's VPQ QoS management tool monitors, tests, and reports on network support for voice and videoconferencing to ensure proper QoS performance and configuration.

### VPQ Solution Overview

VPQ is an automated solution that manages QoS across TCP/IP networks to support the unique real-time performance requirements of voice and videoconferencing. VPQ, which can be purchased as either enterprise software or as a hosted service, enables network operations teams to:

- **Assess** QoS implementations before and after voice and videoconferencing system deployment for consistency and correctness, and predict resource limitations and quality trends to support proactive management.
- **Monitor** QoS configuration settings to find configuration problems before call quality is adversely affected, and monitor QoS performance quality across all devices to ensure consistently high quality network support.
- **Troubleshoot** QoS-related voice and videoconferencing problems, determine their root causes, and resolve them quickly.
- **Report** on QoS configuration, utilization, and performance from the latest sampling and from historical trending via a graphical dashboard and presentation reports.



*VPQ provides a unified view of voice and videoconferencing system performance as well as underlying QoS configurations*

## How VPQ Works

VPQ automatically gathers QoS configuration, performance quality, and diagnostic information from network routers, switches, and other sources. It translates the information into a common format, correlates it, and stores it in a central database. Using this QoS information database, VPQ tracks configuration changes over time and applies expert knowledge to find configuration inconsistencies. VPQ also correlates test data to identify and isolate network quality issues, and it draws on this data to create reports documenting performance results, root cause analysis results, and trend analysis.

VPQ tightly integrates with HP's OpenView network management platform to provide a comprehensive view of:

- How the network is configured for voice and videoconferencing
- How well the network is supporting voice and videoconferencing
- Resource utilization of high priority network resources
- Configuration and performance history

### PRODUCTS

VPQ Enterprise R1.3

VPQ SP R1.3

### TRAINING

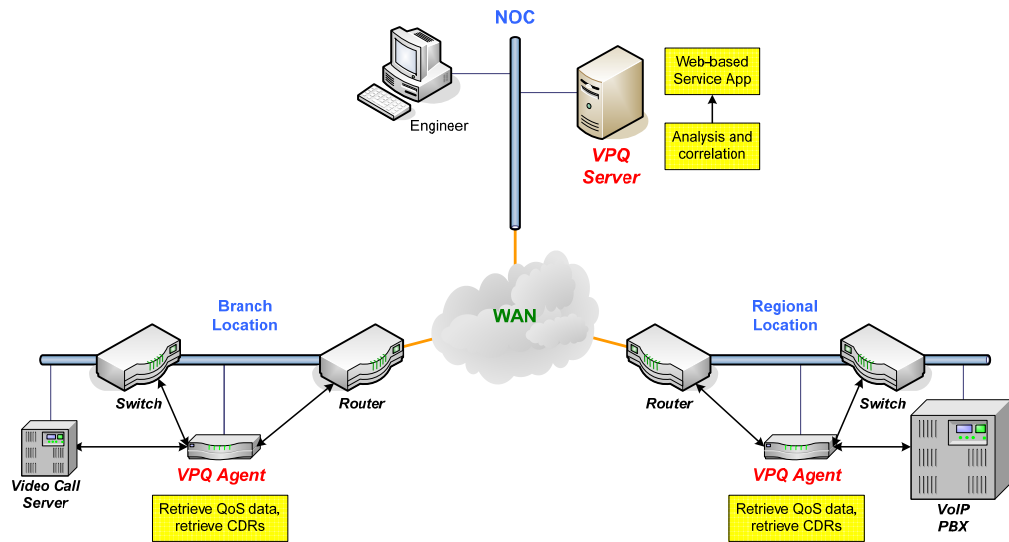
Data Track offers a range of communications training courses to suit your needs. Our practical approach to training ensures you will be able to apply your new skills right away.

### SUPPORT

Our team of highly skilled Customer Care Analysts is dedicated to serving your support needs.

### PROFESSIONAL SERVICES

Available as needed.



VPQ Topology Map

## System Requirements

### VPQ Service Administrator

Microsoft Internet Explorer 7.x  
HP Software NNM 7.5

### VPQ Enterprise Administrator

Microsoft Internet Explorer 7.x

### VPQ Power User

Microsoft Internet Explorer 7.x

### VPQ Report User

Microsoft Internet Explorer 7.x

### VPQ Server Environment

Windows 2003 Server SP 2  
Microsoft IIS 6

Microsoft .NET 3.5 SP 1  
Microsoft SQL Server 2005

HP Software NNM 7.5

Crystal Reports 2008

### VPQ Agent Host (at site)

Tracker 2740/2750 or MAP 7100