

Surveil Monitor

NOW WITH MICROSOFT SKYPE FOR BUSINESS CAPABILITIES



Skype for Business

End-to-end diagnostics and call quality monitoring



INTRODUCTION

Enterprise Class Troubleshooting for Microsoft Skype for Business

- ✓ Absolute SURVEIL – Leveraging more than five years of development in a world leading device management platform
- ✓ Voice testing and analysis of Skype call quality across the entire communication path
- ✓ A single fully consolidated view of the entire connectivity path including Data Network, Bandwidth, QoS, WiFi, Applications, Headsets or the actual user PC computer

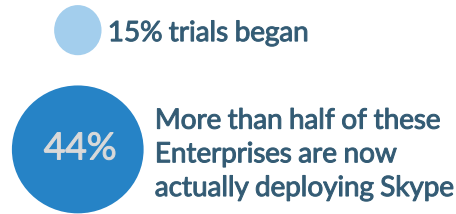


MARKET RESEARCH DATA

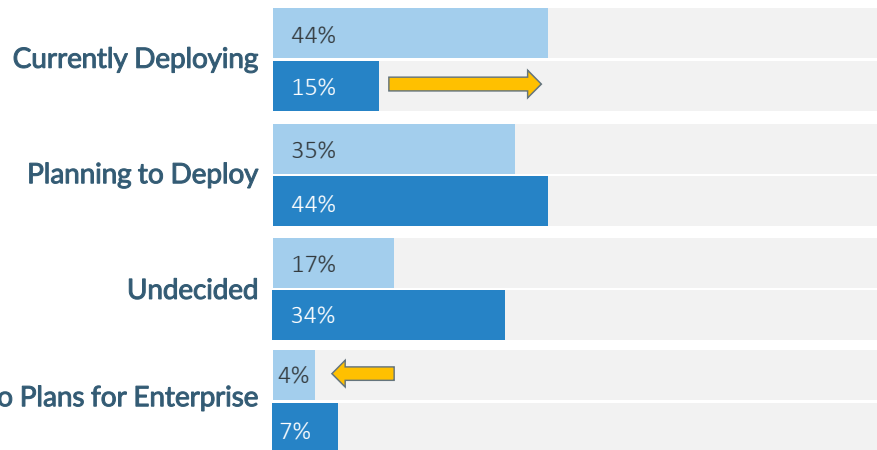
What's the Market opportunity with [Microsoft Skype for Business Analysis Tools](#)

T3i Group Survey:

Last year 15% of US Enterprises began deploying Skype for Business voice trials, more than half the 44% planning to trial have actually begun using it.



Enterprise Corporate Plans for deploying Skype for Business beyond just trials



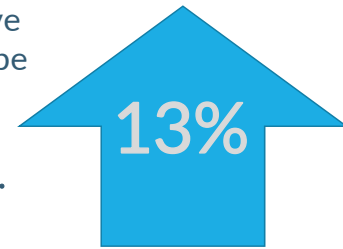
ITEXACT © Absolute Systems

Current A Year Ago

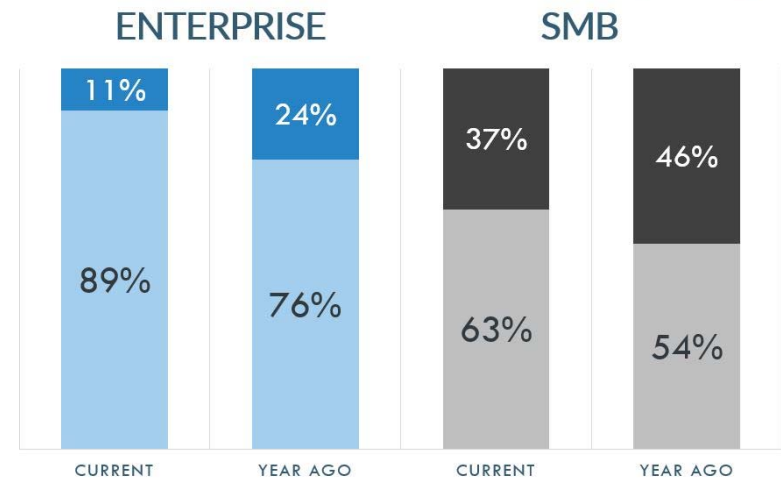
T3i Group Survey:

More than 89% of US Enterprises have indicated that they have been or will be using Skype for Business.

A 13% Increase from last years survey.



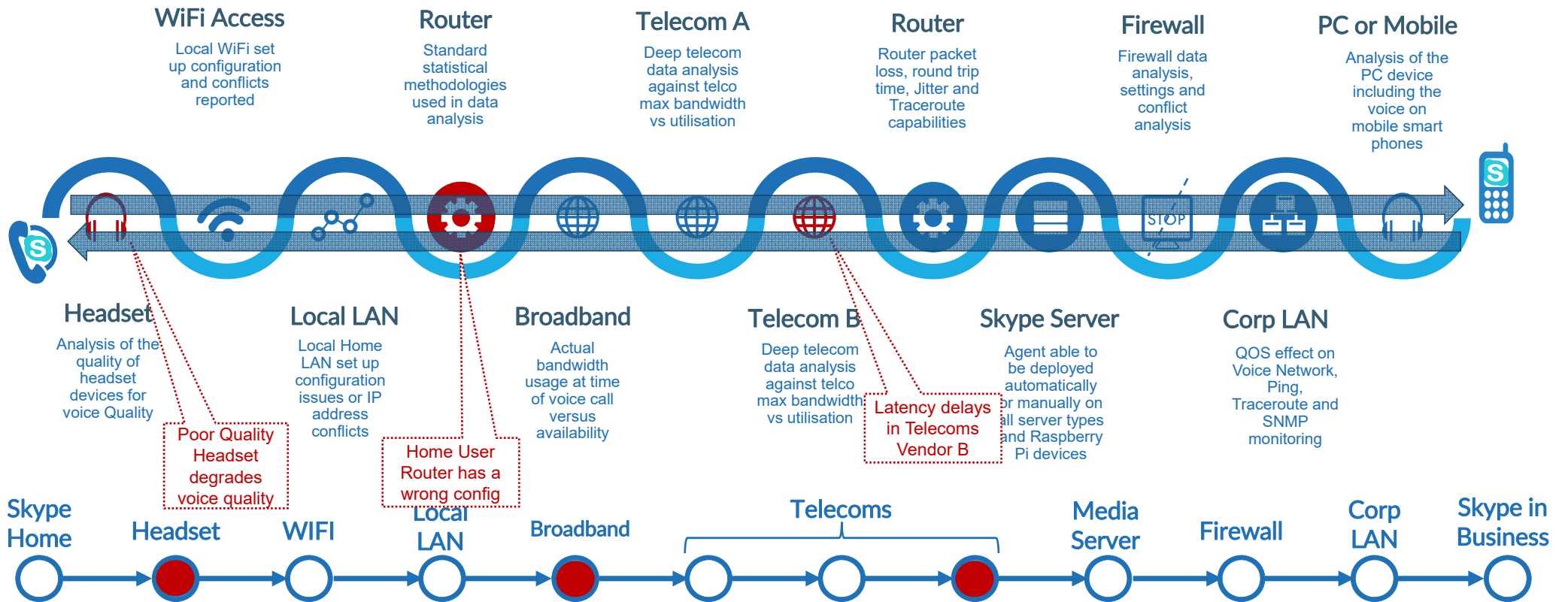
USA Skype trials that included voice a year ago



Source: T3i Group Market Intelligence Program Report

ANALYSING THE COMMUNICATIONS PATH

A single fully consolidated real time view of the full end-to-end connectivity of voice and data network



SKYPE FOR BUSINESS TECHNICAL CAPABILITY

Q4 2015 Deliverables

STANDARD MONITORING FEATURES:

- Auto deployment of agents to devices:- PCs, Servers, Raspberry Pi
- Platform resource levels:- CPU, Memory, Files
- Auto updates of Operating Systems
- PC / Device & Server software inventory
- Auto device host or network discovery
- PC or device log files, scheduled file updates
- Script execution on the agent platform
- Remotely run applications on device
- Monitoring IIS Services on Windows machines
- Compatible with Linux, Windows, Jboss, MSSQL Server, SNMP Traps

SKYPE HEALTH FEATURES:

- Skype/Lync System Health - Dashboard
 - Uptime of all Servers
 - Group of Services / Servers
 - CPU / Memory
- Monitor all of the Skype Services
 - Expiration of Certificates
 - Ref Slides, top 10 worst performing sites, wired + Wireless
- Mediation Server - Call Quality
 - Top 10 worst performing users

NETWORK HEALTH FEATURES:

- Zero Agent SNMP Monitoring
- Network Monitoring Plug-in
 - Measure max bandwidth
 - Measure line utilization
 - Bi-directional measurements (agent to agent)
 - Maximum Segment Size (MSS)
 - Jitter
 - Packet Loss
 - Round trip time
 - Traceroute
- Retention of Historical data and Bulk data processing / Analytics
 - All agent data must be stored in a DB
 - Plotting of any of the data across time to facilitate trends
 - Ability to set alerts based on trends seen
- Raspberry Pi Implementation
- Traceroute meta-data
 - Node/link names
 - Ability to display different traceroute paths
- Dashboard display of result sets
- Network Services - Port testing
- Diagnostic schedules – when each test should take place to run
- Reports – periodic and on demand

SKYPE FOR BUSINESS PLANNED CAPABILITY

Q2 2016 Deliverables

ADD ON SKYPE FEATURES:

- Skype/Lync QoE and CDR Analysis
- Pull of SQL data from Skype/Lync
- Monitoring of Front End Databases

ADDITIONAL MODULES:

- Connectivity options for other platforms / Systems
 - Cisco
 - SAP
 - Oracle
 - Flexcube

ONE CLICK OVERVIEW:

- Network status 'One click' status buttons for engineers
 - Auto colour change dependant on severity levels



NETWORK HEALTH FEATURES:

SUPPLY CHAIN ANALYSIS: Real-time information

- Network Monitoring Plug-in
- Measure max bandwidth
- Measure line utilization
- Bi-directional measurements (agent to agent)
- Maximum Segment Size (MSS)
- Jitter
- Packet Loss
- Round trip time
- Traceroute

Construction of Root Cause Analysis Engine

- Function to mimic real world network analysis and fault finding
- Trend analysis engine

Retention of Historical data and Bulk data processing/ Analytics

- Network Monitoring Plug-in
- Multiple network paths – e.g. WIFI and LAN.
- Execute wireshark trace
- QOS effect on Voice Network

Lync plug in:

- Composite resources – Business function availability dashboard
- Windows Single Board computer implementation