

# VoIP Diagnostics & Repair Engagement

Leading National Publisher of IT/Technical Review Media



## BUSINESS PROBLEM

- A national publisher installed a VoIP platform in a private cloud environment but had ongoing issues with call quality, most of which were experienced by home or remote office users
- On numerous occasions, poor call quality rendered the remote phones completely unusable.
- Poor call quality and outages negatively affected both internal and external teams, as well as customers and partners.



## PROJECT OVERVIEW

GreenPages engaged in a multi-pronged diagnostics approach to stabilize the situation, specifically:

- GreenPages performed a complete review of customer's internal IT, wide area network, and colocation facilities, and then implemented recommendations which immediately decreased the number of call quality complaints.
- GreenPages installed software probes to monitor latency and packet loss as well as ran scripts to continually test the system. It was determined that remote user voice quality issues coincided with the movement of virtual servers in the colocation facility.
- GreenPages recommended placing all voice applications on a single host and pinning those assets to that specific host. Once completed the voice quality issues were resolved.



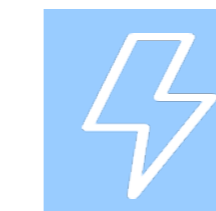
## COST IMPACT

- Lowered capital expenditure costs due to no additional hardware or software purchases
- Lowered operational costs due to fewer troubleshooting user complaints



## RISK IMPACT

- Reduced risk of business loss by eliminating dropped or lost calls
- Reduced IT staff time spent fielding user complaints
- Reduced IT staff time spent troubleshooting technology and systems



## SERVICE IMPACT

The native high availability of the system allows for:

- Tolerance of multiple failures
- System maintenance without service disruption
- Improved governance through transparency and accountability