



## Unified Communications Quality

A single solution to proactively monitor, detect, and remedy UC quality issues across multi-vendor environments



## Case Study and Return on Investment Analysis

The study includes a market report combined with an actual customer trial and case study.

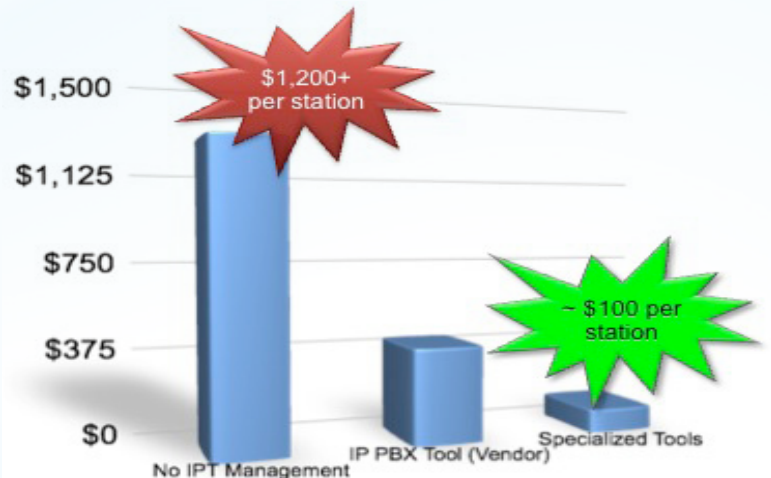
### Market Report: Nemertes Research.

Nemertes is a leader in tracking Voice over IP trends in the US. They published their IP Telephony Return on Investment Study providing insight into RoI findings from 400 plus organizations interviewed. In this study, Nemertes strongly recommends the deployment of specialty UC Quality management tools. Their findings indicate that deploying such tools can reduce annual operational costs by up to 90 percent.

**“...by implementing IP telephony specialty management tools or services, companies actually save on the ongoing operational costs compared to using no tools or those provided by the IP PBX vendor.”**

### Case Study: LayerX deployment with a large Financial Institution

The financial institution has over 40,000 employees worldwide, \$1 Trillion in assets under management, presence in 35 countries worldwide, 80 plus major locations across the US and UK and annual revenues in excess of \$15 Billion. The opportunity they were facing was one in which UC deployment was going to result in a significant annual savings. Since they managed their own global network they were looking to utilize UC as a common framework across their network and eliminate the need for TDM phones as well as tie trunks between sites.



The trial scenario was one in which the UC systems were from multiple vendors. It involved 10,000 plus IP handsets across multiple systems and were sites where they were migrating off of TDM tie trunks to their own backbone network via IP. They were experiencing multiple call quality challenges and having extreme difficulty identifying and isolating the quality issues. As a result they had to slow down their rollout until they could get the quality issues under control.

LayerX put its UC Quality and Network Performance solutions in place for a period of 6 months. The main objectives were:

- Decrease the time required to isolate UC Quality issues and resolve the issues.
  - *They were averaging 2 to 4 hours for investigation per incident and unable to isolate 60% of the incidents due to extended isolation time.*
- Have the ability to be independent of the vendor environment.
- Automate the diagnosis of quality issues and interrogate the network as quality problems occur.
- Be able to scale to support the full deployment.



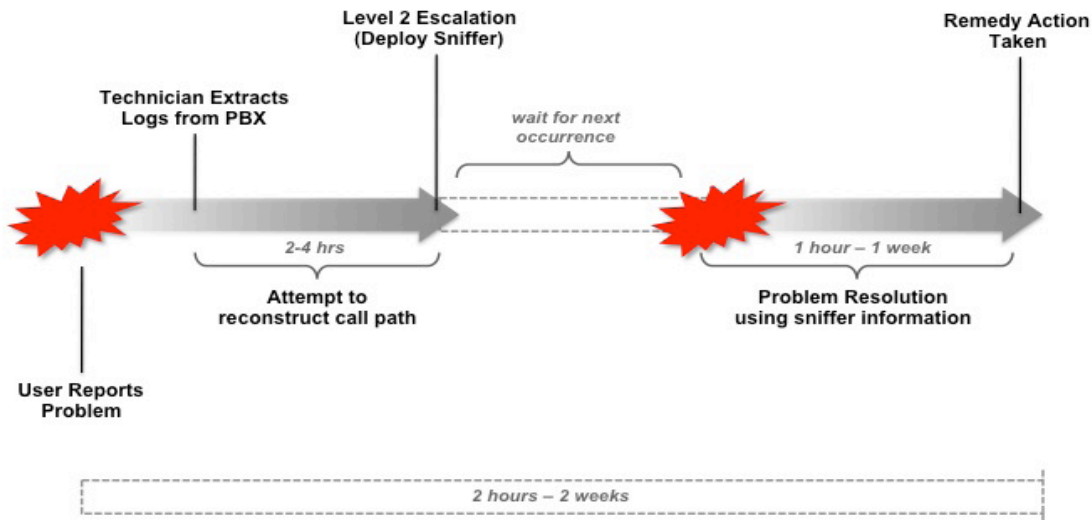
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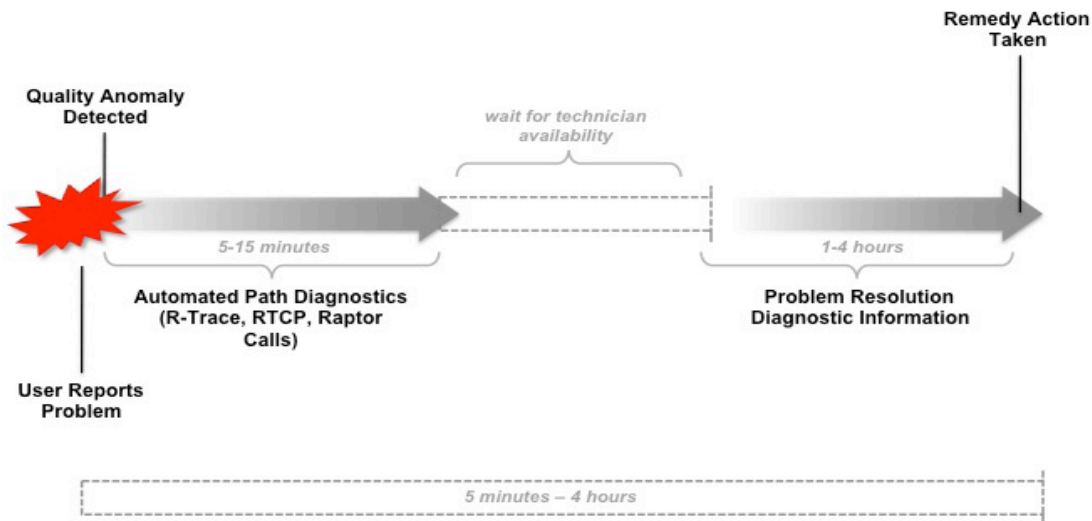
### Case Study and Return on Investment Analysis

#### Pre-Deployment Isolation Methodology: Manual



Under this methodology the financial institution could not move forward with their UC deployment. The time it was taking to isolate issues was far too great and they were spending more than they were benefiting.

#### Post-Deployment Isolation Methodology: AnalytiX UC Quality and Automation



LayerX was able to rapidly isolate all the UC quality issues experienced and provide tangible data on the location and cause of the issue. As a result the time and benefit savings was more than enough to allow the UC roll out to continue.




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Problem Isolation Life-cycle			Time Delta
Manual Method	2 hours	2 weeks	
 ANALYTIX	5 minutes	4 hours	

Annual Maintenance Cost (Per Unit)	
No IPT Management	\$1,262.49
IP PBX Tool	\$405.44
Specialty Tool (PULSE)	\$113.28 

## Results

LayerX was able to achieve all of the goals set forth as well as prove out the Nemertes research report. By implementing the solution they were able to achieve a 91% time savings on isolation and resolution to UC issues. When applied to their specific cost environment they more than paid for the solution in a matter of a few months.



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