

Using VXPulse, The Commonwealth of Pennsylvania Identified the Source of Communication Quality Issues Prior to Deploying Microsoft® Lync™



Thank you VERY much for the analysis...I really believe this tool is necessary, and since it is an enterprise UC solution, I highly suggested that they use this tool so we do not encounter issues when the new VoIP solution is put into place.

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CIO Department of Agriculture
Commonwealth of PA

More than 6 million Pennsylvanians are part of its highly skilled, well-educated workforce – 82 percent have at least a high school degree and 24 percent hold bachelor’s degrees or higher. More than 500,000 Pennsylvanians own their own businesses.

VXPulse remotely monitors PBXs, VoIP implementations, network devices and access points across a network.

It is part of the VXSuite of products that provides monitoring and reporting on the total communications ecosystem.

For more information,



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The Business Challenge

The Commonwealth of Pennsylvania saw the potential of using Microsoft Lync to deliver a better communications user experience while also improving employee productivity and performance. So, they worked with Microsoft to run a joint pilot to prove the solution.

During the pilot, there were user-experience issues that were unacceptable. Microsoft needed to troubleshoot the issues with the pilot while navigating multiple IT departments in a political environment. Different agendas from different parties also increased the complexity of the challenge.

Requirements

Pennsylvania’s vendor, BT, turned to VXPulse to assess the communication ecosystem with the following requirements:

Fast Deployment: Because of the time sensitivity, quick and efficient deployment was critical.

Ease of Configuration: Because multiple IT departments and political entities were involved in managing the pilot program, minimal configuration of a diagnostic solution was essential.

Results

VXPulse was deployed very late in the pilot program and despite only being in the environment for 24 hours, it was able to gather sufficient statistics to identify the single network component responsible for the quality issues.

VXPulse analysts provided a series of configuration items to check on the problematic device to improve the impacted call quality.

Additionally, VXPulse was able to confirm that 98.8% of the pilot calls had good quality, providing validation of the pilot for calls not impacted by the problematic network device.

Success

VXPulse provided a toolset to quickly identify the cause of the quality issues. Previous attempts at identification without VXPulse had failed. Problems were isolated and resolved, providing a better understanding of the communication ecosystem.

