



DATA SHEET

Polycom Video Network Readiness Service

Provide reliable, high quality video service delivery that drives adoption and customer satisfaction by configuring your company network for optimal success

Do you see your network as an asset to your business? Is it critical to your business strategy? It certainly needs to be. It is at the center of your communications strategy.

Your network is a key component of your Polycom video solution. In order for you to receive consistent high quality video performance you need to be sure that your network is ready to manage and support video traffic, whether you are deploying a completely new solution or enhancing an existing environment.

Polycom is a leading expert in requirements for high performance video traffic over an IP network and as such, offers a Video Network Readiness Service to help transfer our knowledge to your team. This service reviews your video deployment and network design and compares it to Polycom best practices, identifying areas where changes are required. This service also deploys a test tool to analyze the current network implementation to find areas where the network is not currently able to provide consistent high quality support. Clear, prioritized and actionable recommendations are presented at the conclusion of the engagement and documented in a comprehensive written report.

This service provides a holistic overview of your enterprise network in the following areas

Network testing

Polycom installs and configures our cloud-based PathView network tool to test the network paths used by your video conferencing for all your room and telepresence endpoints in your present deployment that are connected to the enterprise network and reachable through the ICMP protocol. This tool assesses each network path, and monitors the transport quality of these paths by testing loss, latency, jitter, QoS transparency and available bandwidth on an ongoing basis. The tool is licensed to operate for a full year from initial deployment with an option to renew, and is accessible by all your appropriate enterprise stakeholders. The tool remains in place and available for your use for a period of one year from its initial installation.

The PathView tool is a cloud-based service with on-premise hardware that run the actual network tests. Information from the on-premise equipment is automatically sent to the cloud service for analytics and reporting, providing immediate insight into the quality of your network transport. Continuous visibility into the network transport



Benefits

- Proactively ready your network for high quality video for the best user experience
- Understand what steps to take to help ensure that your network can manage high quality video performance
- Leverage Polycom expertise to support in-house technical resources who may not be expert in video over IP requirements
- Prepare in advance for the bandwidth demand that a new video deployment or upgrade creates in your network

quality allows your video team to better manage their service delivery, and allows your network team to make appropriate configuration changes and see the immediate effect on transport quality.

Bandwidth analysis

The demand created by your current or planned video conferencing deployment is analyzed using a customized analysis spreadsheet. The resulting bandwidth demand is compared to the available bandwidth on access links and core links that are or will carry video conferencing traffic in the existing or planned video deployment. This information provides gap analysis indicating which links are over- or under-provisioned for video support. Results from the analysis are provided in an assessment report. This detailed analysis shows your enterprise video and network teams the bandwidth requirements for their planned or existing video deployment, giving specific bandwidth requirements for each WAN network link. Inputs are reviewed with your company team to help ensure the bandwidth accurately reflects their planned operating environment (such as bandwidth per call, expected call volume, call patterns, time zone differences, endpoints per location and expected call concurrency).

Call Data Record analysis (CDRs)

CDR analysis provides direct feedback on the current user experience in a video conferencing environment by showing how many calls are experiencing packet loss at levels that impact video quality. CDRs are collected from the existing deployment for as much history as is available from the customer. CDRs are analyzed for packet loss to correlate with network test results to identify those areas of the network that need the most help. Call quality metrics are analyzed to get a top level result on the call quality experienced by users of the service. Concurrent utilization is analyzed to help validate the bandwidth demand assumptions built into the bandwidth spreadsheet described above. Output from the CDR analysis is included in the assessment results.

About Polycom

Polycom is the global leader in open standards-based unified communications and collaboration (UC&C) solutions for voice and video collaboration, trusted by more than 415,000 customers around the world. Polycom solutions are powered by the Polycom® RealPresence® Platform, comprehensive software infrastructure and rich APIs that interoperate with the broadest set of communication, business, mobile and cloud applications and devices to deliver secure face-to-face video collaboration in any environment.

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Quality of Service (QoS) deployment review

An analytical review of the enterprise QoS deployment is conducted to determine if video conferencing media streams are being given appropriate priority in the per-hop forwarding behavior of each switch and router along the network paths used by video. The QoS analysis reviews packet classification, trust boundaries, Local Area Network (LAN) QoS (including MetroE and direct WAN links) as well as Wide Area Network (WAN) services provided by your WAN service providers.

The PathView tool results indicate where QoS trust boundaries are not operating correctly in the enterprise network. Review of the QoS deployment helps you determine if there is a comprehensive QoS strategy that supports video transport at an appropriate high priority to help ensure high quality delivery.

Once all the areas described above have been assessed and analyzed, the key deliverable for this assessment is a written report which is presented to you and discussed in a meeting. The report includes a review of each of sections described above, with any identified shortfalls in the current deployment based on current best practices and comments on the potential impact and severity of impact on the delivery of a consistent high quality video conferencing service.

By taking this time to assess your networks performance prior to the Polycom solution deployment, you identify in advance any areas that may impact the performance of your solution. Through working to ensure your network is ready to manage the demands of video traffic, your solution deployment will be smoother, faster and operational, with your users experiencing high quality video much quicker.

Polycom and our certified service partners offer a range of professional services to help ensure your video solution is designed and deployed into your production environment with minimal performance impact. Please contact your local channel partner or Sales representative for further details.