

Active/Passive Performance Management System for IP Voice and Video

SQmediator® is an advanced performance management system for IP networks that monitors, tests and troubleshoots the performance of a range of services including Voice over IP, Videoconferencing, Web, email, DNS, DHCP and IP transport.

Monitor Voice/Video Quality in Real Time —

monitor up to millions of concurrent voice calls and video sessions, and get accurate QoE (MOS) scores and detailed performance metrics for every call/session.

Proactively Identify Problems — immediate notification of quality impairments via Web UI dashboard alerts, email alerts and SNMP traps when one or more service performance thresholds are exceeded.

Quick Access to Data — view detailed call diagnostics or a custom dashboard for any customer or location with a single click. SQmediator's interactive charts allow users to quickly drill down into critical data without navigating complicated menus.

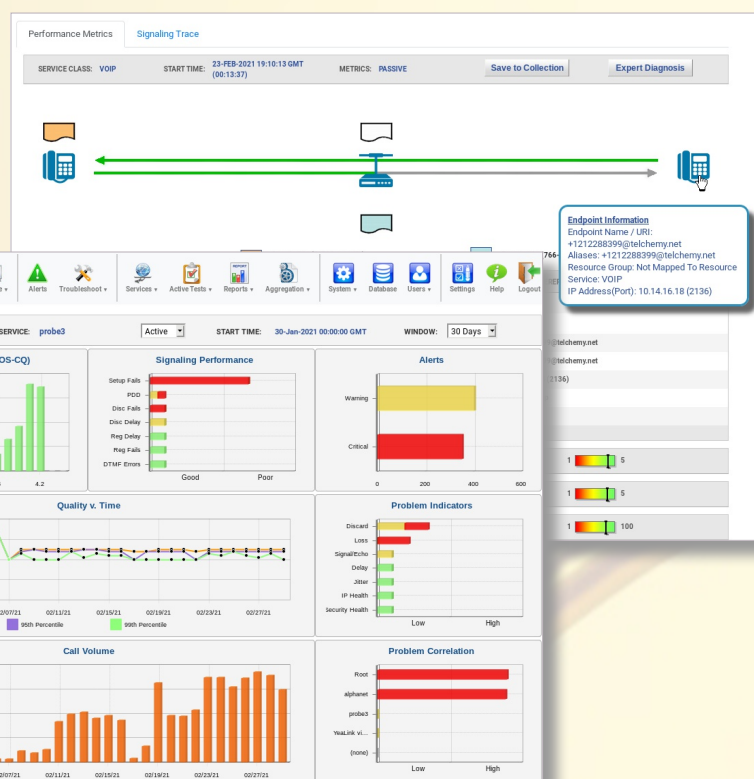
Manage Thousands of Customers and Sites — up to 15,000 configurable aggregation groups with up to 10 levels of hierarchy. Easily restrict users to specific resources to keep private data secure.

KEY FEATURES

- Supports both passive monitoring and active testing
- Carrier grade performance - manage up to millions of end users
- Multitenant architecture - manage thousands of customers/sites using a single system with one database
- Intuitive web browser based UI with interactive charts
- Custom dashboards for any customer, location, etc.
- Configurable internal/external service metric thresholds
- Real-time trouble notification via email alerts and SNMP traps
- SOAP/XML web services API for third-party system integration

KEY BENEFITS

- Tracks user/subscriber QoE for every voice call/video session
- Proactively identifies and diagnoses problems
- Fast response time - immediately reports service impairments on the dashboard and via alerts
- User-friendly interface, easy to navigate - no steep learning curve
- Correlates incoming performance data in real time — no long processing delay
- Tailored product editions for Small/Medium Business, Enterprise, Small /Large Service Provider applications



SQmediator's interactive dashboard user interface provides a real-time view of service quality, enabling IT staff to proactively identify performance problems and quickly drill down to diagnose the root cause.

SQmediator® — Next Generation Performance Management

Real-Time Quality Monitoring — provides a real-time view of IP voice and video performance by collecting and analyzing quality reports from passive probes, VoIP and videoconferencing phones, IPTV set-top boxes, and other reporting devices.

Sophisticated Testing & Problem Diagnosis — actively tests and troubleshoots VoIP, IP Video, Web, Email and Data performance using powerful software test agents that can run on Linux/Windows VMs or standard hardware anywhere in the network.

Enhanced Search — powerful, fast search engine lets users quickly find and retrieve quality records matching a wide range of filter criteria. Search by IP address, URI, DTMF sequence, call outcome, and an extensive set of other parameters and performance metrics.

Flexible Integration with Other Applications — record search results, alerts and other data can be exported as CSV for easy import into external systems or applications. For UI-level integration, user-configurable “Flex Buttons” can open a trouble ticket, request a packet capture or other tasks, with a single click from any call or test record.

Robust and Secure — SQmediator is designed to meet stringent US DoD security requirements and has been thoroughly tested against a wide range of security attacks and exploits including SQL/XSS injection and brute force password attacks.

Affordably Priced — SQmediator offers competitive pricing and a straightforward licensing model.

New Features in SQmediator® Version 3.7

Secure VoIP and Applications Testing

Active testing using Transport Layer Security (TLS). Supports SIP/SIPS over TLS, HTTPS, secure email using TLS/STARTTLS, DNS over TLS (DoT) and other secure applications.

Conference Bridge/IVR Monitoring and Testing

Passively monitor DTMF sequences in VoIP calls and actively test DTMF functionality in IVR systems and VoIP conference bridges. Analyzes echo, delay and voice distortion, providing insight into QoE for conference participants.

SIP Infrastructure Testing

SIP OPTIONS tests provide immediate feedback on the visibility and capabilities of SIP infrastructure systems and devices.

Drag-and-Drop Report Generation

Create rich branded reports directly from the SQmediator Reporter user interface with an easy to use drag-and-drop template creator. Generates reports on a configured schedule or on demand, in PDF, CSV or XML format.

Telemarketing Call Detection

Automatically identifies phone numbers/URIs placing a high number of calls exceeding a user-defined threshold, providing near real-time warning of potential telemarketing activity.

Improved Scalability

Improved support for multi-tenant/Cloud-based deployments with enhanced navigation and database architecture. Customers/tenants can self-manage users, locations and resources, including high numbers of test agents and passive probes.

TECHNICAL SPECIFICATIONS

Hardware

- Dual-core CPU or equivalent (quad-core recommended)
- Minimum 4 GB RAM (8-12 GB recommended)
- 250 GB available disk storage (1 TB with RAID recommended)
- Minimum of one (1) 10/100/1000 Ethernet interface

Operating System

- Red Hat Enterprise Linux / CentOS version 6.x or 7.x
- Oracle Java SE 8 / OpenJDK 8 JRE (installed on Reporter server)

Supported Databases

- Oracle 19c/12c
- PostgreSQL 10, 11, or 13

User Interface

- Graphical HTML5 UI - supports most current/standard web browsers
- Supports multiple concurrent users
- Strong role-based security model, hardened against common attacks and exploits
- Optional SOAP XML web services interface



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