EdgeView Service Control Center
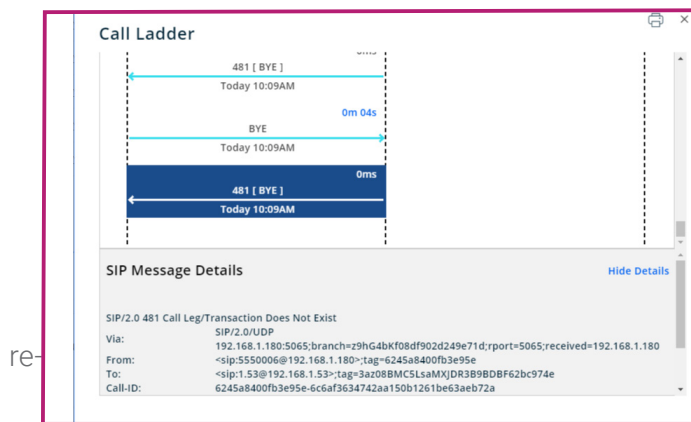
Multi-tenanted Management and Monitoring Solution for Real-Time Communications

Communication service providers are continually challenged in delivering high quality, next-generation VoIP-based services. These products, such as Unified Communications as a Service, are technically challenging as well as difficult to deploy. Frequently, the inability to solve customer service issues results in long troubleshooting cycle times, expensive truck rolls, and customer dissatisfaction.

The **EdgeView Service Control Center** provides service providers a single web-based dashboard to manage service quality, monitor, provision and troubleshoot VoIP. It collects granular data on SIP sessions as well as overall data network performance via the deployment of EdgeMarc Intelligent Edge devices at each customer site. This data is sent to EdgeView for analysis and action, helping support teams get to the bottom of service quality issues. EdgeView can also manage, monitor, provision and troubleshoot VoIP traffic on IP phones that have exposed their APIs to EdgeView for full edge to end views and control.

On-demand packet capture enables the initiation of ad-hoc, real time packet capture between two customer assigned nodes and timeframes: collecting, aggregating, capturing and presenting a granular view of all network traffic flow data.   It provides root cause analysis of poor end-user experience to quickly determine if the EdgeMarc, the IP endpoint or the network is at fault. The user can calculate device and network response time to

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help troubleshoot a poorly performing VoIP service and spot abnormal traffic and data usage associated with potential security threats.

Network Edge Orchestration—the combination of a high-performance edge device (EdgeMarc) and a cloud-based analytics platform (EdgeView)—provides a high-value platform to solve complex service issues, leading to higher customer satisfaction and greater economic turns.

EdgeView provides graphical tools to monitor and manage your network

Key Benefits

- Complete visualization of your network edge environment
- Quick problem diagnosis and remediation
- Empirical analytics to readily get to root cause
- Big data analytics provides of wealth of historical trending for future problem resolution

Ease of Management

All EdgeMarc Intelligent Edges are managed with the EdgeView Service Control Center. EdgeView provides a comprehensive view of your VoIP network, enabling you to monitor performance and quickly remediate   issues, leading to an improved customer experience and reduced costs.

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EdgeView provides all the tools you need to manage your UCaaS deployments.

Provision and Manage

- Fast, easy configuration through Ribbon Zero Touch Provisioning (ZTP)

- System Environmental Analysis (SEA) provides as-installed and ongoing snapshots of the customer's network

- LAN inventory report gives insights on the customer's LAN and potential problem areas

- RESTful API and an HTTP payload supporting HTML and JSON formats to ease interoperability.
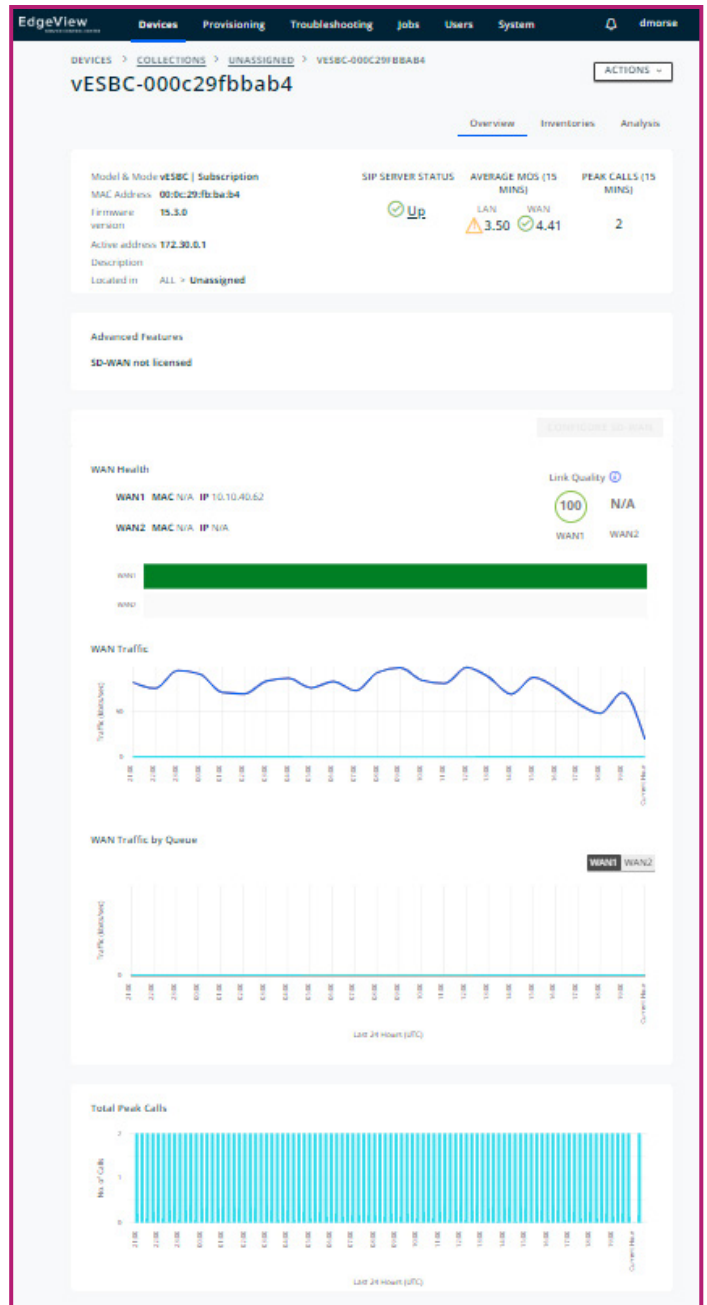
Monitor and Alert

- Repository and analytics engine for real-time performance data

- Set event-based triggers to enable advanced analytics, such as packet captures and ring buffers

Troubleshoot and Remediate

- Go inside the customer network to identify problems and rectify issues

- Proactive analytics allow you to view the actual problem—no more trying to replicate issues to get to a resolution

Report and Analyze

- Dashboards provide a snapshot on network performance

- Reporting platform enables ad-hoc and scheduled reports on performance trends, device inventory, and other metrics

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The Edge View Service Control Center provides total flexibility of deployment options as it is fully containerized and hypervisor agnostic. Ribbon constantly and systematically is optimizing performance and scale with a goal of minimizing the hardware requirements to standup EdgeView. Ribbon publishes EdgeView hardware guidelines as part of each software release in the Release Notes.

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