INSIDER
IMPACT technologies

Your inside look at…

Solutions With Impact™

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Impact Technologies, Inc.

DON'T GET BLINDSIDED! GET COMPLETE VOICE NETWORK VISIBILITY

Lack of effective analytics makes voice network management a complex challenge. Today's solutions provide only a slice of what you need.

Traffic ANALYST

Traffic Analyst's full life cycle capacity calibration eliminates surprises by providing complete voice network visibility. Whether you are managing a TDM network, preparing for or in process of a transition to SIP, or managing a SIP network, you need the right metrics and methodology to optimize your network.

Traffic Analyst isn't just another "me too" network management option. Traffic Analyst is the leading voice network performance management tool. So why settle for limited network visibility when you can have complete network visibility? Optimize your network performance by leveraging the unique features of Traffic Analyst.

CALL ROUTE INTELLIGENCE

Engineers invest days and hours to create routes and overflow algorithms in an attempt to

FULL LIFE CYCLE CAPACITY CALIBRATION

minimize blocked calls. Traffic Analyst is the only option today to go beyond performance reports by trunk group or single SIP trunk and offer Call Route Intelligence. You can see true caller grade of service based on

PRODUCT NEWS

rapidDLP

What protections do you have when an intruder gets through your firewall or when a user intentionally or inadvertently transmits valuable data? Do you even know where your organization's prized digital assets reside? Do you know where the data is going or who is sending it?

Discover Data at Rest

Begin by scanning enterprise data storage areas for data at rest, inspecting it for fingerprint, pattern and keyword dictionary matches. Depending upon your workflow needs, flexible scheduling options are available to perform continuous, daily, weekly or monthly scans. *rapid*DLP's

Discover functionality can be used to identify sensitive data that is located in unauthorized areas.

Protect Data in Motion

Next, defend your network against unauthorized data loss over the web and through email. Monitor and/or block sensitive data from being sent to unauthorized users or locations. User-defined policies can block, quarantine or log this activity.

Protect your information in every format, wherever it is and wherever it is accessed -- in the enterprise network, the cloud and on mobile devices.

PRODUCT SPOTLIGHT

When seconds count…You need an intelligent, adaptive rapid response. DAKS supports the unique communication and collaboration needs of healthcare providers, higher education institutions, government organizations, utilities and more. And now DAKS is available in a variety of software and hardware platforms to offer the flexibility to pick the model that scales to fit your business scenarios and budget.

DAKS))
MISSION CRITICAL COMMUNICATION

DON'T GET BLINDSIDED!

how calls flow and overflow through the network based on your routes. Reports clearly show the total call counts, usage, ATB and more.

REAL-TIME MONITORING

You can't wait until tomorrow to find out you have congestion on your network. Real-Time Monitoring keeps you continually updated on network utilization and saturation. When data is collected from the switch, dashboard data tables and displays refresh automatically. For example, the %Capacity chart to the right highlights the percent of configured capacity for all trunk groups and routes. With a single glance, you can quickly see:
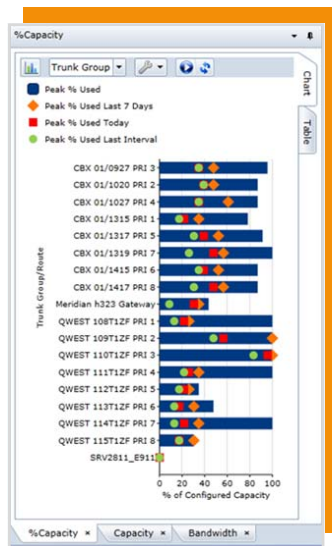
- Peak percent used over the entire report interval (blue bar)
- Peak percent used the last seven days (orange diamond)
- Peak percent used today (red square)
- Peak percent used during the last data collection interval (green circle)

LOOK AHEAD ALARMS

Further, you can't always be in your NOC or in front of a computer. Emailed alarms trap and alert you of service problems, such as network saturation conditions, before they impact your business. Immediately be notified if a route is at 85% peak utilization or there were no seizures for a trunk group.

WHAT-IF MODELING

Networks are dynamic. Calibrating network capacity with demand is an on-going challenge. Traffic Analyst provides a variety of ways to adjust for transitions in your

network. What-If Modeling forecasts the impacts of changing call volumes, redesigning call routes, converting TDM load into IP bandwidth and calibrating service levels to business requirements. Quickly see the delta in channels required for non-blocking service versus 1% blocking at first busy hour.

USAGE PROFILES

Usage Profiles take the guess work out of capacity decisions by showing detailed histograms of network utilization compared to configured capacity.

QUALITY OF SERVICE

Via reports, graphs and alarms, Traffic Analyst can pinpoint specific devices experiencing QoS problems. You choose the visibility you want – by IP address, extension, SIP gateway, building and more. You select the metrics that are important to you, including:
- MOS
- R-Factor
- % Packet Loss
- Latency
- Jitter

All this with no specialized hardware to deploy in most networks.

DEPLOY YOUR WAY

Traffic Analyst allows you to choose the deployment model that fits your business requirements and budget.

24x365 Visibility

Choose to own and operate the system on your site with a license or subscription pricing model. Or, let Impact manage the hardware at our site while you still enjoy web-based access to 24 x 365 visibility via hosted model.

Snapshot Visibility

Curious to see the insight Traffic Analyst can provide for your network with minimal investment? A short term Traffic Study is the perfect starting point.

GAIN COMPLETE VISIBILITY

Getting blindsided by network service problems is a real threat. Traffic Analyst cuts through traditional telecom jargon and distills usage and performance data into timely, actionable intelligence that will have a dramatic impact on your business operations.

> **Traffic Analyst's full life cycle capacity calibration eliminates surprises by providing complete voice network visibility.**

PRODUCT HINTS & TIPS — Peak Utilization Alarm

Have you tried the new Peak Utilization alarm in Traffic Analyst? Find out immediately when a trunk group or route rises above X% peak utilization, where you set the X! Creating the new alarm is simple:

- Select "Tools" and then "Alarms" in the dashboard menu

- Hit "New" button and select "Peak Utilization" in Alarm Type dropdown

- Enter Display Name, select Severity and enter the threshold percent

- Select the trunk groups and routes you want alarm to apply to

- Click "E-Mail Alarm" button to enter one or more email addresses and then "OK"

- Click "OK" to save your new alarm

You may want to create low, medium and high alarms with various peak percentage thresholds such as low for 75%, medium for 85% and high for 90%.

Traffic Analyst User Guide is available with this information and more under Help menu.

MISSION CRITICAL COMMUNICATIONS SCALED TO YOUR BUSINESS

DAKS is available in a variety of software and hardware platforms that can be tailored to unique environments and business requirements. From small scale deployments with simpler requirements to large scale environments with complex communications requirements, DAKS is the right choice for mission critical communications.

DAKS-PRO

The DAKS-Pro software package includes a robust feature set including broadcasts & alert notifications, emergency response & routine conferences, announcement services, calling services, advanced e-mail services, a broad array of application interfaces and more. The DAKS-Pro software is available on two hardware platforms:

DAKS-Pro 200 leverages the proven technology of DAKS in a cost-effective mid-size platform. The mDAKS is a 1U 19" rack mountable unit with capacity

options of 4, 8, 23 or 30 channels. DAKS-Pro 200 offers the power and flexibility of the full DAKS feature set for small to moderate scale deployments.

DAKS-Pro 300 is a 3U 19" rack mountable unit with capacity options from 4 to 480 channels. This solution supports moderate to large scale deployments with simple or complex requirements by offering a wide variety of configuration possibilities along with multiple expansion options. The perfect choice to meet your business requirement today with the option to expand and grow in the future.

DAKS-ECO

The DAKS-Eco software package includes a condensed feature set that consists of broadcasts & alert notifications with integrated emergency conferencing, meet-me conferences, and a fixed number of application interfaces along with browser-based administration.

The DAKS-Eco software is available on two hardware platforms:

DAKS-Eco 100 combines the cost-effective μDAKS platform with the power and flexibility of broadcasts and conferencing. The μDAKS is a small, tabletop unit with 4-channel connectivity to a PBX or softswitch. The solution supports up to 50 broadcasts with up to 10 internal or external subscribers and dial-out and dial-in conferences.

DAKS-Eco 200 leverages the same mid-size mDAKS platform as DAKS-Pro 200, but complements it with the Eco software package for clients who do not need the more comprehensive feature set but do require more capacity than DAKS-Eco 100. This option supports up to 100 broadcasts with up to 25 internal or external subscribers and dial-out and dial-in conferences.

WHAT CAN WE DO THAT WILL HAVE A SIGNIFICANT IMPACT ON YOUR SUCCESS?

Impact Technologies, Inc.

16253 Swingley Ridge Road, Suite 350
Chesterfield, Missouri 63017

Phone: 314.743.1400
Fax: 314.743.1401
e-Mail: Solutions@impacttech.com
Website: www.impacttech.com

Solutions With Impact™

IMPACT NEWS

Upcoming Holiday Schedule
Please note the Impact offices will be closed on the following days:
- Good Friday — Friday, April 18
- Memorial Day — Monday, May 26
- Independence Day — Friday, July 4

Connect with Impact in Orlando!
If you are attending the Enterprise Connect conference, don't miss your chance to connect with Impact Technologies! We believe complex problems can have simple answers. Come by booth #431 and check out the solutions that will dramatically impact your business.

Enterprise CONNECT
Communications Transforming Business

EDUCATIONAL OPPORTUNITY

Complete Voice Network Visibility
Thurs., March 27, 2014
11:00 AM ET / 8:00 AM PT

Whether you are trying to manage a SIP and/or TDM network, join us to learn how Traffic Analyst offers a dramatically different solution to voice network performance management. Stop settling for a slice of the picture when you can have complete voice network visibility.

To register, please visit www.impacttech.com/events.

For Specific Inquiries and Comments...

Product Information & Sales
For additional information on our product and service offerings, including pricing and availability, or to place or track an order, contact one of our Sales professionals ...
Phone: 314.743.1430
e-Mail: Solutions@impacttech.com

Customer Service
For help with products you already own or to learn more about Impact's customer service programs, contact a Technical Support representative ...
Phone: 314.743.1420
e-Mail: CustSvc@impacttech.com