

# Desktop to Dialtone<sup>TM</sup> VoIP Site Assessment



Delivering reliable and high quality Voice over IP (VoIP) services to the SMB market is a constant challenge to VoIP Original Equipment Manufacturers (OEMs) and VoIP Service Providers (VSPs). Customers demand cost-competitive pricing and uninterrupted delivery of their mission critical voice service. The crucial first step to implementing VoIP is assessing the ability of a customer's network to support a VoIP solution. Skipping this step can produce unmet customer expectations, failed deployments, interruptions in service delivery, or poor call quality – outcomes which can result in your customers migrating to the competition and ultimately, lost revenue.

## The DecisionOne Solution

DecisionOne's VoIP Site Assessment examines, analyzes and documents, the capabilities of your customers' existing network to support a VoIP installation. Leveraging our national footprint, we perform a physical inspection of your customers' IT environment using scripted procedures for consistent service delivery to a single location or simultaneously across multiple locations. Your VoIP Site Assessment includes documentation of the in-scope devices, a VoIP network topology diagram, capabilities gap, and summary scorecard. Partnering with DecisionOne gives you a competitive advantage by providing an immediate, cost-effective support infrastructure with the capability to address a national audience cost-effectively and consistently.

To gain complete insight into a customer's network, DecisionOne's VoIP Site Assessment can be paired with our VoIP Remote Network Assessment. The addition of remote testing using synthetic VoIP calls sets the stage for a well planned, fully informed deployment. The resulting deliverable from the combined services is a single report that includes cabling, VoIP bandwidth measurements, LAN/WAN equipment, and an IP address schema, with recommendations to address noted gaps.

## Benefits Delivered

Partnering with DecisionOne enables your business to realize the following benefits:

- Knowledge regarding any customer equipment upgrades, replacements or cabling that may be needed to support your VoIP solution
- Ability to proactively address customer's network trouble areas and strategically plan your customer's VoIP deployment project
- Increased customer satisfaction through service delivery assurance, and specialized workforce providing expertly managed site assessment services and reporting

## Service Highlights

- **Physical Site Survey** – Physical inspection of an IT environment including cabling, LAN/WAN equipment, and the IP address schema
- **Analysis** - Review and analysis of the Physical Site Survey data to develop evaluation scorecard conclusions
- **Reporting** – Collected data analysis results are populated in a customized deliverable report
- End-to-end management of service delivery including scheduling, ticket management, service escalations, and reporting

## Why DecisionOne

- Single source, multi-vendor technology support provider with integrated onsite, remote, and logistics capabilities
- 50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers
- Broad geographic reach with 2,500+ DecisionOne W-2 technology professionals throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities that support strategic partnerships with outsourcers, OEMs, and resellers and their commercial and public sector customers
- Flexible and cost-effective delivery model including hub-based shipping/receiving locations, ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.

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