

2008 IP Telephony (IPT) Monitoring and Management

1. Preliminary questions

1. Please indicate which of the following best describes the perspective from which you will be answering this questionnaire. If you are a consultant/analyst, please indicate the viewpoint that you are representing:

End-User, including enterprise, government, education, etc., and I will be representing my own experiences

Service Provider, including Systems Integrators and Managed Service Providers (MSPs), indicating what I believe to be the viewpoint of my customers(s)

Equipment Manufacturer/Vendor, indicating what I believe to be the viewpoint of my customers(s)

2. For how many years have you *personally* been *actively* involved in Voice over IP (VoIP) and/or IP Telephony (IPT)?

More than 5 years

3 to 5 years

1 to 3 years

Less than one year

3. Which of the following *best* describes your organization's current IPT deployment status?

Fully deployed

<25 % deployed

>75% deployed

Pilot only

51%-75% deployed

Not deployed

25%-50% deployed

4. At what point do you expect IPT to become the *PRIMARY* telephony technology for your company?

Already is primary

By the end of 2009

2010-2011

After 2011

N/A or Don't know

2008 IP Telephony (IPT) Monitoring and Management

2. Service deployment stage

5. How do you monitor/manage your IPT implementation?

Totally managed in-house by our company	Limited external management	About half managed by a MSP	Mostly a MSP	Totally MSP	N/A or Don't know
jn	jn	jn	jn	jn	jn

6. There are tools that are built specifically to enhance and expand the management capabilities for IPT as provided by the equipment manufacturers. These products are generally supplied by a third party, i.e., a company other than the IPT equipment manufacturer.

To what extent are you familiar with these specialized IPT management products?

5 Extremely	4	3 Somewhat familiar	2	1 Never heard of them
jn	jn	jn	jn	jn

7. To what extent are you using and/or planning to use these third-party IPT management products?

	Extensive	Widespread	Some	Limited	None	Don't know
Current use	jn	jn	jn	jn	jn	jn
Planned and/or increased use	jn	jn	jn	jn	jn	jn

8. Do you have IPT systems from more than one equipment supplier?

jn Yes

jn No

3. yes- multiple systems

9. Which of the following IPT vendor's systems are deployed within your company? (Please check all that apply)

- Siemens
- Mitel
- Alcatel-Lucent
- Network-based from service provider
- Avaya
- Other (please specify)
- Open-sourced server-based
- ShoreTel
- Nortel
- NEC
- Cisco

10. What are the *primary* reasons that you have more than one system/platform? (Please check all that apply.)

- Substantially less expensive alternative
- Preferred performance of a new/different supplier
- Intentional choice to maintain vendor independence
- Each division of our company makes its own choices
- Directive from upper management
- More comprehensive Unified Communications/collaboration product portfolio
- Result of a merger or acquisition
- Result of network redesign
- Other (please specify)

2008 IP Telephony (IPT) Monitoring and Management

4. no - one system

11. Which IPT vendor system is deployed within your company?

- | | |
|--|--|
| <input type="checkbox"/> Avaya | <input type="checkbox"/> Open-sourced server-based |
| <input type="checkbox"/> Alcatel-Lucent | <input type="checkbox"/> Siemens |
| <input type="checkbox"/> Nortel | <input type="checkbox"/> NEC |
| <input type="checkbox"/> Mitel | <input type="checkbox"/> ShoreTel |
| <input type="checkbox"/> Network-based from service provider | <input type="checkbox"/> Cisco |
| <input type="checkbox"/> Other (please specify) | |

12. What is the probability that you will deploy an additional vendor's system/platform within the next five years?

Almost certain	Quite probable	Somewhat probable	Improbable	Almost no chance	N/A or Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. What do you see as the *primary* reason(s) that you might eventually have more than one IPT vendor's system/platform? (Please check all that apply.)

- Each division of our company makes its own choices
- Directive from upper management
- Result of a merger or acquisition
- Intentional choice to maintain vendor independence
- Substantially less expensive alternative
- Preferred performance of a new/different supplier
- More comprehensive Unified Communications/collaboration product portfolio
- Result of network redesign
- Other (please specify)

5. Monitoring and measurement

14. Which of the following are the *THREE MOST IMPORTANT* elements of IPT to be monitored/measured? (Please select exactly THREE.)

- Phone availability status
- Signaling metrics (dial-tone delay, call setup time, etc.)
- Actual call traffic in real time
- Historical call traffic
- Availability of devices related to the IPT system
- Call success/failure rates
- Dial plan/route plan availability
- Trunk/gateway utilization
- Bandwidth utilization
- Voice quality over the network
- Voice-related network parameters (e.g. packet loss, latency, jitter)

15. With which *THREE* of the following aspects are you *LEAST SATISFIED* with your current IPT monitoring/measuring capabilities? (Please select exactly THREE.)

- Bandwidth utilization
- Signaling metrics (dial-tone delay, call setup time, etc.)
- Phone availability status
- Trunk/gateway utilization
- Dial plan/route plan availability
- Availability of devices related to the IPT system
- Call success/failure rates
- Actual call traffic in real time
- Voice quality over the network
- Voice-related network parameters (e.g. packet loss, latency, jitter)
- Historical call traffic

6. Management capabilities

16. Which of the following IPT management tasks are the *THREE MOST IMPORTANT*? (Please select exactly THREE.)

- Pre-deployment network assessment
- IP phone software version management
- Monitoring successful call completions
- Monitoring overall network performance
- Monitoring voice quality
- Unified Communications support
- Service level management
- Operations support during deployment
- Troubleshooting and diagnostics
- Overall network planning and design
- Optimization and capacity planning
- Moves, adds, and changes (MAC) management

17. With which *THREE* of the following areas are you *LEAST SATISFIED* with your current IPT management capabilities? (Please select exactly THREE.)

- IP phone software version management
- Troubleshooting and diagnostics
- Optimization and capacity planning
- Monitoring successful call completions
- Overall network planning and design
- Operations support during deployment
- Pre-deployment network assessment
- Moves, adds, and changes (MAC) management
- Monitoring voice quality
- Monitoring overall network performance
- Service level management
- Unified Communications support

2008 IP Telephony (IPT) Monitoring and Management

7. IPT Monitoring and Management Systems

18. When it comes to managing IPT, what has your experience been with the following types of monitoring tools?

	5 Extremely satisfied	4	3 Somewhat satisfied	2	1 Extremely dissatisfied	N/A or Don't know
PBX vendor-supplied tools	jn	jn	jn	jn	jn	jn
General IP network monitoring tools	jn	jn	jn	jn	jn	jn
Specialized IPT monitoring tools	jn	jn	jn	jn	jn	jn

19. What were (or would be) your *TOP THREE* drivers for purchasing/using third-party tools specifically designed for IPT monitoring and management? (Please select exactly THREE.)

- Needed tools for system optimization
- To better monitor/measure service levels
- Requirement for ongoing capacity planning
- Needed visibility of the big picture
- Recognized the need for tools and included in project scope from the beginning
- Needed a solution that could manage IPT systems from multiple vendors
- Had specific failures that the existing internal management system could not resolve
- Had a requirement for enhanced diagnostics
- Needed real-time performance monitoring
- Wanted to eliminate finger pointing between IT teams
- Other (please specify)

20. Do you use a third-party IPT monitoring and management tool?

Yes

No

8. which ITP system

21. If you use a third-party IPT monitoring and management tool, which tool(s) do you use? (Please check all that apply.)

- NetIQ AppManager for VoIP, Vivinet
 - NetQoS VoIP Monitor
 - CA eHealth for Voice
 - EMC Smarts VoIP Performance Manager
 - Other (please specify)
- Fluke Networks (Visual)
 - PROGNOSIS IP Telephony Manager
 - InfoVista Insight for IP Telephony

9. end demographics

22. Where is your company headquartered?

23. Which of the following *best* describes the industry or type of organization in which you work?

24. Which of the following *best* describes your job function?

25. Which of the following *best* describes your role in an IPT management tools decision?

26. How many employees are there in your organization? (Please include all locations.)

27. How many phones (including softphones and IP-enabled analog phones) do you currently have deployed in your IPT network?

28. How many phones (including softphones and IP-enabled analog phones) will you ultimately deploy in your IPT network?

29. How would you rate your company relative to how rapidly it adopts new technology?

We like to be among the first to implement new technologies

We see ourselves as an early adopter; however, we wait until we see the problems others have had

We adopt new technologies when we are confident that they have become mainstream and widely accepted

We are reluctant to go to new technologies and will generally do so only when necessary

30. Please enter your email address below if you would like to receive a preliminary, respondents-only copy of the results of this survey. Your address will not be used for any other purposes.

PLEASE make sure you click the "Done; Record my survey response" link below to record your email address.