

## MANAGEMENT MADE EASY

Web-based VoIP Monitoring System brings complete business management to owner's desktop

### THE CHALLENGE

Mark Gonzalez was about to launch the first Class 5 service in his Anaheim, California market and he came to IPsmarx with some definite concerns. He wanted to know how he could analyze, monitor and troubleshoot his system on his own, whenever he wanted, without using a system that would drain his resources.

### THE SOLUTION

Technicians at IPsmarx recommended an on-demand, web-based solution for Mark. Although all of his software was developed using .Net technology, they were able to develop a stable JAVA applet to monitor his system online, giving Mark secure web access to his Softswitch anytime he wanted. An easy color-coded GIU alerted him to each call's status, and he could track the number of concurrent calls, pending calls, percentage of ASR and connected calls and the average call duration in a stat window, all in real-time.

The monitoring system also acts as a security and fraud detection tool, tracking and displaying any fraudulent account activity. It also allows email notification for both Mark and his customers: when their accounts are nearing their limit, the system automatically emails them a low balance notification; and if the system needs attention, it automatically sends an email to Mark's PC or an SMS to his mobile. The entire module operates on standby and alerts him if something is amiss, so all resources are used for traffic rather than monitoring.

"The VoIP Monitoring module really made managing my business easy, and it gives me peace of mind. No matter where I am or what I'm doing, I'm connected to my business and to my system. I don't worry about anything going wrong, because I know I'll hear about it right away and get it fixed promptly. IPsmarx took a load off my mind, so I can concentrate on moving my business forward."

Mark Gonzalez / Anaheim, CA, USA

