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Product Datasheet

IP-EPABX

InfraKnit IP EPABX / PBX Monitoring monitors the Call systems & IP Phone system's health and to head off potential outages. This proactive approach to monitoring will provide our customers peace of mind, knowing that their Call systems or IP Phone system are functioning at peak performance. This is especially helpful in large call center environments or mass communication environments or emergency services environments where each missed call is lost revenue and critical to business and life.

Our on-site software monitors system state, logs all critical events, and immediately emails the Support Staff, alerting them of potentially service affecting problems. Our software ensures these errors are logged and resolved. With thousands of monitored ports, we stand ready to ensure your business call system is ready for business when you are.

Software Specifications-

Primary Elements We Monitor-

- **Physical Host & Server Monitoring** - Proactive monitoring of Call System resources and its components to maintain optimum availability.
- **Network Monitoring** - Ensure availability and uptime is maintained with lower downtime.
- **Call System Analysis** - Realtime insights on Call system, CDR, Voice statistics like Delay/Jitter/Echo/Latency/ResponseTime/Availability/Uptime/Source/Destination, Video statistics, Cards, Truck-lines, IP Phones.
- **Bandwidth Measurement** - Realtime views on Bandwidth consumed. The Dashboard & Reports will generate Total/Average/Peak/maximum and Consumed Bandwidth on the system and on the network.
- **Events & Alarms** - Clear view on live events and alarms generated based on the threshold on services or parameters.
- **Log Monitoring** - Provide insights on Event Logs of Call System.
- **Dashboard** - Realtime Unified Dashboard for insights on the systems and components. The Dashboard is based on secure browser-based Web access.
- **Fault & Performance Management** - Realtime monitoring of systems and sub-systems for fault detection, identification & highlighting.
- **Helpdesk** - Integrated Incident & Problem Management System with Ticketing and Notification on eMail or SMS.
- **Reporting** - Out-of-box reports for system and sub-system Availability, Events, Alarms, Bandwidth, Errors, and Faults. The system support template driven report design. Reports can be exported to ASCII, PDF, XLS or Direct Print to Printer.
- **Protocol Stack** - IP/SNMP, TCP/UDP, XML, SOAP, Web-Services, CLI, Custom.
- **API SDK** - Bundled with integrated API SDK for 3rd Party Integration.
- **Professional Services** - Professional Services includes Customization, Development and Support.

Hardware or Virtual Host Specifications-

Recommended: Intel Xeon 2.8Ghz Quad Processor, 32GB RAM, 1TB Storage, 1Gbps Network Interface.

