

NetScore

Fortune 50 bank incorporates Sonus
NetScore to deliver deeper insight into
network performance, track trunk groups,
and reduce network costs.

Before

Prior to the implementation of NetScore, the customer did not have a single source of CDRs.

After

NetScore solved the problem by collecting and analyzing CDRs from third-party network elements, creating a cost-effective solution for a more granular view of data and analysis. NetScore also helped terminate the risk of potential network security threats (i.e., toll fraud) by actively monitoring and tracking calls in real time.

Fortune 50 bank incorporates Sonus NetScore to deliver deeper insight into network performance, track trunk groups, and reduce network costs.

The Bank selected Sonus NetScore to track highly flexible management of calls, reduce network and trunk groups cost, and monitor network performance through Key Performance Indicator (KPI) reporting.

Customer Description

“The Bank” is regarded as one of the most valuable Fortune 50 banking and financial services holding companies in the world. Through constant growth, the customer’s global footprint spans more than 30 countries and 50 million customers. As a result of increased business mergers and acquisitions, customer’s internal communication infrastructure features application servers, software, and hardware from a diverse set of infrastructure vendors.

The Challenge

The customer was concerned with its ability to monitor and analyze key performance metrics for its network elements so it could eliminate shifts in network traffic, transient overloads, and inefficient call routes. The Bank also faced difficulties supervising logical grouping of a physical call source that paved the way for versatile call management.

The customer was looking for a solution that could capture and analyze call detail records (CDRs) and trunk group utilization data from its network elements, and then transform the data into actionable information through visual reports and alerts. Ultimately, the customer required a vendor-agnostic solution that would provide feedback on the customer’s important areas of business operations to reduce trunk group cost, enhance security, and provide a more holistic view of network performance. While the customer was looking to leverage new technology, it sought a solution that seamlessly integrated into its disparate communications network.



The Solution

After careful consideration, the Bank selected Sonus NetScore to solve its challenges and optimize its network performance. NetScore is a software-based analytics solution that captures, aggregates, and analyzes CDRs and trunk group utilization data from network elements, then transforms that data into actionable information through visual reports and alerts.

Prior to the implementation of NetScore, the customer did not have a single source of CDRs. NetScore solved the problem by collecting and analyzing CDRs from third-party network elements, creating a cost-effective solution for a more granular view of data and analysis. NetScore also helped terminate the risk of potential network security threats (i.e., toll fraud) by actively monitoring and tracking calls in real time. This functionality allowed the Bank to have greater clarity as to who was using the network, and who was making the calls.

About Sonus Networks

Sonus enables and secures real-time communications so the world's leading service providers and enterprises can embrace the next generation of SIP and 4G/LTE solutions, including VoIP, video, instant messaging, and online collaboration. With customers in more than 50 countries and nearly two decades of experience, Sonus offers a complete portfolio of hardware-based and virtualized Session Border Controllers (SBCs), Diameter Signaling Controllers (DSCs), policy/routing servers, and media and signaling gateways. For more information, visit www.sonus.net or call 1-855-GO-SONUS. Sonus is a registered trademark of Sonus Networks, Inc. All other company and product names may be trademarks of the respective companies with which they are associated.

Sonus Networks North American Headquarters

4 Technology Park Drive
Westford, MA 01886
U.S.A.
Tel: +1-855-GO-SONUS

Sonus Networks APAC Headquarters

1 Fullerton Road #02-01
One Fullerton
Singapore 049213
Singapore
Tel: +65-68325589

Sonus Networks EMEA Headquarters

Edison House
Edison Road
Dorcan, Swindon
Wiltshire
SN3 5JX
Tel: +44-14-0378-8114

Sonus Networks CALA Headquarters

Homero No. 1933-902
Col. Los Morales, C.P. 11510
Mexico City, Mexico
Distrito Federal
Mexico Tel: +52-55-1950-3036
Int'l Tel: +1-978-614-8741

To learn more, call Sonus at 855-GO-SONUS
or visit us online at www.sonus.net

Microsoft Partner
Gold Communications

Voice
Unified Communications
Business Productivity Solutions
Midmarket Solution Provider

The content in this document is for informational purposes only and is subject to change by Sonus Networks without notice. While reasonable efforts have been made in the preparation of this publication to assure its accuracy, Sonus Networks assumes no liability resulting from technical or editorial errors or omissions, or for any damages resulting from the use of this information. Unless specifically included in a written agreement with Sonus Networks, Sonus Networks has no obligation to develop or deliver any future release or upgrade, or any feature, enhancement, or function.

Copyright © 2017 Sonus Networks, Inc. All rights reserved. Sonus is a registered trademark of Sonus Networks, Inc. All other trademarks, service marks, registered trademarks, or registered service marks may be the property of their respective owners.