Sonus NetScore™
Enhance Network Performance and Health

Enhance your Sonus network's performance with real-time, actionable analysis in a turnkey solution. NetScore delivers deep insight into your network's performance through Key Performance Indicator (KPI) scores, customizable threshold alerts, prebuilt visual reports, drilldown analysis and more.

Sonus Networks builds the world's most advanced IP-voice networks, but even the best networks degrade in performance over time. Shifts in network traffic, transient overloads, outdated configurations and inefficient call routes can all negatively impact network performance. In order to keep your Sonus network running at optimal efficiency, you need to monitor and analyze the key performance metrics for each of your Sonus network elements.

For years, Sonus has provided network performance management to our customers as a service, using sophisticated tools and a time-tested methodology. Now, we've packaged many of the same benefits into a powerful, standalone solution that network operators can use to monitor and self-manage their network's performance every day. Sonus NetScore is a software-based solution that automatically captures, scores and analyzes Call Detail Records (CDRs) and trunk group utilization data from Sonus network elements, then transforms that data into actionable information through visual reports and alerts.

A Healthy Network Starts Here
An inefficient network can cost you more money to operate, in addition to lost customers and lost productivity. Yet before you can optimize your network's health, you need to understand its pain points. With NetScore, network operators can monitor and pinpoint problems before they occur, using customizable threshold alerts that automatically detect potential performance issues. NetScore monitors Sonus' network elements in real time and delivers a current pulse on your network via graphical reports and alerts. A Web-based GUI provides simple-to-understand, visual interpretations of network trends and issues, with flexible query screens for deeper drill-down analysis. In order to provide the information that drives "healthy" changes such as improved routing, upgrades and capacity planning, NetScore captures the key performance metrics in the network.

Easily Manage QoS and SLAs
The NetScore solution includes a full range of customizable alarms that send real-time alerts when thresholds are reached, enabling network operators to proactively address performance issues before network quality is compromised. NetScore supports both static thresholds and dynamically changing thresholds, based on your network's recent historical performance, so network operators can accurately manage QoS and SLA performance as traffic loads shift and new routing schemes are introduced. In a competitive market where QoS assurance can mean the difference between customer retention and customer attrition, NetScore helps network operators improve QoS levels and satisfy SLAs by measuring key performance indicators such as packet loss, jitter and post-dial delay at the network element and trunk-group level.

NetScore now supports the entire SBC portfolio and extends the coverage to 3rd party CDRs. The 3rd party device support enables customers to spread across more elements in their network for analyzing, monitoring and tracking the behavior.

Sonus NetScore delivers real-time insight into network behavior that:
- Reduces network outages and overloads
- Improves call quality
- Provides better visibility into resource allocation and capacity planning
- Eliminates time-consuming manual analysis

Figure 1. Sonus NetScore showing KPI by Trunk Groups
NetScore can be deployed on any industry-standard server using VMWare hypervisors. The virtual edition of NetScore features the same proactive analytic solutions that improve user experience and reduce operational costs—without compromise. By using common management and code base, Sonus has provided a low-cost path for existing customers as they evolve their networks to virtualization architecture.

Better Visibility Into Your Network
NetScore enables network operators to analyze traffic at macro and micro levels—from a single session border controller to a single IP trunk group and even a single endpoint—for better visibility into bandwidth and billing considerations. NetScore fits seamlessly into the Sonus network architecture, retrieving CDRs and trunk group utilization data in real time. NetScore can also store historical data for trending analysis, which helps network operators accurately plan for network capacity.

Value-Based Routing
Sonus Value-Based Routing (VBR) is an enhanced feature set providing intelligent routing based on cost and quality of service (QoS). It is an intelligent routing solution for telecommunications carriers in the business of call termination services. Such a carrier purchases call termination services from its vendor carriers and sells call termination services to its consumer carriers. NetScore provides a new configuration screen called Value-Based Routing, which configures TG-based KPIs to be collected and made available to the PSX Master for VBR integration.
CDRs, Collection, Retention

- Supports ASCII CDRs from GSX 6.4 and higher.
- The File Collector collects stats from GSX and SBC.
- Raw CDRs are retained for 7 days by default (± days configurable)
- Calculated KPIs are retained in the database for 12 months by default (± months configurable)

Report Types

- KPI
- KPI Custom Reports
- Q850
- E411
- Call Disconnect Distribution
- Margin Reports
- CDR On-Demand Report KPIs
- Trunk Group On-Demand Report KPIs
- Codec distribution
- MSRP reports

About Sonus Networks

Sonus brings intelligence and security to real-time communications. By helping the world embrace the next generation of Cloud-based SIP and 4G/LTE solutions, Sonus enables and secures latency-sensitive, mission-critical traffic for VoIP, video, instant messaging and online collaboration. With Sonus, enterprises can give priority to real-time communications based on smart business rules, while service providers can offer reliable, comprehensive and secure on-demand network services to their customers. With solutions deployed in more than 100 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), Network-as-a-Service (NaaS) capabilities, policy/routing servers, and media and signaling gateways.