



PathView Monitoring and Reporting Helps RonEK Find and Fix Carrier Problems

Introduction

[RonEK Communications](#), located in Houston, TX and Los Angeles, CA, specializes in VoIP services and communications equipment. With more than 450 customers across many industries, RonEK customers depend on them to perform pre-deployment network assessments to ensure the delivery of reliable VoIP services, continuously monitor VoIP quality and immediately troubleshoot problems that arise. RonEK's goals are to enhance its customers' employee productivity, reduce operational expenses and gain the efficiencies of a unified network. With only a small team of 3-4 people, RonEK needs tools and resources that will enable them to deliver quality IT services efficiently and affordably.

Business Problem

Eric Knaus and Ron Anderson, Co-Founders of RonEK were recently working with a mid-sized ceramics importer located in a remote area in Texas. The customer had just put in a new PBX and was moving over to Session Initiation Protocol (SIP). As a result, when they were running [VoIP](#), they found themselves facing several performance problems including more than 20% packet loss. As the VoIP service provider, Knaus talked to the carrier about the problem and asked them to help resolve the issue. Unfortunately the carrier immediately denied fault and claimed there was "no problem at all."

Knaus suspected there was an issue with the router dropping packets, but he couldn't see where this was occurring or why. The customer didn't have an open port and was reluctant to let him install invasive test equipment on their network. Determined to fix this problem, Knaus knew he had to find a tool that would give him clear sight into the end-to-end network paths (even through the carrier), but also create a "light footprint" on customer's network.

PathView Cloud

Knaus expected the carrier to continue to deny any responsibility for the dropped calls and poor connections. Knaus loaded [PathView – a network performance management tool](#) that provides end-to-end insight into network paths – onto the customer's network. He did this by placing a small piece of code called a Sequencer onto the customers' server, which gave him vision from the inside of the customer's location out through the carrier's network. From this vantage point, he realized exactly where the router was dropping packets, and he was able to pinpoint the problem to the carrier's network.



The PathView microAppliance works together with PathView to deliver remote network management. The microAppliance is about the size of a cell phone. It eliminates the costs of purchasing, provisioning and managing servers.

Knaus went back to the carrier and explained that his customer was seeing between 8-20% loss at any given time. He then forwarded the [PathView reports](#) and screen shots pinpointing exactly where the problems were occurring. When the carrier saw this information, he took ownership of the problem and it was quickly resolved.

“Carriers are not delivering what they say they are, and if you don’t have the right tools, they will talk down to you. You need a sophisticated tool to assess, monitor and report on your customer’s networks – *especially* in situations where you are working with a third party carrier,” said Knaus.

Customer Response

RonEK’s customer was pleased with RonEK’s confidence in fixing the problem and impressed by PathView’s reporting capabilities. Today, the customer is realizing the importance of performance measurement and is now working with Knaus to [develop SLAS for future work with their local carriers](#).

Knaus is also expanding his own services by using the [PathView microAppliance](#), a small device that is ideal for testing remote network locations. The microAppliance measures performance characteristics such as jitter, latency and available bandwidth from its location to any IP address worldwide. Knaus is using this new tool to continue to monitor and troubleshoot his customer’s network remotely in order to provide continuous and real-time service.