



VoIPnet Technologies

VoIP Services Provider Troubleshoots Connectivity Issues Within Minutes Using PathView

The Situation

VoIPnet Technologies is a Communications as a Service (CaaS) provider delivering services that enable businesses to buy, manage and secure the technologies they use to communicate. VoIPnet features a broad range of expertise in the areas of Hosted and Managed Telephony, Hosted Applications, Managed Networks, Security and Compliance.

VoIPnet President and CEO Todd Wolf explains that they do more than just provide VoIP services – they conduct pre-deployment network readiness assessments, provide troubleshooting services, and diagnosis and remediate network issues. The VoIPnet services are cloud-based, providing customers with visibility into external sources like Salesforce and Google Apps, as well as from workstations out to hosted cloud-based services.

The Challenge

In the past, when degradation of VoIP or Video service was occurring, Wolf and his team said it was “something on the network” and would have to take packet captures at several points in the network to try to isolate the issue. VoIPnet previously struggled with pinpointing the problem and quickly fixing it for their customers. With cloud-based services and virtualized servers, Wolf and his team were not always able to easily identify an issue beyond their control and spent considerable engineer time trying to do so, creating inefficiencies and undue cost to the customer.

Last year VoIPnet’s customer Westbrook School District unveiled a brand-new, state of the art technology center at the Westbrook Middle School. The new facility featured a new VoIP system, new servers, switches, desktops, electronic white boards, video conferencing for distance learning and one laptop per child and faculty member.



“We realized we were going to have a whole new set of challenges on the network that we would need to identify,” said Tyler Dunphy, IT Director for the City of Westbrook, ME.

And, as Tyler anticipated, despite the new equipment and premier technology, the Westbrook Middle School was having serious connectivity issues from day one. The lights on the server’s NIC cards lit up as though everything was running smoothly at Gig speed - but it wasn’t - and the IT team could not figure out what was wrong. There was also connectivity and slow response times to a third party hosted grading system as well as some issues with QoS and latency on certain network segments.

The Solution

VoIPnet’s engineer set-up PathView on several of the school system’s network paths. Within 5 minutes, he was able to identify 6-8 issues with the network connectivity and realized that Half/Full duplex mismatches, improper QoS settings and out-of-date drivers were causing bottlenecks and latency resulting in poor performance. “It took 15 minutes to diagnose, troubleshoot and remedy the problems,” said Wolf. “It would have taken days otherwise.” PathView also showed that the slowness and connectivity problems to the hosted grading system were coming from a congested router at the data center where the software they were using resided and not the school district’s LAN or WAN.

The Result

For VoIPnet technologies, PathView is a tool that helps people “understand that we are different from everybody else. We use PathView to guarantee that we will deliver.” Wolf says that PathView enables his company to achieve their SLAs and for his customers to meet theirs.

Dunphy was “very happy” and impressed by his new ability to “see everything from the LAN and WAN to web based applications and all the evidence around what the problem was.” He immediately could see the benefit of working with VoIPnet and began using PathView on other city-wide IT initiatives.

As a Managed Services Provider, Wolf was thrilled to solve his customer’s issues quickly and cost effectively. In addition, Wolf appreciates the custom branded PathView solutions, and said the response to MSP custom branding has been particularly favorable. “We now brand for our own MSP partners and wholesale VoIP service providers. We allow them to brand all customer-facing materials as if it is their own.”