

## 24/7 Voice Quality & Availability Monitoring for SIP-UCaaS provider

"MultiDSLA is an excellent product which has helped Gamma monitor the call quality across the Telephony products we provide (SIP, UC etc)".

*Joe Spadafora, Senior Voice QoS Engineer at Gamma Telecom Ltd*



### CUSTOMER TESTIMONIAL



#### WHAT WERE GAMMA'S ORIGINAL REQUIREMENTS?

Gamma is one of the UK's leading telecommunications companies in the rollout of IP Telephony services. They required a tool capable of measuring QoS performance on IP handsets, SIP trunking, and Hosted Telephony platforms. Additionally, they needed a solution that could perform comprehensive sanity checks across the platforms supporting Gamma's SIP and Unified Communications (UC) services before deployment into the production environment. Once in production, they requested a continuous monitoring of these services across our network.



#### WHY DID THEY CHOOSE MULTIDSLA?

We selected the MultiDSLA (MDSLA) platform primarily for its comprehensive QoS analysis capabilities. Key features include a variety of task lists for testing RTP streams, an advanced results analyzer, and the ability to schedule and run tests continuously, 24/7. It is an effective tool for testing hardware, services, and network elements. The MDSLA platform is also extensively utilized by the Voice QoS team.



"A GREAT **OPERATIONAL** TOOL  
FOR QoS TESTING HARDWARE  
AND SERVICES" by Joe Spadafora



## CAN YOU SHARE THE BENEFITS AND RESULTS YOU HAVE WHILE USING MULTIDSLA?

We have continuous tests running across all our SBCs 24/7, enabling early detection of potential issues, which can then be escalated to our NOC. The platform is sensitive enough to detect even minor deviations in network performance following any change controls applied to voice-carrying infrastructure, helping us assess potential impacts on customer experience by analyzing SIP and RTP results.

Additionally, it allows us to monitor QoS metrics during Major Service Outages (MSOs), providing valuable insights into the customer experience throughout the outage. By identifying and addressing potential issues proactively, we add significant value through a preventive rather than reactive approach.



## DOES CLOUD-BASED MULTIDSLA SOLUTION MEET YOUR NEEDS ?

Since we moved onto the AWS cloud, it gives us a good an insight of the QoS metrics over the Public and Private connectivity into our network.



### Contact Information

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