

QUALITY OF SERVICE

VELERAS PORTFOLIO DESCRIPTION

Overview

IP-based data networks are primarily packet-switching networks. However, mission-critical and time-sensitive applications such as internal corporate communications, transaction processing and convergence consisting of combining voice and data are gaining more importance. For enterprise customers, converging voice and data into a single backbone network results in a single infrastructure investment and the resulting savings in telephony costs are remarkable.

Quality of Service (QoS) is the underlying technology which is used to assure both bandwidth as well as end-to-end delay guarantees.

Service Offering

Our QoS Service consists of

- Analysis of customer traffic patterns and response time requirements
- Classification of the traffic into appropriate traffic classes and QoS design for these classes
- Designing QoS concepts and mechanisms that can be used for the implementation
- Analysis of the performance and scalability issues
- Hardware and software choice which ensures that all the QoS and scalability requirements are fulfilled
- Performance and fail-over tests
- Provide the costs for the implementation and deployment
- Testing, Implementation and deployment
- Automation tools where ever appropriate
- For service providers, we also provide generic QoS services.
- VoIP with H323 and SIP protocols interconnecting customer sites with each other

Our Deliverables

- Documentation containing the results of the analysis and service classes
 - Implementation and test results
 - Customer workshops and presentations
 - Periodic status reports
 - Manuals for the operation team and Level-1 troubleshooting guidelines
 - Guidelines for the implementation and deployment for future extensions
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Billing Structure

Depending on the projects and assignments, we offer two billing choices. For scoped projects, we propose a fix pricing. Our estimation is based on the initial evaluation of the scope of the project and the required time scale.

For assignments where the scope cannot be defined initially, we work on a resource-based man-day billing. We offer competitive market consulting rates and highly skilled engineering resources. We have developed best practice reporting methods and submit our activity reports on a weekly basis.
