Service Provider Package

Overview

The XOP Networks' Service Provider Package provides a number of capabilities that permit a Service Provider to offer a number of conferencing and other services to small, medium, and large companies and also to significantly improve system availability. The package provides the operating company, the ability to sell virtual bridges from within a single bridge, with each account having its own Moderators, billing records (CDRs) and call logs. Once set-up, the individual companies have only access to their own data and records, while the operating company may see all usage/details across all accounts via the system admin screen. The following diagrams illustrate the functionality provided:

Figure 1: Company Set-up Page

Any number of company accounts can be set up and easily modified to suit changing conditions. The following figure illustrates the company accounts that have previously been set-up:

Figure 2: Defined Companies

The Service Provider package produces extensive call records, that enable the service provider to bill the company entities with exact details of all of the moderators on any account, and/or individual moderators (very useful for departmental billing). The details can be downloaded in .csv file format. The following figure illustrates a typical usage report:

Figure 3: Moderators Usage Report

Figure 4: Typical System Billing Record (CDR)

The screen above shows typical billing records for a system. The file is in a comma delineated (.csv) format, and may be exported manually or via a TCP/IP data interface to an external billing system (see diagram in Figure 6 following)

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2

The system also produces System Status screens so that the Service Provider is able to determine the condition of any/all of the circuits that terminate on the bridge, and the "health" of the voice processing software. These reports are available for VoIP/SIP, TDM and Analog terminations.
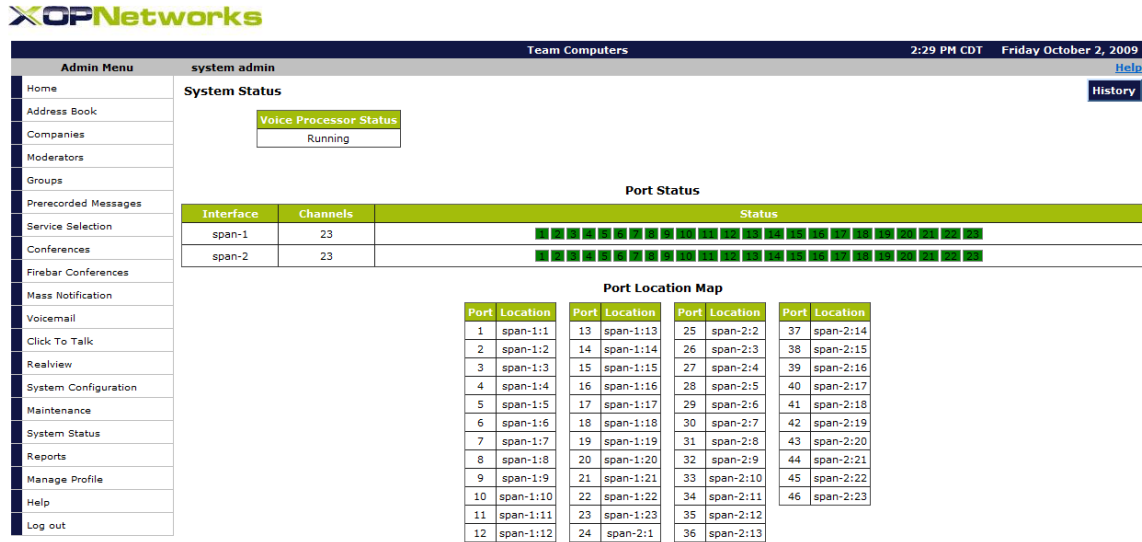
Figure 5: System Health Report

High Availability Deployment Option

There are also a number of additional capabilities available with the Service Provider Package that significantly improve the conferencing service availability in the event of network/switch/server problems (please contact XOP Networks for more information concerning your specific requirements).

- Duplicated Servers with two way database replication – enter user data on one server via the admin or moderator interface, and it is automatically replicated on the secondary server.

- Hot Standby configuration (Primary and Secondary servers) – in the event that one server becomes disabled, the secondary server automatically takes over.

- Load sharing operation – in a duplicated configuration it is possible to load share between the two servers.   This is possible in a VoIP/SIP network environment as well as a TDM/T1/E1 network.

Figure 6: Typical Service Provider Network – High Availability deployment

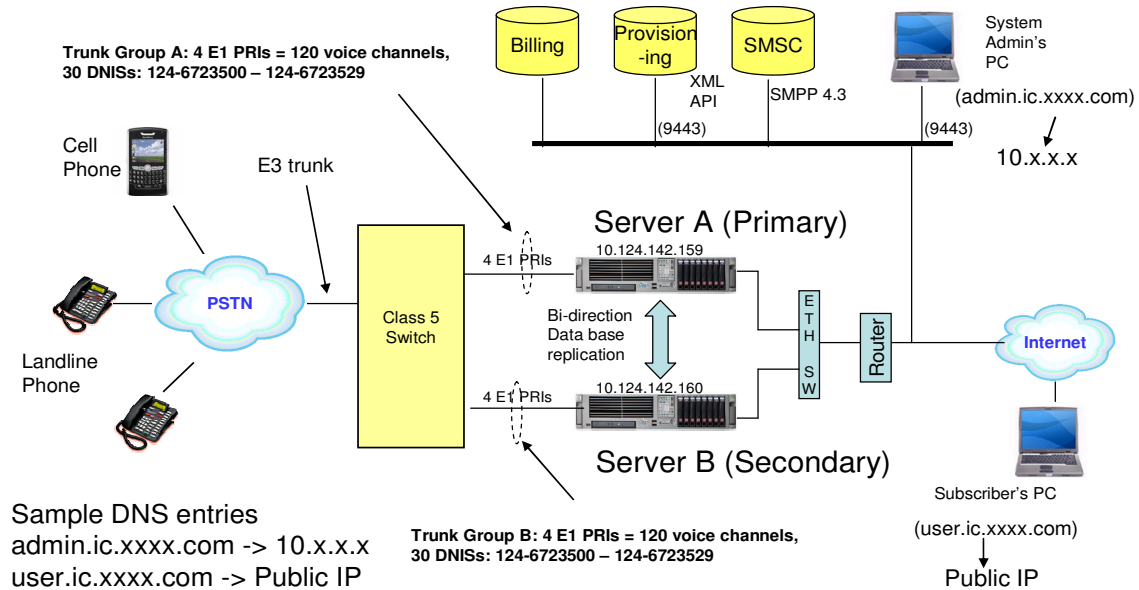Primary/Secondary Operation

- Server A will be Primary, Server B will be a hot standby Secondary.

- All 'provisioning' activity will take place on the Primary server

- The Database of Server A and B will be kept in sync 100% of the time using bi-directional replication.

- Each server will run a heart beat protocol that will keep each server informed about the health of the mate server.

- Trunk group's A and B will be set up for ascending trunk selection

- Trunk group A will be set up to 'route forward' on out-of-service to trunk group B and vice-versa.

- The servers will be set up with floating IP addresses, and hence will provide common URL for web access.

- The switch routing and the network router will normally keep all traffic (voice and data) on the Primary server. In case Server A is out of service, Server B will become Primary automatically.

- When Server A is restored, it will continue to serve as Secondary.

- The Server acting as Primary will continue to push CDRs to carrier's FTP site on a periodic basis.

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4