



OVERVIEW

AdventNet's VQManager solution is focused on VoIP Call Quality monitoring and analysis, an essential tool for helping 3COM® customers gain visibility into their networks, as well as troubleshoot them. VQManager is a web-based, 24-7, real-time QoS monitoring tool for VoIP networks, which can reside in 3Com's Open Service Network-enabled (OSN) routers, and interoperate with 3Com's communication platform. The combined solution, using 3Com's VCX™ platforms and VQManager, enables enterprises to easily deploy and maintain an optimized VoIP set-up from day one of VoIP installation, fully utilizing all features of both products without any limitations.

Targeted at small and medium enterprises that have 100 to 10,000 IP phones as well as small VoIP service providers who have 1,000 to 30,000 customers, VQManager presents complex call set-up data and detailed VoIP traffic in a straightforward, intuitive User Interface. Single click drill-downs allow quick pinpointing of problem areas in the VoIP network. Easy to use with minimal training, VQManager is the ideal solution for VOIP engineers, network administrators and IT managers at enterprises that require a quality VoIP monitoring solution that can be up and running without delay.

VQManager is available at cost-effective pricing and has a licensing policy that allows customers to upgrade incrementally as their network grows. Instead of having to purchase tools that are too expensive or too large to administer and manage, this licensing model fits the requirements of a growing enterprise.

VQManager caters to post-deployment VoIP needs, which include: continuous quality monitoring and reporting, call activity recording, proactive notification and troubleshooting on deterioration or failure, and capacity planning.

EXAMPLE USER SCENARIO

PROBLEM. A business has recently launched a new call center. They have received a great deal of feedback that customers are sitting on hold and calls have been dropped, or are of poor quality. The Business Manager has tasked the IT Manager with ensuring that the call quality is upheld and that no calls are lost. They also want to be able to view traffic data so they can staff the call center appropriately at peak times.

SOLUTION. The IT Manager installs the VQManager in 3Com OSN-enabled routers and is able to monitor the call center VoIP call quality and traffic. He sees that peak traffic times are between 2 p.m. and 11:00 p.m. As a result, the Staffing Manager changes the hours of one employee from days to a split-shift at night.

RESULTS. Customers begin to see better call quality and less wait time.

BENEFIT HIGHLIGHTS

FEATURE	BENEFIT
Live VoIP traffic monitoring	See VoIP call quality and traffic utilizations in real-time
VoIP troubleshooting	Quickly diagnose and troubleshoot problems to minimize downtime
Notifications on failures/degradations	Prevent downtime on VoIP services
Comprehensive reporting	Make optimal capacity planning decisions

ABOUT ADVENTNET, INC.

Founded in 1996, AdventNet provides affordable software in the areas of network applications, database tools and online productivity solutions. Headquartered in Pleasanton, CA with offices in NJ, NH, India, UK, China and Japan, AdventNet has a well-trained global partner base with thousands of customers worldwide.

ABOUT 3COM AND THE 3COM OPEN NETWORK PROGRAM

3Com is a leading global provider of enterprise and small-business networking solutions that help customers achieve their business and networking objectives, including sustainable environmental management. 3Com's mission is to provide customers worldwide with high-quality, low-cost networking infrastructure solutions that enable the convergence of applications and emerging technologies into the network.

The 3Com |ON Open Network Program is 3Com's global technology partner program designed to build and support a wide array of third-party relationships with the best-of-breed independent software and hardware vendors, system integrators, service providers, consultants and the open source community. A collaborative, open approach—supported by a wealth of program resources and support activities—creates value added interoperable solutions and services that help manage, control and enhance network communications.

CONTACTS**ADVENTNET, INC.**

Phone: Toll Free US: +1 888 720 9500
 Intl: +1 925 924 9500
 Email: support@vqmanager.com
 Email: For sales enquiries: 3com-me@adventnet.com
 Website: www.adventnet.com

3COM CORPORATION

3Com Open Network™ Program
 Phone: 866-709-1989
 Email: 3ComON@3Com.com
 Website: www.open.3com.com



Visit www.open.3com.com for more information about the 3Com|ON Technology Alliance program.

3Com Corporation, Corporate Headquarters, 350 Campus Drive, Marlborough, MA 01752-3064
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