

VoIP Technology Assessment Tool

This tool helps carriers assess the technology they will use to build their VoIP and next generation communications services.

Instructions: 1) Select the order of importance of Technology, Commercial and Success (1-3 with '1' being most important). 2) Score each category from 1 to 5 with '5' being the best possible score and '1' being the worst possible score for any given category. 3) Repeat for each technology vendor and/or technology you are assessing. 4) Change the order of Importance of each variable to understand the dynamic of prioritizing differently.



Technology		Score
Technical Support Requirements		(1-5) least to most
Does the vendor/reseller provide timely and robust Level I support - Access to 24x7x365 Technical Support services.		
Does the vendor or reseller provide timely and robust Level II support - Access to Subject Matter Experts.		
Does the vendor/reseller provide adequate/robust Level III support - Access to OEM hardware & software maintenance service.		
Depth and strength of the Support Service Level Agreements (SLAs).		
Are there web-based, phone and email systems that streamline the process for submitting and monitoring (web-based, live phone, e-mail) support tickets.		
Are the escalation processes multi-level, thorough and clear.		
Do we have human capital for Operation, Administration, Maintenance, Provisioning (OAMP) and troubleshooting of technology.		
How strong is the documentation - operational and administrative.		
Depth and breadth of the technology reference material: Vender/OEM Knowledge Base, Product Operation Guides, Technical Spec Sheets etc.		

Technology Capabilities		(1-5) least to most
Does the system in its current release have the required features.		
Does the technology have proven scalability to your requirements.		
Integration across multiple networks types (Public IP, MPLS, DSL, PRI, etc.).		
Does the technology work with existing prevalent customer premise systems (IADs, SIP phones, softphones, collaboration tools, unified comm tools, etc.).		
Range of compatibility and interoperation testing with other systems.		
Are there adequate levels of call authentication.		
Are there adequate levels of user authentication.		
How thorough is interoperation testing with other systems.		
Is the vendor product roadmap & release schedule aligned with your current and near-term requirements.		
Are there tools to optimize your ability to support the end customer (small or medium enterprise, residential, etc.).		
How thorough is the web services API.		
Does the SIP stack broadly interoperator with available codecs.		
Are current and future relevant protocols supported (SIP, MGCP, SCCP, other variants).		
Assuming open architecture software is better, how open is the software architecture.		
Does the technology have a robust management system (Element Management System).		
Are there security precautions built into the technology.		
Does it integrate seamlessly with third-party systems for administration:		(0-5) least to most; 0 = Not Applicable
Billing		
Payment Processing		
Accounting		
Customer resource management (CRM)		
Does it integrate seamlessly with third-party systems for service creation:		
Auto Attendant		
Advanced routing		
Automatic call distribution (ACD)		
Call Authentication		
Call Center		

Future-Proofing		(1-5) least to most
Does the technology vendor have roadmap planning that meets your long-term/future needs.		
How robust is the developer community.		
Global pool of available VoIP engineering professionals trained on the technology.		
Are there Service Development Kits (SDKs).		
Does the roadmap provide clear direction and milestones.		
Does the vendor intend to integrate other leading technologies into their product portfolio.		
How hard is it to integrate additional services.		
Commercial		(1-5) least to most
How high are the capital costs - VoIP technology hardware, software.		
How high are the capital costs - ancillary systems, legacy upgrades, etc.		
Will there be high costs of Professional Services for installation, integration, support & training.		
How high are real estate costs to support the technology - collocation, cross-connects.		
How high are the utilities costs to support the technology - Power, IP Services, redundancies.		
Are the payment terms favorable.		
Is the marginal cost of software/hardware expansion high.		
How long does it take to deploy and integrate the technology.		
Is the cost of deploying new features on the technology expensive.		
Does this technology have a large market share.		
Does the technology vendor have a clear business focus.		
Do we have human capital to integrate, build and run the technology:		
Do you have the resources to do VoIP network and infrastructure design.		
Do you have the resources to learn and engineer the VoIP technology.		
Do you have the resources to provide Project Management oversight to plan, coordinate, deploy.		
Do you have the resources to manage a complex VoIP deployment.		
Do you have the resources to troubleshoot and manage customers.		

Success		(1-5) least to most
How many overall deployments.		
How many current production deployments.		
How many endpoints, v-ports, virtual ports, etc.		
What is the technology's industry reputation - customer references, analyst opinion.		
How solvent is the technology vendor - long term viability, public, venture funded.		
Is the vendor profitable.		
	Composite Assessment	0.00
		Scale of 1 - 5