Adaptiv Networks

Ensuring the Quality of Experience
of Skype for Business

What's the issue with Skype?

- Real-time applications require consistent network performance
- UPD traffic flows require packets to be delivers in sequence
- Latency, jitter an packet loss put Skype for Business at risk
- Voice & Video streams need more bandwidth than just VoIP
- Broadband networks have speed but lack QoS

How big is the Skype issue? (Gartner)

- In a recent Gartner survey, more than 85% of organizations were using or planning to use O365. (68% use Skype, 49% Teams)
- Ecosystem of 85 Million Microsoft Office Users
- Of O365 users, 20% reported networking problems, while a further 22% reported performance problems where networking was a possible cause.
- Through 2020, at least 50% of all global-scale deployments of Microsoft Office 365 will experience network-related performance problems.

How does Adaptiv solve Skype performance?

- Works on broadband & no packet duplication required
- Calibrate links to avoid oversaturation (packet loss)
- Reserve high quality bandwidth for Skype
- Prioritize Skype traffic (inbound & outbound)
- Throttle background traffic to protect Skype
- Seamless failover with no dropped Skype calls
- Microsoft Cloud peering helps reduce O356 latency

What proof points do we have on Skype?

- Third Party testing by TeamsTel
- “Adaptiv | SD-WAN service was quantifiably able to prioritize the Skype for Business Online real-time media traffic when available bandwidth was reduced by the influx of other data traffic.”
- “This experiment also highlighted the potential concerns with utilizing an unmanaged internet service, with the control arm having issues with audio even without load where Adaptiv | SD-WAN service provided clear audio and video in all circumstances.”

VINO virtually eliminated the Packet Loss problem

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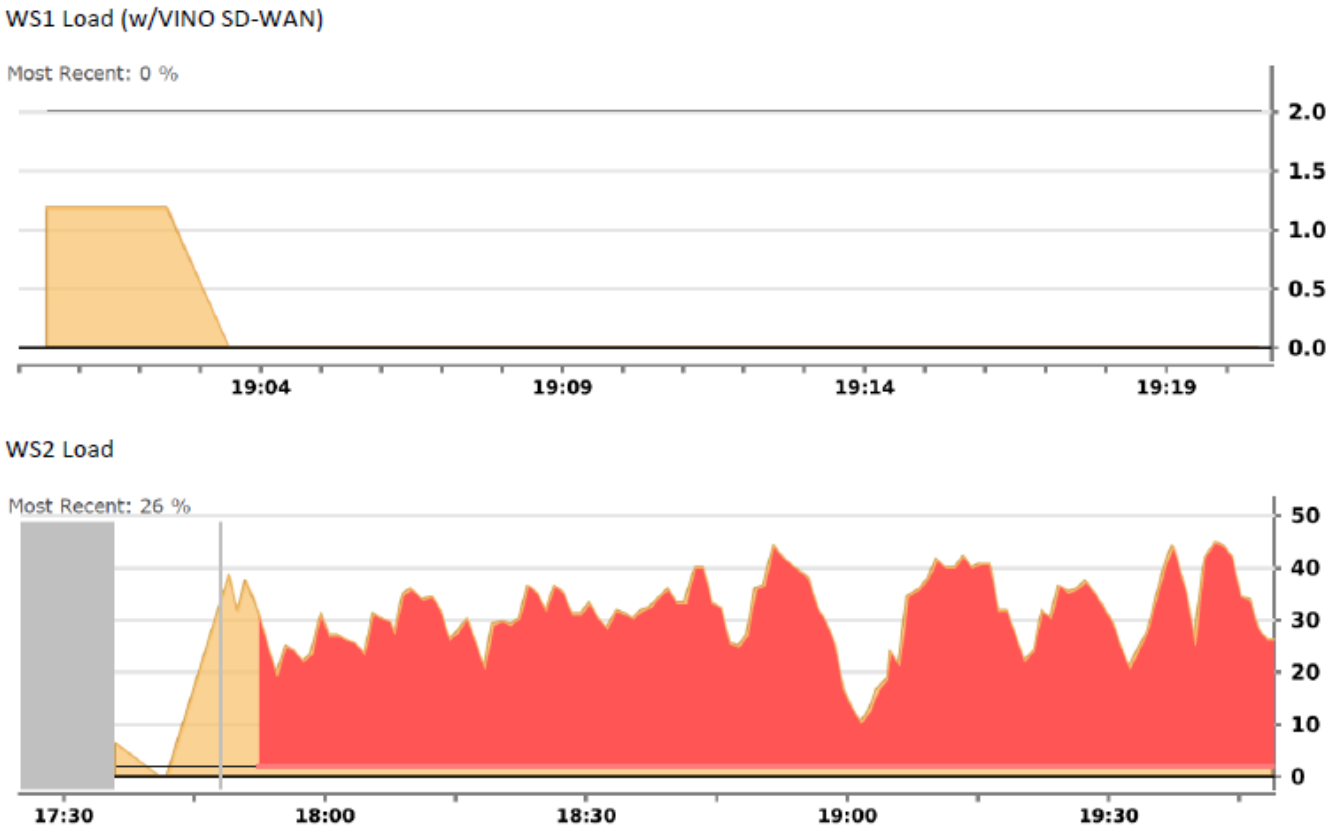
TeamsTel

Skype Tests w/ Network Load

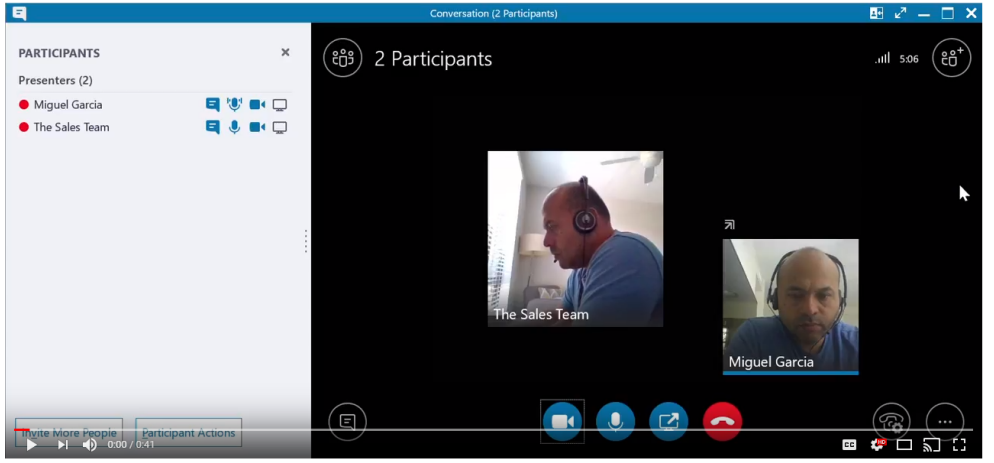
- With Adaptiv, there was minimal loss of 1.2% in the first call, none on any of the other 5 Skype calls
- Without Adaptiv, the packet loss was significant on every single test call with average 30% loss over 6 calls



Seeing is Believing – TeamsTel Call Recordings

Skype on Ordinary Internet
with load is inaudible

Skype on Adaptiv | SD-WAN
with load works great

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We remove barriers to business digital transformation with amazingly simple, effective and affordable cloud connectivity
Agile Cloud Connectivity