

## About the MierConsulting product compendia ...

**What and why.** This product listing is one in a series of publicly accessible, independently compiled and analyzed, concise, legible, side-by-side compendia of available products that enable users to test, measure and monitor VoIP and video-over-IP traffic, service quality and performance. These products are broadly diverse – in configuration, capability, capacity, orientation and price. The product listings are the result of a MierConsulting initiative to bring order to the marketplace chaos in this vital area.

MierConsulting has for years conducted confidential and comparative testing of VoIP service quality for its service provider/cable and large enterprise clients. And so we have closely tracked and comparatively reviewed – and in many cases actually deployed and used – available VoIP test & measurement products, and continue to investigate new product releases and offerings.

The company decided to share its insight and this ongoing T&M research with the industry, and the burgeoning number of user organizations who need to measure, monitor, manage and diagnose their VoIP, and increasingly video-over-IP, deployments. MierConsulting is dedicating a considerable chunk of its Web site ( <http://www.mierconsulting.com/> ) to this public initiative.

The first such product compendium, [VoIP Field Testing products and packages](#), went live on-line on February 10, 2010. Six additional [product categories](#) in the VoIP and video-over-IP T&M marketplace are being surveyed and compiled, and these product compendia are scheduled to be posted in the coming months.

**Source and accuracy of product info.** The information shown in the chart comes from vendors about their products. All vendors known to us who offer VoIP (and video-over-IP) test and measurement products in this category were contacted and asked to participate. Most agreed. MierConsulting created a detailed questionnaire on these products and sent it to all interested vendors. Many vendors advise us if they do not offer applicable products in a particular category. The rest respond with completed questionnaires.

MierConsulting senior technical staff developed the standard comparative criteria shown in the product chart, and then distilled the key characteristics and capabilities of each submitted product package. We cross-checked the data with the vendor's own on-line product materials, and obtained clarification via interrogatories with product managers, as appropriate.

So the product capabilities and features shown in the chart come from the vendor, and while MierConsulting believes the vast majority of it to be accurate, we cannot warrant or guarantee its accuracy. MierConsulting does also offer a service in which its senior engineers verify and validate the key features and capabilities of T&M products. This is done in a lab environment. Where this is done we can warrant the accuracy of the product information and vendor claims in the chart. One such validation was performed on [Touchstone's WinEyeQ and WinSIP](#) products, and more products in our charts are being scheduled for validation testing. For more details of our validation testing, [send us a note](#).

Note, too, that vendors are cautioned to provide us with only publicly released information, about products which are shipping and publicly available. Our policy is to not knowingly include any future releases or products that are not yet real and available.

**Updates.** This and all future product compendia are regularly updated, and new products are added in a typically monthly update. Expect new products to be added to this chart shortly, as vendors are now completing questionnaires and providing us with details. Generally, each on-line product chart will be updated at a minimum quarterly. Vendors can submit requests for changes to their product's on-line information and those will be made in the next update cycle. In addition, we require an updated questionnaire annually from the vendor about each of their products listed, in order for the product to remain included.

**Cost.** There is no charge or cost to the vendors to have their products included, or to anyone who publicly accessed/browses the MierConsulting product compendia. Also, at the present time, no registration is required for anyone to browse these on-line product listings.

**Free to copy.** As noted at the bottom of each compendium, the information as presented here is copyrighted by MierConsulting. Due to the volatility of the product information, we do not offer a static, downloadable version (i.e., PDF) of the product compendia. Rather, anyone may freely distribute the URL (hyperlink) to this on-line MierConsulting compendium. The URL for the first compendium, VoIP Field Testing products, is:

<http://www.mierconsulting.com/testmeasurementproduc/voipfieldtesting.html>

Product information in the compendia can be freely excerpted, copied and distributed, provided:

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**Product pricing:** Product offerings in the T&M industry often entail one or more additional, separately priced components or options – whether software or hardware.

The small amount of space we have allocated to pricing at the end of each product listing is designed to convey, for very general comparison purposes, representative pricing that reasonably reflects a *typical* product "package" with *typical* options and add-ons, for deployment in *typical* customer environments. In some cases the vendor has provided only a barebones "starting at" price, although we always ask for a range from a typical low-end, to a high-end, configuration.

Thank you for visiting our site. Let us know your thoughts.

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