Versa and Telchemy

Deliver the best quality of experience, end-to-end monitoring, and advanced analytics for enterprise collaboration applications.

Introduction

Voice and video are central to customer engagement, collaboration, and day-to-day operations across distributed enterprises. Yet keeping these media interactions clear and reliable is increasingly difficult as users and applications span branch offices, remote locations, cloud services, and multiple network paths. A session can remain connected even as conditions deteriorate, leaving IT teams to troubleshoot only after employees or customers have already felt the impact.

Versa and Telchemy address this challenge by bringing real-time media quality assessment into the network itself. By integrating Telchemy VQmon real-time quality of experience (QoE) metrics into the Versa Operating System (VOS), Versa can factor the performance of live calls and meetings into its analytics and SD-WAN pathing decisions, helping organizations detect degradation earlier, make policy-based adjustments to shift sessions to better network paths, and reduce the need for manual intervention.

Solution Overview

VQmon analyzes live voice and video streams traversing VOS and generates objective Mean Opinion Scores (MOS) that represent perceived session performance. Versa consumes those scores for analytics and traffic steering. When a path no longer delivers acceptable service, SD-WAN policy can redirect the flow to a better-performing alternative, helping preserve the user experience and maintain service-level objectives.

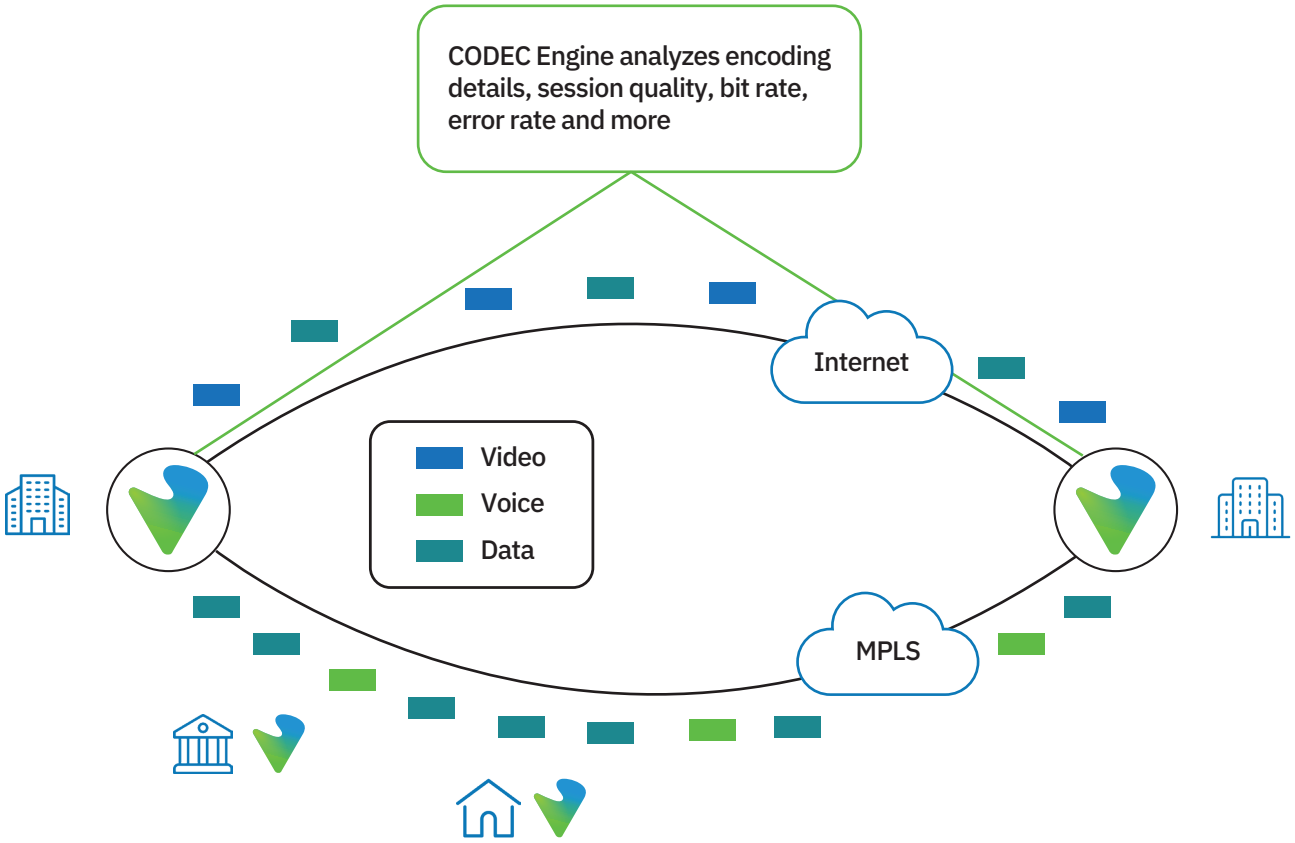
Broad codec and media-format support allows VQmon to evaluate traffic associated with widely used communications platforms including Microsoft Teams, Zoom, and Google Meet. It can also assess encrypted media without decrypting the stream, preserving confidentiality while providing the performance insight Versa needs to make informed decisions. Because VQmon integration is a part of VOS, the same capability can extend across physical, virtual, and cloud deployments as enterprise environments and needs evolve.

Business Value

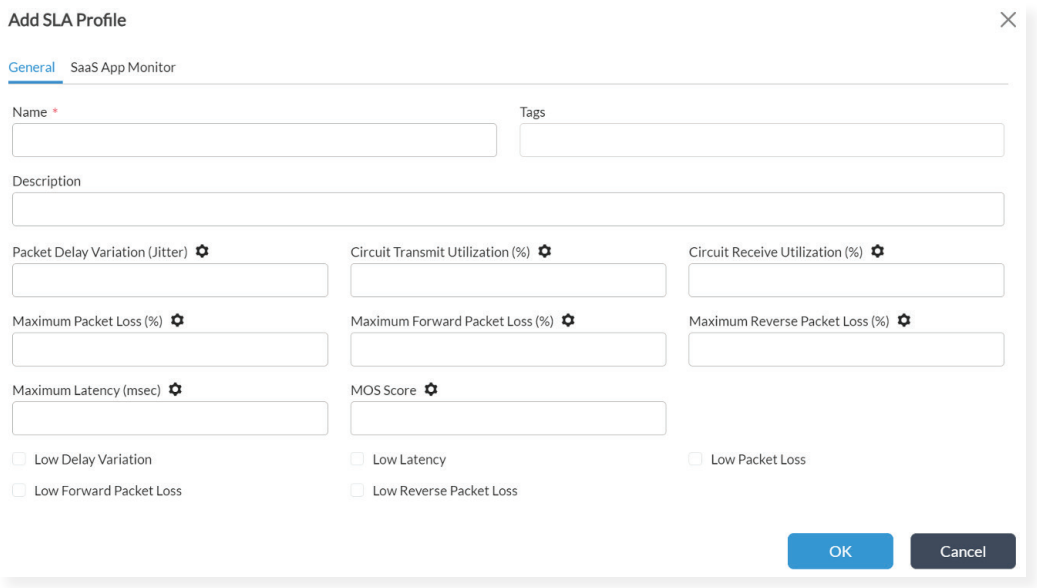
By bringing media quality assessment into the same policy-driven decision framework used to manage network performance, enterprises can automate responses to degradation before it becomes a prolonged user or customer issue. Versa's automated intelligent path selection can help passively maintain call and meeting quality without needing IT teams to engage, investigate, and remediate symptoms, reducing operational overhead while making better use of available network resources.

The same quality data also gives IT and network operations teams a clearer basis for monitoring service performance, evaluating trends, and measuring results against service-level objectives. This helps organizations identify recurring problems more quickly, focus trouble-shooting efforts where they are most effective, and maintain a more consistent experience across distributed users and locations.

How it Works/Technical Solution



Versa Secure SD-WAN uses SLA profiles and traffic steering policies to forward outgoing traffic flows to the desired WAN link, and continuously monitors the SLA metrics such as Packet Loss, Delay, Jitter and MOS Score (assisted by VQmon) over the WAN links. Traffic Steering policies define the SLA policies for individual applications based on the service level expectation required by the application to provide good user experiences.



For example, low packet loss is important for database sync applications, and corresponding SLA policies prefer links with low packet loss for these database sync applications. Similarly, voice and video applications prefer links with a better MOS value. When VQmon measurement data, such as the MOS value, indicates a potential SLA policy violation for a flow on a given network path, the flow can be transitioned via the forwarding policy to an alternate path with an acceptable performance value to ensure that the user's QoE is not impacted.

Key Use Cases

- Unified Communications & Videoconferencing Assurance - Contact/call centers, remote computer or IT support centers
- Voice over IP (VoIP) Quality Monitoring - Telecom providers & cellular carriers
- Multi-service branch – Enhanced traffic and QoS management for multi-device service delivery (user, OT and IoT devices)

Summary

Versa and Telchemy address the need for real-time media traffic quality analysis for enterprise collaboration and communications platforms and applications. By utilizing VQmon high-quality performance metrics across a wide range of video, voice and audio sources, Versa Secure SD-WAN can provide stable QoE for users and help meet SLA requirements for key use cases across telecom, call and support centers, and more.

Learn More

Key Benefits

- Real-time performance measurements ensure SLA-backed delivery of collaboration and media tools
- Large-scale collaboration performance analysis, including encrypted traffic streams, with minimal impact to core SD-WAN networking services

About Telchemy

Telchemy® is the global leader in embedded analytics for real-time applications and multimedia IoT. Its VQmon® technology delivers accurate, scalable Quality of Experience monitoring for data, voice, and video. With more than 600 million agents deployed worldwide, Telchemy continues to define the standard for real-time performance analytics used by leading networking and communications providers. Learn more at www.telchemy.com

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About Versa

Versa, the global leader in unified networking and security, enables organizations to create self-protecting networks that radically simplify and automate their network and security infrastructure. Powered by AI, the VersaONE Universal SASE Platform delivers converged SSE, SD-WAN, and SD-LAN solutions that protect data and defend against cyberthreats while providing a superior digital experience. Thousands of customers globally, with hundreds of thousands of sites and millions of users, trust Versa with their mission-critical networks and security. Versa is privately held and funded by investors such as Sequoia Capital, Mayfield, and BlackRock. For more information, visit https://www.versa-networks.com and follow Versa on LinkedIn and X (Twitter) @versanetworks.

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