

PRESS CONTACTS:**Connect Public Relations**

Ben Jolly
benj@connectpr.com
(801) 373-7888

Network Instruments, LLC

Stephen Brown
sbrown@networkinstruments.com
(952) 358-3820
Twitter: @SteveBrownNI

**Video Conference Adoption Surges at Interop Despite Concerns
over Bandwidth and Quality Metrics**

Within 12 Months Video Traffic Will Consume One-Third of Network Bandwidth

INTEROP, LAS VEGAS — May 11, 2011 — Despite video conferencing being adopted by the majority of Interop attendees, 38 percent of respondents indicated they lacked metrics and tools to assess video quality, according to the fifth annual study released by Network Instruments®. The onsite survey of 95 network engineers, IT managers, and executives attending the annual Interop Las Vegas IT conference found:

Widespread Video Adoption: Eighty-one percent have deployed some form of video conferencing. The majority of respondents have multiple deployments throughout their organization, including desktop video (62 percent), standard video conferencing (42 percent), and telepresence (24 percent).

Increasing Bandwidth Demands: Organizations that utilize video conferencing, report that it currently consumes 20 percent of network bandwidth on average. Respondents expected this to rise in the next year to one-third of bandwidth.

No Clear Quality Metrics: Without clear consensus on a specific metric for monitoring video quality, respondents rely on a variety metrics, including latency (60 percent), packet loss (52 percent), and jitter (51 percent). A smaller number rely on Video MOS (8 percent) or soliciting user feedback (5 percent).

Largest Video Challenges: In identifying the largest challenges to improving video-conferencing performance, nearly half indicated difficulties in allocating and monitoring bandwidth. 38 percent lacked the tools and metrics to monitor video conferencing. This compared to 28 percent who attributed the lack of user knowledge as the biggest challenge they face in ensuring a positive user experience.

"With video conferencing shifting to the mainstream, discussions at Interop are centered on how to ensure a more positive end-user experience," said Brad Reinboldt, senior product manager of Network Instruments. "Without clear quality metrics and tools to track and present video traffic in the context of overall activity, it's very challenging for network teams to effectively resolve performance problems and ensure the quality of the video service."

About Network Instruments

Since 1994, Network Instruments, a leading provider of performance management and troubleshooting solutions, has helped organizations ensure the delivery of business-critical applications. The company's platform of management and reporting products provides comprehensive visibility into networks and applications to optimize performance, speed troubleshooting, and assist long-term capacity planning. Headquartered in Minneapolis, the company does business in more than 50 countries.

For more information, please visit www.networkinstruments.com.

© 2011 Network Instruments, LLC. Network Instruments and all associated logos are trademarks or registered trademarks of Network Instruments, LLC. All other trade names, trademarks, and registered trademarks are the property of their respective owners.