Today's Network Management Challenges

The continued adoption of unified communications and an increased demand for BYOD have made today's networks even more complex. And, as quickly as IT budgets are shrinking, performance demands are multiplying, making the management of these ecosystems even more challenging.

Converged networks, codependent systems, mobility and presence, all relying on the same IP network, often leading to finger pointing during outages or events. How do you handle the support demands across voice, data, security, applications, and video networks? By investing in an enterprise management and monitoring solution capable of providing real-time information across voice and data networks, unified communications and video networks.

Nectar Has the Solution

Nectar’s Converged Management Platform™ (CMP™) improves service delivery across integrated voice, data, video and application solutions by providing critical performance information while also allowing you to manage, monitor and pro-actively troubleshoot your converged networks.

Regardless of their UC environment, with CMP, our customers support their business units through at-a-glance dashboards, service level reporting, and faster resolution of business service interruptions. This ensures peak performance and improves utilization of system resources.

Key Benefits of CMP

Faster Deployment and Discovery

Nectar CMP’s unique Vendor Knowledge Modules™ (VKMs™) use their inherent features of auto-discovery and deployment wizards to automatically map out your network and its interdependencies. These modules provide you with a centralized inventory that includes devices, hardware and firmware versions. VKMs, Information Packs and an easy to use SNMP MIB Import tool provide support across a broad spectrum of voice and data manufacturers, including Avaya, Cisco, Microsoft, Nortel, Acme Packet and others. VKMs enable rapid deployment and discovery in minutes versus hours, days and weeks.

Live Views at your Fingertips

Our unique at-a-glance and detailed live dashboards provide management, business and technical resources with both common and business specific information. Advanced correlation analytics map the availability, health, and performance issues to business processes, enabling you to respond with the correct resolution the first time.

No More Guesswork or Delay

Dependency Trees map system interdependencies, expediting your ability to zero-in on failed links, services, and components to isolate and perform diagnosis; resulting in prescriptive solutions and reduction in business loss and interruption.

Business Level Reporting

Advanced reporting capabilities provide a broader and deeper perspective, enabling trending and analysis for a true understanding of availability; more efficient capacity and inventory management; and right sizing of your network assets to help reduce maintenance costs.
Proactive Network Monitoring via Synthetic Calls
Synthesized transactions match to VoIP traffic patterns in your enterprise for proactive monitoring of end-to-end VoIP/RTP experience. You can now spot partial WAN outages as they happen, ensure that your QoS Policy is working with MOS for Synthetic Calls, and monitor QoS packet tags end-to-end using Nectar CMP’s Perspective.

Quality of Service Module
Reduce Recovery Time Using Skills-based Routing. The Intelli-Q Module is an intelligent alarm routing and escalation module that contains vector-like escorts, queues and escalation policies. “Escorts” were created just for the Nectar CMP Intelli-Q Module to enable a unique skills-based routing system that matches the level of issue difficulty with the correct technician, and then further escalates it in accordance to the level of criticality and skill set of the technician.

Voice Carrier Accountability
The real-time nature of Voice-over-IP (VoIP) makes it susceptible to network performance problems such as static, echo and other voice quality issues. Nectar CMP’s Voice Quality Module™ (VQM™) correlates real-time issues right down to the end-user, enabling rapid identification, isolation and resolution. Now, you can prove packet loss to your carriers.

Components of CMP

Vendor Knowledge Modules™ (VKM™) interpret alarms and perform interaction with PBXs, switches, routers, servers and applications to provide IT Teams with critical level indicators as a snapshot of business critical functions.

Information Packs were created to get you up and running in minutes, not days. These packs encompass data collection and representation, both live and historical, for the critical data elements within your network. These packs include: Pollers (SNMP Gets & Traps), Live Dashboards and Historical Reports.

Dependency Trees are a visual representation of all the components, services and integrations required to deliver an application to your users. It shows what’s working, what isn’t, and what users and departments are affected. In real-time, this context-sensitive display will show you any broken link in the chain, so you can focus your remediation efforts.

Dashboards — Nectar equips network operations experts with highly detailed, live dashboards that let them track all aspects of network performance and status. Dashboards can be customized to suit the needs of different users such as IT support or executive staff.

Reports — Our robust reporting capability provides historical reports that let you track device performance and resource utilization trends, custom reports and pre-packaged report packs for the most common devices and system resources.

ABOUT NECTAR: Nectar Services Corp. delivers market-leading software solutions that dramatically improve visibility into the performance of your converged networks. We do this by providing critical performance information while also allowing you to manage, monitor and proactively troubleshoot these Unified Communications networks.

Yet the real difference is the way we deliver these solutions. We believe every conversation matters, and that understanding what you do and why you do it has a real effect on your bottom line. That is why we take the time to establish a human connection with each customer that reveals the needs and challenges specific to your business.

Our world-class solutions are available in a Software-as-a-Service (SaaS) model or as a CapEX purchase and work with Avaya, Cisco, Nortel, and Lync UC solutions.

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