Your Key to Unlocking Complexity

Nectar’s Converged Management Platform™ (CMP™) improves service delivery across integrated voice, data, and application solutions by providing critical performance information to executives and technical resources. Armed with this knowledge, companies now have the foundation to align IT initiatives with business objectives, transform their infrastructure and free up critical resources.

Today’s Network Management Challenges

Today’s organizations face increasingly complicated operational challenges with budgets that are shrinking as quickly as performance demands are multiplying.

The continued adoption of VoIP (Voice-over-Internet Protocol) communications, and an increased demand for BYOD (Bring Your Own Device) have increased network and application complexity. The interdependencies between today’s business communications and collaboration applications make managing these ecosystems even more challenging.

Converged networks, codependent systems, mobility and presence, all relying on the same IP network, often lead to finger pointing during outages or events. In order to remedy these types of issues, deeper expertise and greater collaboration between voice and data teams is necessary to handle the support demands across voice, data, security, applications, and video networks.

Traditional tools fall short of meeting this new demand, and often only represent the interests of a particular technology expertise or silo of infrastructure. Collaboration is limited and the tools are rarely integrated for a holistic view across technologies. This can impact the length of the business interruption and increase the manpower required to investigate and solve an issue.

Competing priorities of IT staff, a need for greater visibility, and a transformation of infrastructure has led to the need for an enterprise management and monitoring solution capable of providing real-time information across voice and data networks, unified communications and video networks. The solution must have the ability to report on the health of the entire network, its performance, and must also provide rich Quality of Service (QoS) statistics.

With the growing number of manufacturer tools and point solutions available today, determining which solution is best for your business needs is overwhelming.

Nectar CMP Delivers on Today’s Challenges

Nectar CMP enables our customers to 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.

Nectar CMP’s multiple interrogation techniques respond instantaneously to dramatic performance, bandwidth, and quality fluctuations. This is a tremendous differentiator as today’s technology leaders struggle to meet the mobility demands of their constituencies.

Leveraging the power of Nectar CMP positions you to transform your infrastructure, free up critical resources and improve IT service delivery.
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 QoS 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.

About Nectar

Nectar Services Corp.* delivers innovative software solutions that dramatically improve the management, visibility, and service delivery across global and enterprise converged Voice-over-IP (VoIP), SIP and MPLS networks. Through the development of innovative solutions, Nectar delivers business value by arming IT organizations with actionable information to adapt to change, manage complexity, and transform their infrastructure.

Our flagship offering, Nectar Converged Management Platform™ (CMP™), is uniquely designed with business services in mind. It equips management, business, and technical resources with the essential information they need to facilitate the alignment of business and IT initiatives. Leveraging the power of Nectar CMP positions you to transform your infrastructure, free up critical resources and improve service delivery across integrated voice, data, and application solutions.

Since its founding in 2006, Nectar Services Corp. has been committed to delivering market-leading software innovations to our partners and customers. Nectar Converged Management Platform (CMP) was conceived to revolutionize data center management and monitoring, enabling our customers to address the increased complexity and interdependencies of today’s newly converged networks. Our world-class solution is available in a Software-as-a-Service (SaaS) model or as a CapEX purchase.