

# Perspective: Low-Cost, Easy-to-Deploy Testing Capabilities for Network Assessment, Monitoring, and Problem Resolution



Today's Unified Communications (UC) ecosystem is comprised of highly complex, converged networks that support a variety of critical, real-time business applications such as instant messaging, IP telephony, video conferencing, mobility, and collaboration. Its goal is to provide a consistent, cohesive interface and user experience across multiple devices and media-types, thereby improving user productivity and enhancing business processes among individuals and workgroups.

Unfortunately, the ever-demanding, substantial performance and availability requirements of these applications make them particularly susceptible to network congestion, latency, and configuration errors. Ensuring that voice applications meet the high quality expectations of users is a vital business imperative, and achieving such a goal requires the ability to pinpoint and troubleshoot Quality of Service (QoS) issues before users are affected. Nectar's Unified Communications Management Platform (UCMP) Perspective module does just that – providing you with real-time visibility into critical performance issues for faster resolution of service interruptions.

## Nectar Solves Today's UC Challenges

Nectar's UCMP offers the most advanced, intelligent UC management and monitoring capabilities available today. The UCMP architecture is built from the ground up to provide complete, centralized network visibility throughout a multi-vendor UC environment via a 'single-pane of glass' horizontal view that can support thousands of end users worldwide. It enables service providers and enterprise customers like you to proactively monitor, diagnose, and remediate issues fast – so you can quickly adapt to changing UC network requirements while maximizing your total cost of ownership.



Perspective is a customizable software module within the UCMP framework that provides advanced capabilities for network-pre-assessment and voice quality troubleshooting, and real-time problem identification and resolution. As a synthetic traffic generation engine, Perspective enables you to easily and efficiently monitor anticipated end-to-end voice sessions over IP. Within a distributed, converged network, traditional packet flow can cross multiple paths based on their source and destination. This makes it impractical, if not impossible, for traditional vendor solutions to proactively monitor anticipated voice quality. The Perspective module solves this problem by leveraging the power of the UCMP real-time communications infrastructure with Perspective's distributed agent technology. This advanced technology enables your network support staff to simultaneously monitor Quality of Service (QoS) from different locations within your distributed UC environment – allowing you to maintain a consistent quality level based on your corporate QoS design.

## How Perspective Works

The Nectar Perspective module's real-time, synthetic traffic generation system simulates voice traffic patterns for pre-deployment network assessment and post-deployment proactive and passive monitoring. Utilizing an advanced suite of codecs (used for encoding or decoding a digital data stream) that include, but are not limited to G711, G729, and G722, Perspective delivers an advantage in network pre-assessments, voice quality troubleshooting, and proactive problem identification through its unique ability to generate RTP and UDP traffic. These traffic patterns can include a single source to multiple destinations (hub), multiple sources to multiple destinations (spoke), and/or a full mesh of traffic.

Unlike most traditional synthetic engines, Perspective truly simulates a customizable voice so it can



detect degradation stemming from Round Trip Delay (RTD), jitter, packet loss and/or path change and its effects on MOS (Mean Opinion Score). With Perspective, IT personnel can run calls continuously for on-going diagnostics, or they can schedule calls to begin once the call center closes. Any call instability will generate an alert. Perspective enables your support staff to review network path, delay, jitter, and packet loss metrics from the simulated calls. The Perspective module has everything needed to maintain a centralized view of real-time and historical measurements; centrally administer synthetic transaction sessions; and provide alarms and alert IT staff based on customizable performance thresholds.

### Advanced Features for Global UC Networks

The Perspective module provides your business with significant economies of scale and effective IT collaboration across a global, distributed network. Regardless of the multi-vendor components at play in your UC network, the UCMP Perspective module can support your unique business needs and ensure peak performance and optimum utilization of your UC voice and video system resources with the most advanced set of features available today.

#### Scalable

The UCMP Perspective module can support synthetic traffic sessions across a global, distributed network that can support thousands of users worldwide. RTCP and UDP traffic patterns can include a single source to multiple destinations, multiple sources to multiple destinations and/or a full mesh of traffic.

#### Centralized Management

With Perspective, you have complete, end-to-end visibility across your company's entire multi-vendor, network ecosystem via a centralized, horizontal view – providing easy access to the critical, actionable voice performance information your technical resources need to resolve issues quickly.

#### Robust Reporting

Perspective delivers comprehensive, standardized reporting features and advanced analytics that provide in-depth synthetic call testing results. Specific reports include top 30 suspect sessions (daily, weekly, monthly); session Quality of Service (QoS) (daily, weekly, monthly); event status (daily, weekly, monthly); and suspect calls.

#### Synthetic Testing Capabilities

The Perspective module offers a variety of testing options, including a stress test that increases voice sessions to determine the point at which the quality starts to degrade; a continuous QoS test which initiates a session that will provide alarm alerts for a QoS threshold breach; as well as network trace technology that monitors and generates alarms for route path and Differentiated Services Code Point (DSCP) changes; and codec tests to verify that different codecs are working properly.

#### Cloud Enabled for Remote Offices

For remote or home-based users, Perspective can be deployed in the cloud, enabling support staff to proactively monitor real-time communications and detect issues for faster resolution.

#### Simulates a True Voice Experience

Perspective Advanced QoS packet marking technology is designed to assist in identifying missing or misconfigured QoS network settings, network bandwidth issues, voice quality issues, and network path changes that can contribute to a negative voice quality experience. Any issue will automatically generate an alarm.

#### Call Scheduling Anytime

Simulated calls can be scheduled by date or time virtually anytime – during the day, at night, or on weekends.

#### Supports Multiple Codecs

Perspective supports a variety of different codecs that are used in conferencing, streaming media, and editing applications, including but not limited to G711, G729, and G722.

#### Works within Distributed, Multi-Vendor Environments

Regardless of other vendor or technology platforms that may be operating within the same network environment, the UCMP Perspective solution can provide seamless insight, metrics, and root-cause analysis of issues that may affect voice quality and the overall user experience.

## Empowering Your Business

Nectar's Perspective module delivers unparalleled business value for your evolving, multifaceted network ecosystem – providing network operators with the critical, actionable voice and video performance information they need to resolve service interruptions immediately. With the UCMP Perspective module, your technical support staff now has the ability to adapt quickly to change, manage complexity, and deliver unique, quantifiable ROI reporting and monitoring for your global, multi-vendor unified communications systems.

## About Nectar Services Corp.

The company's flagship offering – the Nectar Unified Communications Management Platform (UCMP) – improves service delivery across integrated voice, data, video, and application solutions by providing critical, actionable performance information to both executives and technical resources. Armed with this knowledge, service providers and enterprise customers like you now have the foundation to align vital IT initiatives with key business objectives, thereby freeing up essential resources and transforming your company's infrastructure into a highly responsive business asset.

Nectar – because every conversation does matter.

### For more information:

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