

# A Powerful Collaboration



## Nectar Unified Communications Management Platform for Cisco UC Environments

Within today's highly dynamic Unified Communications (UC) landscape, organizations are confronted constantly by increasingly complex operational challenges. It is within this type of evolving, multifaceted network ecosystem that Nectar Services Corp. delivers unparalleled business value to all Cisco UC platforms – providing users with the ability to adapt quickly to change, manage complexity, and deliver unique, quantifiable ROI reporting and monitoring for global, multi-vendor unified communications systems.

The company's flagship Unified Communications Management Platform (UCMP) is revolutionizing the way in which voice, video, and web collaboration applications, systems, and networks are managed by dramatically improving visibility into and enhancing service delivery throughout an enterprise customer's converged network environment. Nectar has leveraged the power of its UCMP architecture across a multitude of industry leading vendors and technology – including Cisco Unified Communications environments. This innovative solution brings clarity to complex UC interdependencies and business processes by delivering critical, actionable performance information that executives and technical resources need for faster resolution of service interruptions.

## Nectar Offers a Complete, Holistic Approach to UC Management

Regardless of vendor platform or technology, Nectar UCMP offers the most complete suite of innovative

features on the market today, providing superior ease of deployment and unprecedented end-to-end service management across integrated voice, data, security, applications, and video networks. By taking this architecture-based, agnostic approach to UC environments, Nectar UCMP can deliver exceptional system health and availability for all Cisco UC deployments with a single 360-degree view of all voice and data assets, providing root cause analysis, contextual monitoring, and at-a-glance troubleshooting.

### UCMP Benefits for Cisco UC Environments

Ability to provide more effective, usable data for trending and diagnostics

Identification of incorrect network settings/utilization within the network

Immediate notification on network events impacting Cisco UC deployments

Real-time media analysis of Cisco voice and telepresence sessions

Site-based performance trending and reporting for multi-tenant interfaces

Ability to quickly bracket the source of performance problems

Monitoring and reporting on client premise Wi-Fi networks

SIP/SCCP signaling analysis, ladder diagram utilization, etc.

Root-cause analysis and alarm management capabilities

Synthetic calling to test both wired and wireless networks

Advanced analytics across multi-vendor UC platforms

Dynamic drill-down and ad hoc reports for UCM databases

## Advanced, Purpose-Built Software That Manages Cisco UC Complexity

With Nectar UCMP, enterprise customers who are using Cisco Unified Communications technology have access to the most innovative UC software solution on the market today. It enables IT organizations to effectively manage intricate, overlapping multi-vendor environments while reducing operational costs and maximizing their organization's total cost of ownership.

### Unified Communications Diagnostics

Integral to the UCMP platform is Nectar's Unified Communications Diagnostics (UCD) module. It provides real-time visibility into the overall quality and performance of the user experience by uniquely monitoring session content and corresponding network topology. The UCD monitors and collects comprehensive data related to packet loss, jitter, delay, echo, signal-to-noise ratios, MOS, and R-factor, for example, and provides complete IP network information correlation and comprehensive insight for fast resolution, a lower total cost of ownership, and a superior end-user experience.

This correlation allows a help desk agent to instantly associate specific user-reported complaints to events in any part of the network. Alerts and notification targets are configurable through interactive dashboards. Visualization of historical trends allows tracking, management, and decision making to improve the user's experience and anticipate operational requirements such as capacity planning.

The UCD module also provides real-time, in-depth historical reports that enable IT organizations to track device performance and resource utilization trends across all Cisco UC environments.

### Gartner Chooses Nectar as a 2014 Cool Vendor in Unified Communications

*"Cool Vendors are exploiting the Nexus of Forces of cloud computing, social, mobile, and information to challenge long-held assumptions and significant investments in traditional IT. These cool vendors are transforming the way businesses operate and consumers engage with technology."*



### UCMP Provides Real-Time Analysis for Cisco UC Deployments

With Nectar UCMP, enterprise customers and their service providers can proactively monitor, manage, and measure the health and performance of their entire Cisco UC ecosystem. Regardless of other vendor or technology platforms that may be operating within the same network environment, the UCMP solution can provide seamless insight, metrics, and root-cause analysis of issues that may affect user quality and the overall Cisco UC experience.



### The Best Choice for Managing Multi-Vendor UC Environments

As a technology leader, Nectar's UCMP solution provides unprecedented ease of deployment and end-to-end service management across highly complex, multi-layered unified communications systems. It is the industry's first intelligent, complete UC management architecture that provides the critical, actionable performance information that executives and technical resources need in order to align vital IT initiatives with key business objectives and free up critical resources.

**For more information:**

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