

Nectar & Sonus Jointly Develop Integrated Solution to Provide Deep Diagnostics Management, Monitoring, and Real-Time Visibility for Sonus Session Border Controllers

Integrated UC Diagnostics system for Sonus SBC 1000/2000 offers diagnostics functionality via a single, centrally located system; reduces complexity at the network edge, simplifies and speeds deployment, and substantially cuts operating costs

Inevitable SIP Migration Yields Significant Operational Benefits

It is an inescapable truth and a key business driver: enterprise customers are migrating in droves from PSTN to SIP (Session Initiated Protocol). Unlike highly inefficient PSTN configurations that are expensive to maintain and hard to manage, SIP connectivity provides abundant cost and operational efficiencies, including superior flexibility, a smaller hardware footprint, increased resilience, and improved business continuity.

The Challenge: Audio Quality and Deployment

A successful migration, however, requires choosing the right provider, as well as ensuring quality collaboration between Unified Communications (UC) and network teams. The recent SIP School's SIP Survey found that most SIP installations are not deployed effectively. In fact, 72% of users experience issues with their provider, edge device (Session Border Controller, for example), or PBX. According to the survey, audio quality associated with configuration issues is the most common complaint, and poor design and implementation is often the underlying problem.

The Solution: Scalable, Centralized Management and Deep Forensics for Sonus SBC Environments

Nectar's Unified Communications Management Platform (UCMP) solves these migration issues and more, offering enterprises providers a wealth of opportunities to solve critical customer needs. It provides IT professionals with complete visibility into the health and performance of both the SIP network and the SBC by tracking both signaling and media — ensuring real-time, proactive monitoring and management. It effectively isolates issues to the internal network, the SIP service provider, or the SBC itself. Total visibility eliminates finger pointing and ensures that corrective actions are taken in a timely manner — thereby reducing time to resolution, guaranteeing optimal voice quality, and ensuring a superior user experience.

Joint Development Effort Integrates Nectar Technology into Sonus SBC 1000 and 2000



Now, through a joint technology development effort with Sonus, a global leader in secure and intelligent cloud communications, Nectar has further integrated its UCMP capabilities — specifically, UC Diagnostics — with the Sonus SBC 1000 and SBC 2000. Integrating UCMP technology into the Sonus



SBC 1000
(up to 24 FXS, 8 FXO, 8 BRI, 2 PRI)
160 Sessions



SBC 2000
(up to 16 PRI, 48 FXS)
600 Sessions

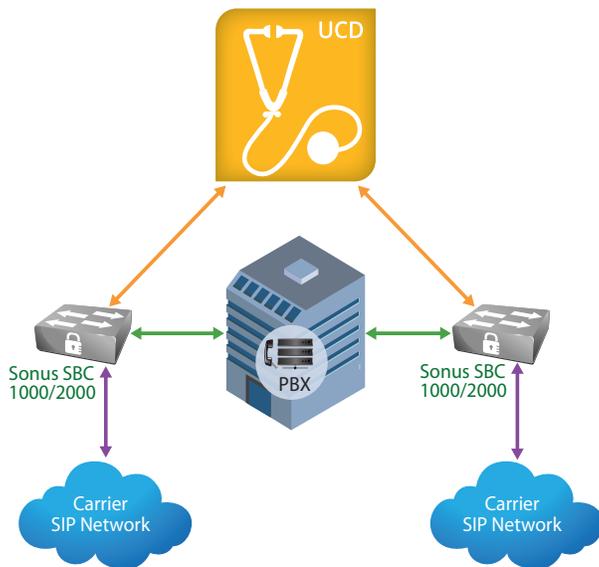
- Award winning Session Border Controllers for Skype For Business deployments
- Interoperable with Cisco, Avaya, ShoreTel, TDM PBXs and analog endpoints
- Local survivability, including Lync/Skype for Business Survivable Branch Appliance (SBA) and BroadWorks
- Easy to install and manage



"Nemertes' annual IP Telephony and Unified Communications total cost of operations research shows that IPT/UC operational costs are on the rise for most organizations as they struggle to reduce mean time to repair and to proactively prevent service issues before they occur, and that use of third-party management tools results in operational cost savings."

IRWIN LAZAR, VP AND SERVICE DIRECTOR, NEMERTES RESEARCH. COMMUNICATIONS TEST & MEASUREMENT PRACTICE





SBC 1000 and 2000 provides partners, enterprise customers, and services providers with deep forensics and unsurpassed visibility into the health and performance of the Sonus SBC infrastructure and session level diagnostics at the carrier demarcation point.

Real-Time SIP Session Management and Real-Time Media Analysis

From a centralized location, Nectar's UC Diagnostics technology, integrated with the Sonus' SBC 1000 and/or SBC 2000, deploys in minutes to provide full signaling and media analysis

on both the public and private side of the SBC — without the need for network taps or SPAN ports. This enables complete session visibility so IT managers can take a proactive approach to quickly identifying the location of signaling issues and media quality problems — before they can negatively affect the user experience.

Further, the jointly developed, integrated UC Diagnostics and Sonus SBC solution provides unmatched **Centralized Management** — A single UC Diagnostics system can be installed in a centrally located and secure data center to monitor Sonus SBCs deployed at remote sites. This reduces the number of UC Diagnostics servers that must be installed, and dramatically decreases maintenance costs. Additionally, it offers significant operational benefits since all UC Diagnostics systems are centrally located — no need to manage monitoring servers at each remote site.

Key Benefits

- Full probe functionality with no probe required.
- Significantly reduces operations and maintenance costs since UC Diagnostics devices are not physically deployed at remote sites.
- Enables monitoring of all remote SBCs via a single, centrally located UC Diagnostics system — with no loss of functionality.
- Facilitates monitoring and rapid turn up of new sites by means of a simple configuration change on the Sonus SBC.
- Creates a clear point of demarcation between the Enterprise and the Carrier.
- Proactively monitors the health, performance, and capacity of the SBC infrastructure.
- Tracks and monitors SIP signaling errors on both sides (public and private) of the SBC.
- Provides clear RTP quality measurements on both sides of the SBC.
- Address all facets – signaling, media, hardware and Service Provider.
- Ensure quality end-user experience for SIP calls.

UC Diagnostics Functionality

Feature	Description
Bracketing	Isolates issues to internal (private) or external (public/PSTN) side of your SBC demarcation point, signaling, and/or media
Real-Time Media Statistics	Provides real-time, during call, media analysis to show the true end user experience
Media KPI	Offers current and historical key performance indicators for alerting and trending (MOS, packet loss, jitter, etc.)
SIP Response Codes	Identifies unexpected SIP termination/error codes and quickly finds problem sessions
Ladder Diagrams	Quickly debugs hard to find signaling issues
Signaling KPIs	Includes current and historical (signaling) key performance indicators for alerting and trending (post-dial delay, etc.)
Site Tracking	Delivers site-based session tracking and reporting to identify systemic versus local failures (heat map view)
Related Sessions	Swiftly identifies and relates all legs of a call

The Best Choice for Managing the Network Edge in Multi-vendor UC Environments

Through strategic alliances with Sonus and other industry leaders, Nectar is continuing to spearhead the delivery of unparalleled business value to IT organizations. Enterprises can now align vital IT initiatives with key business objectives, thereby freeing up critical resources and transforming their company's essential technology infrastructure into a highly responsive business asset.

About Nectar Services Corporation

Nectar is a global market leader. The company provides the most comprehensive monitoring and diagnostics software solution for Unified Communication services, enabling IT and operations organizations to proactively ensure the end-user experience. Our flagship offering, the Unified Communications Management Platform (UCMP), improves visibility and service delivery across integrated voice, video, and data application solutions by providing unique and critical performance information. Nectar provides monitoring and diagnostics for millions of enterprise endpoints to more than 1,200 enterprises in over 86 countries — including some of the largest global banking, search engine, service provider, healthcare, and manufacturing organizations in the world.

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