Powerful, easy-to-use monitoring, diagnostics and reporting platform for managing Cisco collaboration and multi-vendor ecosystems.

Great User Experiences Are Enabled by a Healthy Collaboration Environment

Voice and video form the foundation of enterprise collaboration and never before have there been so many powerful collaboration platforms and technologies available to end users. This golden era of collaboration enables new scenarios for end-users but also poses a challenge to IT operations and support teams who struggle to gain visibility into all the elements that may be contributing to session health and user experience.

PLATFORM
Servers, Services & Operating Systems
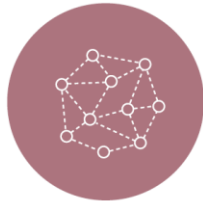
NETWORK
WAN, Wireless, Internet & Carrier Services

ENDPOINT
Devices, Operating Systems, Client Software & User Behavior

Nectar's monitoring, reporting and troubleshooting tools for Cisco are best-in-class for managing Cisco Unified Communications Manager but also support 3rd party components such as SBCs and headsets.

Nectar supports:

- Cisco Unified Communications Manager (10.5, 11.0, 11.5, & 12.0)
- Cisco Hosted Collaboration Solution (HCS)
- Cisco Unity
- Cisco Meeting Server
- Telepresence Management Suite
- Expressway
- Integrated Service Routers
- 3rd Party SBCs

nectar 10

- Purpose-built for the unique session-based nature of voice, video and real-time collaboration.

- Correlates platform, network and endpoint telemetry with overall session health.

Nectar enables the best Cisco Collaboration user experience with real-time visibility, alerting, troubleshooting and reporting across multi-vendor platform, network and endpoint environments.

Nectar is the premier management platform for voice, video and real-time collaboration operations and support teams. Our portfolio empowers organizations to deliver great user experiences on voice & video.

Foundation

Superior platform, session and user experience **monitoring** & **reporting**.

Nectar Foundation delivers multi-vendor, multi-platform health and availability monitoring and reporting in single interface that is purpose-built for voice and video environments. Leveraging a variety of advanced telemetry inputs, Nectar Foundation is at the core of every Nectar deployment. It's powerful capabilities include:

- Global dashboard views of real-time platform health, session health and user activity.
- Robust reporting on overall user experience, location-based metrics and platform health.
- Easy session and user-based queries of conferences, PSTN and peer-to-peer calls.
- Customized administrator notifications of critical events & alarms.
- Powerful remote management tools for connecting administrators to target systems.

By focusing on the entire collaboration ecosystem but leveraging vendor-specific key health indicator analysis, Foundation allows operations teams to proactively address potential issues and to quickly respond when unanticipated issues do arise.

Diagnostics

Advanced, time-saving **troubleshooting** of voice and video sessions.

One of the most time-consuming and potentially frustrating activities for collaboration support professionals is the troubleshooting of network or signaling-related problems that result in traditionally difficult-to-identify issues such as failed or lost calls, dropped sessions, one-way audio or poor quality audio or video. These issues often present themselves in unexpected or unpredictable ways and frequently earn the moniker of phantom issues.

Nectar Diagnostics offers a unique, efficient and powerful alternative to traditional time-consuming troubleshooting activities by capturing advanced signaling and media analysis of every monitored call or call attempt. This allows administrators to analyze the original phantom issue without having to spend hours or days recreating a failed call scenario.

With exceptional end-to-end session health visibility, Nectar Diagnostics offers a variety of deployment options with configurations that consume and correlate session-related telemetry from various platform, network and endpoint environments.

Optionally, Nectar Diagnostics can also provide advanced Layer 3 interface statistics in the full context of on-the-wire packet capture & analysis for critical network segments such as carrier SIP trunks and aggregated media paths adjacent to conferencing servers.

Perspective

Independent **network health monitoring** for voice and video traffic.

Nectar Perspective is a platform-independent network monitoring and assessment tool that utilizes synthetic traffic between software agents to simulate voice traffic on key network segments and monitoring the health of those sessions in real-time.

Enterprise networks are dynamic and traffic loads are often highly variable. Since voice and video are uniquely susceptible to network congestion, misconfiguration and latency issues, Perspective provides collaboration administrators advanced visibility to the performance of the network specifically for voice and video traffic.

Nectar 10 for Cisco

built for CLOUD

As voice and video workloads migrate from traditional premise-based platforms to cloud based solutions, enterprise teams are looking for ways to minimize infrastructure and simplify operations & support tools. Organizations that are not yet moving to public cloud services still want solutions with cloud-like efficiency and ease of operations. Our cloud-first approach in Nectar 10 enables new scenarios built for the modern collaboration landscape and provides flexible public and private cloud deployment scenarios.

built for SIMPLICITY

Technology shifts being driven by enterprise requirements in support of mobility and globalization have resulted in multi-vendor collaboration environments for most organizations. New offers and business models from the traditional vendors alongside disruptive new provider platforms are quickly driving a need for consolidated management tools. Nectar 10 is built from the ground up with this scenario in mind and is designed to provide an intuitive experience that allows everyone from tier one support to advanced power-users or executive leadership to quickly find the data and insights they need to do their job.

built for THE FUTURE

Scalability, high availability, security and compliance form the foundation of many IT platform choices today. At the same time, there is more data available to IT as new, exciting sources offer, for the first time, deeper insights into conference rooms, huddle spaces, remote & mobile worker environments and user behavior. Built to leverage a variety of data sources, Nectar 10 is ready for new inputs and APIs as our industry evolves but is also designed to support current and evolving compliance (i.e. GDPR) and enterprise operations requirements for privacy, security and reliability.

Nectar 10 for Cisco

Key Features of Nectar 10 for Cisco Collaboration Environments

Nectar's advanced capabilities ensure a great user experience by enabling Cisco enterprise support and service provider teams to proactively manage multi-vendor network complexity. It provides enterprise IT teams with the actionable performance information they need in order to achieve faster issue resolution.

- Provide actionable insights on session quality and platform health.

- Identification of misconfigured network elements and unanticipated capacity utilization within the network.

- Immediate notification of critical platform and network events impacting Cisco UC deployments.

- Real-time media analysis of Cisco voice and telepresence sessions.

- Site-based performance trending and reporting of session quality.

- Monitoring and reporting based on endpoint devices.

- 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.

- Real-time video conference analysis with support for Cisco Meeting Server and TelePresence Management Suite.

- Auto-discovery of CUCM cluster environment.

The Smart Choice for Great Cisco Collaboration User Experiences

Nectar knows what it takes to meet the needs of Cisco enterprise customers and their service providers. By enabling a great user experience, Nectar can deliver unparalleled business value to any Cisco UC deployment. The ability to provide a centralized management view with real-time call troubleshooting not only speeds problem resolution and significantly reduces user dissatisfaction, it also eliminates operations team frustration and customer perception issues. With Nectar, enterprise customers can now more effectively align their vital IT initiatives with key business objectives, thereby freeing up critical resources and transforming their Cisco collaboration technology infrastructure into a highly responsive business asset.