Unified Communications Foundation Module: Superior Health and Performance Monitoring and Management

The integration of Unified Communications (UC) services, combined with an escalating demand from 'big data', BYOD, layered security, and dynamic cloud-based resources, is making the management of today's converged networks nearly impossible. Within this environment, applications like conferencing, mobility, video, and collaboration – with their massive performance levels and availability requirements – frequently fail to meet the unwavering expectations of users. The grim reality is that most UC management offerings today cannot pinpoint call problems as they are happening, nor can they deliver real-time monitoring or provide the consistent, reliable collaboration foundation your business requires.

Comprehensive UCF Features
√ Health & Availability
√ Performance & Capacity
√ UC Auto-Discovery & Inventory
√ Voice & Video Quality
√ Multi-Vendor Neutrality

Nectar can. With years of experience and vast technical expertise, Nectar Services Corp. understands what it takes to meet your UC management needs. That's why we developed the Unified Communications Management Platform (UCMP), an innovative, architecture-based software suite that delivers advanced, platform-independent UC management and monitoring – so you can achieve increased user productivity, business agility, and effective control of operational costs within your global, multi-vendor UC ecosystem. Through this purpose-built, vendor-agnostic approach, Nectar's UCMP is revolutionizing UC management and monitoring by providing your company with a holistic infrastructure for inventory, capacity and performance management, monitoring, intelligent alarms, and root-cause-analysis, while enabling both remediation and remote programming support for global IP communications systems.

How Nectar's UCF Module Works

Integral to Nectar's UCMP is the Unified Communications Foundation (UCF) layered software that's specifically designed to improve service delivery across integrated voice, data, video and application solutions by providing the critical performance information you need to easily and proactively manage, monitor and troubleshoot your converged, multi-vendor network. At its core, Nectar's UCF module delivers exceptional system health and availability with a single 360-degree view of all voice and data assets. It is based on the principle of delivering centralized dashboard views and business-centric notifications while presenting alarm and performance data in real-time.

Nectar's UCF provides for enhanced performance by focusing on the entire UC ecosystem via integrated capabilities such as resource trending and utilization, capacity monitoring and planning, and comprehensive reporting and analytics. Further, Nectar's UCF module provides simple access to voice quality metrics that include trace route and IP network visibility, real-time media analysis, and immediate UC network awareness. Comprehensive troubleshooting tools enable synthetic call testing, remote access and call tracing, file transfer and secure chat capabilities, alarm management, and SLA tracking and management.

The UCF module, working in concert with Nectar's Perspective module, enables pre- and ongoing network assessment and UC monitoring. Perspective is a highly customizable software

solution that provides advanced capabilities for continuous network assessment, voice and video quality troubleshooting, and real-time problem identification and resolution. As a synthetic traffic generation engine, Perspective enables efficient monitoring of anticipated end-to-end voice and video sessions over IP.

Cutting-Edge Technology for Your Converged Communications Assets

The UCF module incorporates industry-leading technology components that are designed to help you quickly identify, isolate, and remediate UC performance issues while seamlessly integrating multi-vendor environments for a positive end-user experience.

Application Specific Knowledge Library offers an in-depth collection of management and monitoring software that can interpret alarms and perform interaction with PBXs, switches, routers, servers and applications to provide IT teams with critical level indicators as a snapshot of business critical functions. It provides broad and deep dynamic polling and reporting functionality, with increased automated process capabilities. This collection of software is designed to help you get your UC network up and running in minutes, instead of days or weeks. It includes both live and historical data collection and representation for the critical data elements within your network.

Dependency Trees provide a visual representation of all the components, services, and integration required to deliver an application to your users. They show what is working, what isn't, and what business areas are being affected. This context sensitive display shows you in real-time any broken link in the chain, so you can quickly focus your remediation efforts.

Dashboards equip your network specialists with highly detailed, real-time information in a format that allows you to track all aspects of network performance and status. Dashboards are customizable to suit the needs of different users, including IT support teams and/or executive-level staff.

Robust Reporting and Advanced Analytics capabilities provide in-depth historical reports, allowing you to track device performance and resource utilization trends. You also gain access to custom reports and pre-packaged report packs for the most common devices and system resources within your UC environment.

By understanding how your company uses its unified communications assets, Nectar can help you attain significant economies of scale and IT collaboration while assuring an easy path for future technology needs and business growth. This means that you can easily and efficiently integrate new software and services from any vendor while reducing operational costs and maximizing your organization's total cost of ownership – no forklift upgrades required!

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.

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