

# Gain Total Visibility in Real-Time with Nectar UCMP for Session Border Controllers

Comprehensive solution provides unparalleled health and performance monitoring for SBC infrastructure, plus dynamic signaling/media analysis for SIP sessions

## Cost Savings & Operational Efficiencies Drive Migration to SIP

A growing migration among enterprise customers from PSTN to SIP (Session Initiated Protocol) connectivity is occurring because most PSTN configurations are difficult to manage, highly inefficient, and costly to maintain. SIP, however, provides customers with numerous cost savings and operational efficiencies, greater flexibility, a reduced hardware footprint; lower call costs, increased resilience, and improved business continuity.

Unfortunately, not all SIP implementations are created equal. Results of the 2015 SIP School's SIP Survey indicate that 72% of actual users have experienced issues with their provider, edge device (Session Border Controller, for example), or PBX. According to the survey, the most common complaint continues to be audio quality associated with configuration issues. Further, the survey suggests that the underlying problem may be related to poor design and implementation.

## Nectar Provides Unrivaled Visibility into Health & Performance of SIP/SBC Infrastructure

Nectar is solving these problems and more with its Unified Communications Management Platform (UCMP). It provides IT professionals with complete visibility into the performance of

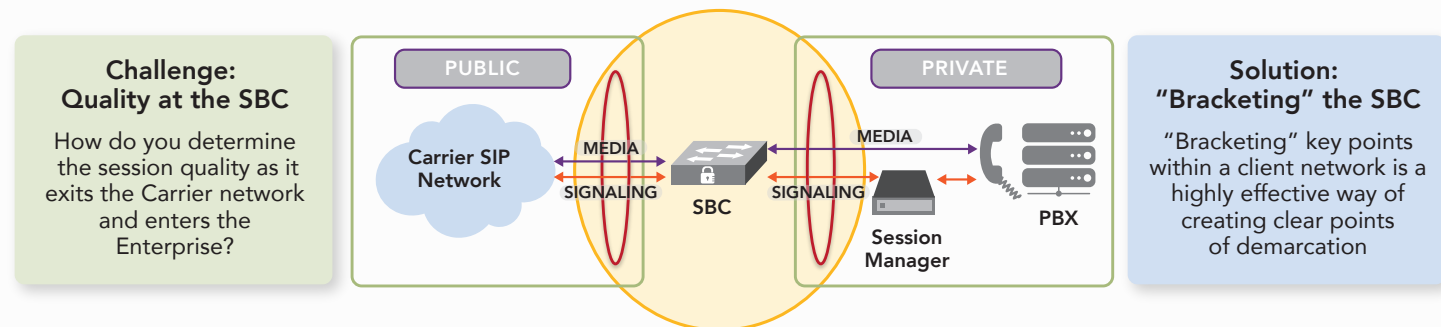
SIP networks by tracking both signaling and media — enabling real-time, proactive monitoring and managements. In addition, Nectar's UCMP framework supports Session Border Controllers (SBC's) for unsurpassed visibility into the health and performance of both the SBC infrastructure and session level diagnostics at the carrier demarcation point.

## Key Features/Benefits

- Provide real-time call quality measurements on both the Public and Private side of the SBC to isolate problems as internal or external
- Proactively monitor the health, performance and capacity of the SBC infrastructure
- Track and monitor SIP errors on both the Public and Private side of the SBC
- Monitor and trend SIP signaling responsiveness for excessive delays in call setup and/or teardown

## Results

- Identify and address all potential SIP issues — signaling, media, hardware, or Service Provider
- Become proactive rather than reactive
- Spot issues before your users report them
- Clear visibility for faster first line diagnostics
- Faster resolution and improved user experience



"Nectar's breadth and depth and comprehensive view of the ecosystem help service providers and enterprises to provide the best end-user experience."

OLGA YASHKOVA  
PROGRAM MANAGER  
COMMUNICATIONS TEST & MEASUREMENT PRACTICE  
FROST & SULLIVAN

## UC Diagnostics Feature and Functionality

Feature	Description
<b>Bracketing</b>	Isolate issues to internal (private) or external (public/PSTN) side of your SBC demarc — signaling and/or media
<b>Real-Time Media Statistics</b>	Real-time, during call, media analysis to show true end user experience
<b>Media KPI</b>	Current and historical key performance indicators for alerting and trending (MOS, packet loss, jitter, etc.)
<b>SIP Response Codes</b>	Quickly identify unexpected SIP termination/error codes and find problem sessions
<b>Ladder Diagrams</b>	Quickly debug hard to find signaling issues
<b>Signaling KPIs</b>	Current and historical (Signalling) key performance indicators for alerting and trending (post-dial delay, etc.)
<b>Site Tracking</b>	Site based session tracking and reporting to identify systemic vs local failures (heat map view)
<b>Related Sessions</b>	Quickly identify and relate all legs of a call

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

Nectar is spearheading 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 Corp.

Nectar, a global market leader in providing the most comprehensive monitoring and diagnostics software solution for Unified Communication services enables IT and operation 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 over 1,100 enterprises in over 86 countries — including the largest global banking, search engine, healthcare, and manufacturing organizations in the world. Visit [www.nectarcorp.com](http://www.nectarcorp.com) for more information.

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