A Powerful Collaboration

AVAYA **nectar** Every Conversation Matters™

Nectar Unified Communications Management Platform for Avaya Aura® Communications Manager and IP Office™ Environments

Within today's highly dynamic Unified Communications (UC) landscape, organizations are bombarded constantly by increasingly complex operational challenges. It is within this ever-evolving, multifaceted network ecosystem that Nectar Services Corp. delivers unparalleled business value to all Avaya UC platforms, including Avaya Aura® Communications Manager and IP Office™ Platform. With Nectar's Unified Communications Management Platform (UCMP), Avaya users have the ability to adapt quickly to change, manage complexity, and deliver unique, quantifiable ROI reporting and monitoring for their global Aura Communications Manager and IP Office unified communications systems.

Nectar's flagship UCMP framework has revolutionized 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 UC environment. By leveraging the power of its complete UCMP portfolio across a multitude of industry leading vendors and technology – including Avaya Aura Communication Manager and IP Office environments – Nectar brings clarity to complex UC interdependencies and business processes. As a result, executives and technical resources have access to the critical, actionable fault & performance information that they need for faster resolution of service interruptions.

Nectar Offers a Complete, Holistic Approach to Avaya UC Management

Regardless Nectar UCMP delivers exceptional system health and availability for Avaya Communications Manager and IP Office UC platforms with a single 360-degree view of voice and data assets – providing root cause analysis, contextual monitoring, and at-a-glance troubleshooting across integrated voice, data, security, application, and video networks. UCMP is the only solution on the market today with real-time, centralized, multi-platform management and monitoring that provides true, cross-platform IT collaboration and management of global, multi-vendor UC environments. Because of this unique technology, Nectar provides unparalleled ease of deployment across burgeoning Avaya UC networks.

Industry Awards

Gartner. 2014
CoolVendor

FROST & SULLIVAN
2015 BEST PRACTICES AWARD
GLOBAL PROACTIVE NETWORK MANAGEMENT AND MONITORING SOLUTIONS FOR ENTERPRISES CUSTOMER VALUE LEADERSHIP AWARD

IDC **Innovator** 2016

nectar Every Conversation Matters™

Advanced, Purpose-Built Software That Manages Avaya UC Complexity

With Nectar UCMP, small-to-medium and large enterprise customers who utilize Avaya Communications Manager or IP Office have access to the most innovative UC software solution on the market today. As each Avaya UC environment grows in size, number of users, and applications complexity, so too does Nectar's UCMP support – providing continuous, real-time call quality monitoring, diagnostics, and root-cause analysis for thousands of users across the entire UC network. With robust reporting features, UCMP provides detailed reporting on trends, patterns, anomalies, and suspect endpoint behaviors so IT personnel can troubleshoot and immediately pinpoint problems that may affect the user experience. Whatever the size or complexity, Nectar's UCMP technology enables IT organizations to effectively manage intricate, multi-platform Avaya environments while reducing operational costs and maximizing their organization's total cost of ownership.

UCD delivers Real-Time Diagnostics and Root-Cause Analysis

Integral to the UCMP software suite is Nectar's Unified Communications Diagnostics (UCD) module. It provides realtime visibility into the overall quality and performance of the user experience by uniquely monitoring session content and corresponding network topology. 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 performance 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 real-time sessions (voice and video) 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 Avaya UC environments.

Key Benefits of Call Quality Monitoring & Analysis for Avaya UC Deployments

The UCMP solution provides seamless insight, metrics, and root-cause analysis of issues that may affect user quality and the overall Avaya UC experience.

Key Benefits for Avaya UC Environments

- Provides effective, usable data for trending and diagnostics
- Identification of incorrect network settings within the network
- Immediate notification of network events impacting Avaya UC deployments
- Real-time media analysis of Avaya voice sessions
- Site-based performance trending and reporting
- The ability to quickly bracket the source of performance problems
- Monitoring and reporting on client premise Wi-Fi networks that may impact the UC experience
- SIP signaling analysis and ladder diagram visualization
- Root-cause analysis and alarm management
- Synthetic calling to test both wired and wireless networks
- Advanced analytics across multi-vendor UC platforms
- Dynamic drill-down and ad hoc reports for platform inventory with HW and FW versions, providing resource utilization and trending for capacity management.
- Application layer visibility and alerting

Nectar: The Smart Choice for Managing Multi-Vendor UC Environments

As enterprise organizations continue to face new and complex operational challenges within their evolving UC landscape, Nectar is poised to deliver unparalleled business value by helping enterprise businesses and service providers maximize existing technology investments, manage multi-vendor network complexity, mitigate cross-platform security risks, and achieve quantifiable cost savings across global, unified communications systems while assuring an easy path for future technology needs and business growth.

For more information:

www.nectarcorp.com

Americas
americas@nectarcorp.com

Europe, Middle East, and Africa
emea@nectarcorp.com

Asia Pacific
apac@nectarcorp.com

Latin America
latam@nectarcorp.com

![nectar logo — Every Conversation Matters™]