

Nectar UCMP for Cisco

Comprehensive Monitoring, Diagnostics & Reporting Provides Complete Visibility for Unparalleled Application, Network & Endpoint Health



Nectar enables the best Cisco UC user experience with real-time visibility across any vendor platform or network configuration, whether it is on-premise, cloud-based or hybrid.

Most analysts agree that Unified Communications (UC) best practices are not yet fully mature and, while UC promises increased user productivity, greater business agility, and more effective control of operational costs, difficult choices still exist regarding UC implementation and migration strategies. Effectively managing complex Cisco UC deployments to achieve a great user experience continues to challenge enterprise customers and their service providers, especially when applications with massive performance and availability requirements, such as conferencing, mobility, video and collaboration, fail to meet user expectations.

“Gartner has found that many network teams are ill-equipped to manage, troubleshoot and diagnose the varied issues with which most enterprise businesses continue to struggle”

*- Gartner
October 2016 Market Guide for
Unified Communications Monitoring*

Within a typical Cisco UC environment, the single biggest complaint is the inability to see how the network affects call quality in real-time. In most cases, identifying and isolating call issues across UC applications, network and endpoint domains is extremely difficult – if not impossible – with individual tools that are unable to glue together all of the data from a UC perspective. An inability to see the problem as it occurs creates a time-consuming and unproductive environment wherein the voice team blames the network team for any system glitch and the network team points an accusing finger back at the voice team. Neither team is able to view the call in real-time or effectively isolate and diagnose call quality issues that may span various operational platforms.



Frost & Sullivan suggests that enterprise customers and their service providers need the ability to manage and monitor the applications, servers, endpoints, and network infrastructure that drive the way that work is done today in order to ensure an optimal user experience.

What if the right tool existed that would allow a company’s IT staff to see voice and video problems from an integrated view while the call is taking place? What if support teams had the ability to view how the network is affecting calls in real-time across application, network and endpoint domains, thereby putting an end to isolated troubleshooting and eliminating time-consuming finger pointing? What if one company could remove the barriers to correlated diagnostics across domains and provide centralized real-time call troubleshooting that

significantly reduces the time required to identify and resolve call issues?

Well, Nectar can. The company's Unified Communications Management Platform (UCMP) provides complete, real-time visibility across complex, multi-vendor application, network, and endpoint domains for all Cisco call control environments. Unlike any other vendor, Nectar has the ability to show how the network is affecting calls via a 'single pane of glass,' multi-site, multi-location centralized management view that can support hundreds of thousands of users worldwide.

Nectar Offers Real-time Management and Full Visibility for Cisco UC Environments

A healthy Cisco UC environment requires the ability to effectively manage all components – servers, operating systems, desktop and mobile devices, and all client software using WAN, wireless, Internet, and carrier services – across application, network, and endpoint domains. Nectar understands this need, and is helping to drive the adoption of Cisco UC deployments by revolutionizing the way in which voice, video, and web collaboration applications, systems, and networks are managed across a converged UC environment. Because the UCMP architecture is designed to be vendor- and technology-agnostic, it delivers significant economies of scale to Cisco enterprise customers and their service providers while assuring an easy path for future technology needs and business growth. Further, it provides real-time visibility into the quality of each UC user's experience, regardless of vendor platform or network configuration – whether it is on-premise, cloud-based, or hybrid.

Nectar's UCMP suite is comprised of four integrated components to ensure a truly seamless, quality Cisco UC user experience:

- UC Foundation (UCF) offers superior application, health, and performance monitoring and management via a 'single pane of glass' integrated view. Customizable centralized operations dashboards enable active monitoring of critical UC applications across multiple vendors.
- Perspective identifies how the network is performing using easy-to-deploy synthetic testing capabilities that are independent of the UC platform.
- UC Diagnostics (UCD) unobtrusively monitors content, session, and network topology data to deliver real-time visibility into the quality of the user's voice, video and signaling media experience. Further, it provides the industry's only network-level correlation engine that allows support staff to view Cisco UC sessions live on the wire in real time.
- Advanced Analytics and Reporting utilizes a powerful BI reporting engine for analyzing session records and overall usage. This advanced platform provides dynamic analysis of endpoint and user environment data that is helpful to both operations and management teams.

Together, these capabilities deliver exceptional application, network and endpoint health and performance management across monitoring, reporting, and diagnostics functions – thereby optimizing the user experience throughout a Cisco deployment lifecycle.



Nectar UCMP Suite for Cisco UC



APPLICATION HEALTH

UC Foundation

- Dashboards and Alarms for UC Administrators
- Remote Management of Various UC Platforms
- Live Performance Monitoring and Event Handling



NETWORK HEALTH

Perspective

- Synthetic UC Traffic Generation Independent of UC Platform
- Ideal for Pre-Development Assessments and Long-Term Network Monitoring
- Enables Service Level Monitoring of Carrier-Provided WAN Segments



NETWORK HEALTH

UC Diagnostics

- Advanced Troubleshooting of User Sessions Impacted by Network Issues
- Helps Identify Causes of Intermittent Call Quality Concerns
- Enables Clarity of Accountability Across Teams



ENDPOINT HEALTH

Advanced Analytics

- Powerful BI Engine for Analyzing Session Records and Overall Usage
- Surfaces User Patterns and Behaviors Correlated with Quality Metrics
- Tracks Historical Trends to Benchmark Against Issues or Improvements

Managing Cisco UC Complexity

Nectar UCMP is architected from the ground up to deliver correlated diagnostics that ensure optimization of the UC user experience. At its core, the Nectar UCMP architecture delivers exceptional system health and availability with a single 360-degree view of all voice and data assets. Pre- and ongoing network assessment and UC monitoring is made possible via infrastructure auto-discovery, a multi-tenant NOC interface, root cause analysis, contextual monitoring, and at-a-glance troubleshooting. The Nectar architecture provides for enhanced performance by focusing on the entire Cisco UC ecosystem via integrated capabilities such as resource trending and utilization, capacity monitoring and planning, and comprehensive reporting and analytics. This vendor-agnostic approach provides the ability to maintain a complete, centralized, multi-vendor UC environment with a single tool.

UCMP Key Features for Cisco UC Environments



Nectar's advanced UCMP capabilities ensure a great user experience by enabling Cisco enterprise businesses and service providers 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.

- Ability to provide more effective, usable data for trending and diagnostics
- Identification of incorrect network settings/utilization within the network
- Immediate notification on network events impacting Cisco UC deployments
- Real-time media analysis of Cisco voice and telepresence sessions
- Site-based performance trending and reporting for multi-tenant interfaces
- Ability to quickly bracket the source of performance problems
- Monitoring and reporting on client premise Wi-Fi networks
- 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
- Dynamic drill-down and ad hoc reports for UCM databases

Real-time Monitoring, Diagnostics, and Reporting Help Drive Adoption and Improved ROI

Regardless of vendor platform or network configuration, Nectar's UC Management Platform can bring clarity to business processes and complex UC interdependencies while providing real-time visibility into every UC user experience. A great user experience helps enterprise customers to maximize existing technology investments and realize anticipated ROI.

- **Modular** – UCMP optimizes the application, network, and endpoint domains of the UC deployment and provides flexibility in how enterprise customers and their service providers incorporate Nectar into their UC environment. Different combinations of modules can be utilized based on the needs of each enterprise client and/or the level of service each enterprise client wants to purchase.
- **Scalable** – Nectar UCMP can grow with an enterprise, offering integrated monitoring, diagnostics, and reporting for small, medium and large enterprise environments all the way up to very large global deployments.
- **Multi-Tenant** – UCMP is purpose-built to allow service providers to monitor and manage their entire portfolio of enterprise customers via a comprehensive 'single pane of glass' view. Clients are insulated for security and privacy, while alerts and alarms are presented in a centralized view so that all issues can be effectively and efficiently prioritized and tracked.
- **Cross-Platform** – Nectar's ability to provide monitoring, diagnostics, and reporting via a single tool – across multiple domains and UC platforms – enables support for co-mingled Cisco, Avaya, and Skype for Business environments.

The Smart Choice for a Great Cisco UC User Experience

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 UCMP, enterprise customers can now more effectively align their vital IT initiatives with key business objectives, thereby freeing up critical resources and transforming their Cisco UC technology infrastructure into a highly responsive business asset.

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