

Finally, Troubleshooting to the “Last Meter”



Nectar Unified Communications Pairs Enterprise-Class UCD with Plantronics Bluetooth Technology*

When it comes to Unified Communications Diagnostics, Nectar is known for its ability to deliver complete insight into your network – from end to end. With Nectar UC Diagnostics, Support Engineers can diagnose and monitor Skype for Business call quality, identifying problems and speeding resolution. But until now, if there were a quality issue with end-user device connections, such as Bluetooth headset connections, diagnostics couldn't identify that as a problem directly. Support could only rule out network and application-related quality issues, identifying the device as the culprit only by process of elimination.

With the launch of Nectar UC Diagnostics for Plantronics Bluetooth, you can now see the entirety of the connection all the way down to the end user, including Bluetooth device connection quality. This means Support professionals can enhance the speed and quality of the service they provide through more thorough diagnostics, reducing friction between IT and end users.

Deeper Diagnostics Across Platforms, Applications, and User Interface Connections

Nectar UCD's network-level correlation engine allows Support teams to see a wide variety of network and application data, even across platforms that may not be directly compatible with one another. Support Engineers can already see end-to-end network and call application data within the Nectar interface.

* The Link Quality is currently collected for the Plantronics Voyager UC family of headsets.

** Plantronics Manager Pro is a subscription-based Software-as-a-Service and requires Plantronics Manager Pro Call Quality and Analytics Suite.



Now Support Engineers can view Plantronics Manager Pro** data, which provides:

- device connectivity data
- session specific Bluetooth data
- headset type
- a Bluetooth device indicator
- color-coded health indicators

This means deeper insight into connectivity and Skype for Business call quality issues to make troubleshooting guesswork-free. Paired with Nectar UC Diagnostics advanced analytics, Support can identify common user errors, faulty devices, and common environmental issues, allowing them to address problems at scale. Nectar UCD also shows individual call and connection data, allowing Support to identify and resolve one-off issues quickly and easily.

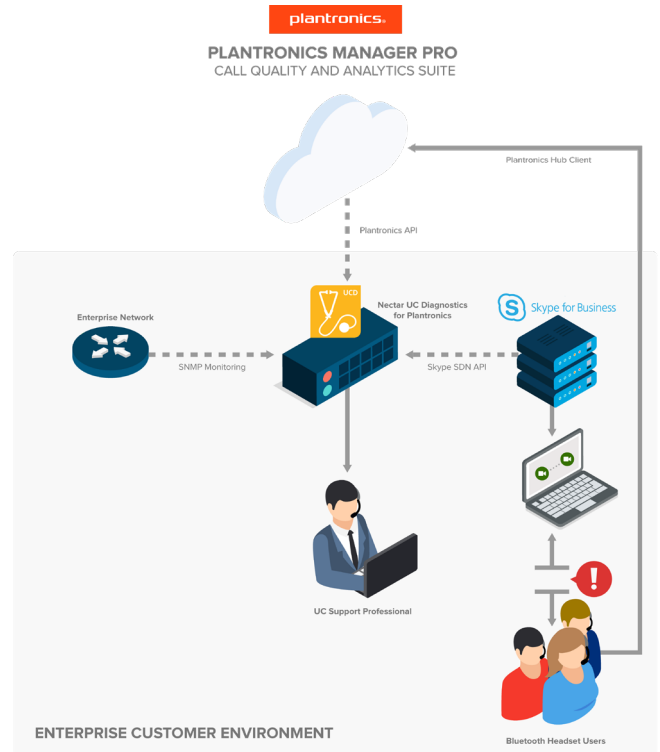
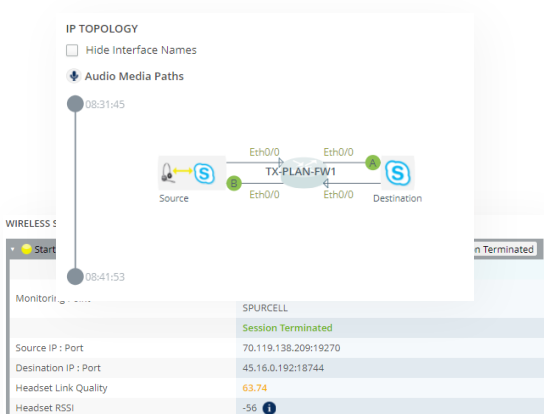
IT and Support professionals can now:

- Enjoy real-time session health monitoring
- See session-specific Bluetooth link quality reporting
- Have a complete view of jitter and loss by zone
- Get Session signaling capture and analysis
- Troubleshoot all points in the network in real-time
- See data from separate applications and platforms in a single interface
- See user-interface device connectivity issues in an easy-to-read interface
- Advanced analytics across multi-vendor platforms

Speeding Insights and Expanding IT's Capabilities

Network and Communications Support teams are often invisible, operating behind the scenes to keep things running smoothly. When something isn't right with the network, the pressure is on IT Support to solve the problem quickly and in a way that ensures it won't return. By extending the Support team's network visibility to the end-user interface connection to the network, Nectar UC Diagnostics allows them to see the problem immediately, resolve it, and move on.

Imagine being able to know that the trouble isn't with the network or call application and being able to see device connectivity issues such as a weak signal or environmental factors. The ability to offer definitive, prescriptive solutions helps IT stand out within any organization.



How Nectar Fulfills the Promise of Unified Communications

Unified Communications is about bringing diverse communications platforms and applications together. From voice to video and web collaboration applications, Unified Communications have become an integral part of how the enterprise gets business done, often on a global scale.

However, integrated networks comprised of applications and platforms that aren't always designed with each other in mind require constant monitoring and frequent troubleshooting to ensure the quality of service enterprise users expect. Nectar already delivers the most comprehensive suite of UC diagnostic features on the market today. With the addition of the ability to troubleshoot Bluetooth device connectivity, Nectar leads the way in total network visibility and diagnostic ability and delivers on the promise of Unified Communications – the optimization of business processes and increased user productivity.

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), which 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 2,100 enterprises in over 86 countries—including some of the largest global banking, search engine, service provider, healthcare and manufacturing organizations in the world.

About Plantronics

Plantronics is an audio pioneer and a global leader in the communications industry. We create intelligent and adaptive solutions that support our customers' most important needs: experiencing and facilitating simple and clear communications while enjoying distraction-free environments. Our solutions are used worldwide by consumers and businesses alike and are an optimal choice for open office environments. From Unified Communications and customer service ecosystems, to data analytics and Bluetooth headsets, Plantronics delivers high-quality communications solutions that our customers count on today, while relentlessly innovating on behalf of their future. For more information visit plantronics.com

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