

Teck Resources Mines Nectar for UC Quality of Service

Teck Resources – A Multinational Corporation Embracing UC

Canada's largest diversified resource company found its unified communications (UC) usage surging in a 24-month period. In 2016, UC usage over its global network tripled, and continued to grow with a doubling in 2017. As adoption rates soared, IT network and applications teams were hard pressed to keep up with complexities introduced by the explosive growth in real-time communications. Garbled audio, call quality, and video pixelation issues became common across Teck's UC platforms, including Microsoft Skype for Business and Cisco Call Manager.

“When you don't have the right UC monitoring solution, theories are all you ever come up with,” said Peter Hass, Manager of Collaboration Services, Teck Resources. “Our UC Collaboration team would do IP readiness and stress testing on applications, but it was getting them nowhere in diagnosing the root cause of chronic UC quality issues. We needed a toolset to help identify problems in real time as calls and problems were taking place. Until we installed Nectar's UC Performance Management solution, we could only diagnose issues based on user feedback after the call concluded, with no affirmative data.”

Understanding the Teck Resource UC Challenge

Conducting mining operations at 13 sites around the globe, Teck generated \$12.6 billion revenue and \$3.1 billion profit for 2018. The company operates major coal, steel, copper and zinc projects in Canada, the United States, Chile, and Peru.

The company-wide surge in UC adoption, especially in voice and video conferencing, led to a continued decrease in call quality across platforms. Teck used a competitive product to Nectar to collect basic user feedback once a user session ended, but the application wasn't built to provide a



“Nectar paid for itself on day one. Call quality immediately improved,” Hass said. “We could see it right away in end-user feedback surveys, and complaints pretty much disappeared.”

deep view into the network for examining performance issues from a holistic view as they were encountered. At one point, Teck contemplated ripping out their existing UC infrastructure and starting over from scratch if it couldn't find a way to solve its call quality problems.

Across platforms, Nectar provides a universal method to monitor UC applications regardless of the technology type. Nectar can look at data directly from Cisco Call Manager and Skype for Business, as well as from the network itself, to provide direct insight into session performance in real-time, even for voice calls and video conferencing sessions taking place between the corporate headquarters in Vancouver, and major operations in Calgary, Sparwood (British Columbia), and Santiago, Chile.

“With so many call hops between locations, where do we even start looking?” said Hass. “Nectar automatically generates a network diagram with routers, the interfaces, and the end-to-end legs of the call. I can easily show that diagram to a network person and they instantly understand. It gets our network department and the collaboration application group talking in the same language.”

Nectar Key Features

Nectar provides a “single pane of glass” view of UC infrastructure from end-to-end with application, network, and endpoint performance management across monitoring, reporting, and diagnostics functions.

The Nectar suite provides:

- Network assessment to visualize existing network gaps and provide alerts that can affect UC performance.
- Multi-vendor UC application health and performance monitoring, providing complete visibility and immediate UC network awareness to reduce the time it takes to isolate and resolve issues.
- Robust reporting and advanced analytics, providing superior business intelligence and enabling you to track device performance, resource utilization trends and user adoption.
- Diagnosis and root cause analysis, helping you to quickly identify, isolate, and remediate UC performance issues, helping to ensure an optimal user experience.

A UC management solution paying for itself on day one

Teck concentrated on installing Nectar across the company but focused UC Diagnostics at its three heaviest use sites in Canada – Vancouver, Calgary, and Sparwood, plus its copper operations in Santiago, Chile. Hardware taps for monitoring network traffic and network load were installed at key routers and software interfaces were set up between Nectar and Cisco Call Manager and Skype for Business.

Turning on Nectar started paying dividends immediately at Teck's first training session, with the network and the collaboration departments able to instantly see and monitor calls and video conferencing in real-time using a centralized, data-driven view of the corporate network and applications.

“There were so many ‘ah ha’ moments pinpointing where problems were during the first day of use,” Hass stated. “Our networks were far too small. The Quality of Service (QoS) markings were incorrect. We were trying to move 160 Mbps of peak traffic down a 100 Mbps pipe at one location.”

Teck was able to take the new data presented by Nectar and directly make changes to its network to improve UC experience quality, working with its network provider to increase bandwidth and decrease latency at its Sparwood site.

With one comprehensive view, Teck's Network and UC Collaboration teams could sit down and view the same single pane view of the network, diagnosing call issues in real-time using objective data provided by Nectar. Chronic issues users were experiencing UC quality between 10 AM and 2 PM Pacific Time were eliminated.

"It's hard to fight the data, and with Nectar, it is all about the data," said Hass. "Before, discussions around call problems were about opinions and theory. We were all guessing, never really understanding our network, our plumbing. Was it our ISP? Our network provider? Our gear, their gear? The new software released by the security department? Now we all speak the same language when looking at the network. That's the power of the single pane of glass view, everyone gathers around the portal and the room instantly gets quiet as everyone is reviewing the data."

Today, Nectar is the default tool Teck uses when users see communications issues, enabling support groups to see what is going on in real-time on individual calls, audio conferences, and video conferences involving parties across multiple geographic locations. Mean time to resolution has dropped dramatically and the overall health of Teck's UC environment has grown.

About Teck Resources

Teck is a diversified resource company committed to responsible mining and mineral development with major business units focused on copper, steelmaking coal, zinc, and energy. Headquartered in Vancouver, Canada, its shares are listed on the Toronto Stock Exchange under the symbols TECK.A and TECK.B and the New York Stock Exchange under the symbol TECK. Learn more about Teck at www.teck.com or follow @TeckResources.

About Nectar Services Corp.

Nectar Services Corp. delivers market-leading software solutions that dramatically improve visibility into the performance of Unified Communications networks. Providing predictable and actionable information, users can manage, monitor, and proactively troubleshoot UC networks to improve service delivery across integrated voice, data, and video networks. Nectar software can be used in any multi-vendor UC environment that includes Microsoft Skype for Business/Teams, Cisco, Avaya, and more.

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