

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 from the 2018 SIP School Survey, when asked “If you could ask one question of your SIP trunk provider what would it be?”, respondents cited the need for QoS monitoring as the ‘top of the pile’ need. 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 Unrivalled Visibility into Health & Performance of SIP/SBC infrastructure

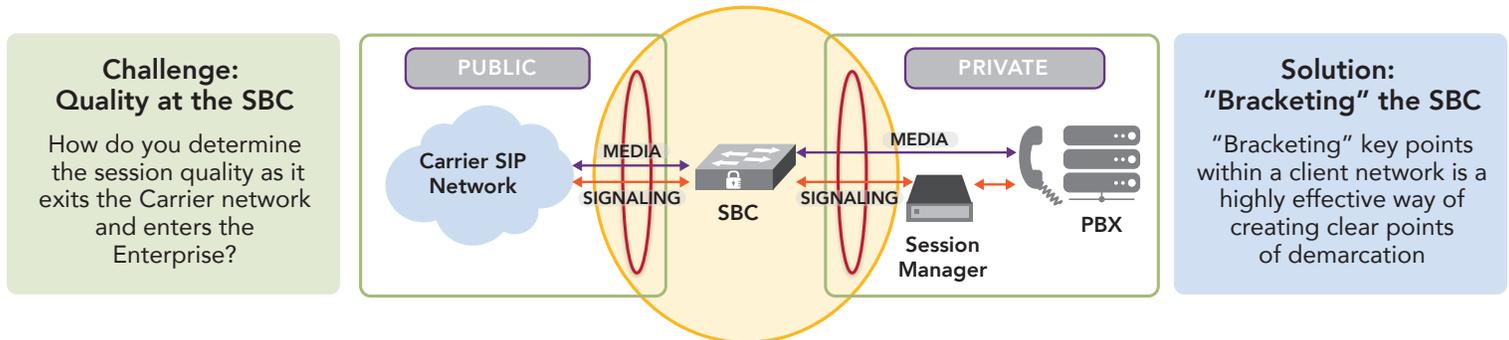
Nectar is solving these problems and more. It provides IT professionals with complete visibility into the performance of SIP networks by tracking both signaling and media — enabling real-time, proactive monitoring and managements. In addition, Nectar’s framework supports Session Border Controllers (SBC’s) for unsurpassed visibility into the health and performance of both the SBC infrastructure and session level diagnostics at the carrier demarcation point.



“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

Real time analysis is going to be of the utmost importance as links will have to carry more packets for a growing diversity of available and viable technologies such as the Internet, MPLS, 4G (5G) and so on; this means that you should investigate what you have and what you may need.



Key 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

Diagnostics Feature and Functionality

Feature	Description
Bracketing	Isolate issues to internal (private) or external (public/PSTN) side of your SBC demarc — signaling and/or media
Real-Time Media Statistics	Real-time, during call, media analysis to show true end user experience
Media KPI	Current and historical key performance indicators for alerting and trending (MOS, packet loss, jitter, etc.)
SIP Response Codes	Quickly identify unexpected SIP termination/error codes and find problem sessions
Signaling Packet Capture	Quickly debug hard to find signaling issues
Signaling KPIs	Current and historical (Signalling) key performance indicators for alerting and trending (post-dial delay, etc.)
Site Tracking	Site based session tracking and reporting to identify systemic vs local failures (heat map view)
Related Sessions	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. Nectar delivers 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 2,000 enterprises in over 86 countries — including the largest global banking, search engine, healthcare, and manufacturing organizations in the world. Visit www.nectarcorp.com for more information.

For more information...

www.nectarcorp.com

Americas

americas@nectarcorp.com

Europe, Middle East, & Africa

emea@nectarcorp.com

Asia Pacific

apac@nectarcorp.com

Latin America

latam@nectarcorp.com

The Nectar logo is a trademark of Nectar Services Corp. Other company, product, or service names mentioned herein may be trademarks or service marks of their respective companies. This document may contain forward-looking statements regarding future events or product enhancements. All statements other than present and historical facts and conditions contained in this document are predictions and reflect our current beliefs and expectations with respect to future events. Any forward-looking statements are based on information available to Nectar as of the copyright date, and Nectar assumes no obligation regarding such statements.