

Powerful, easy-to-use advanced Troubleshooting, Analytics and Reporting platform for managing Microsoft Collaboration and multi-vendor ecosystems for a great UC management experience.



## Great UC Experiences Are Enabled by a Healthy Collaboration Environment

Voice and video form the foundation of enterprise collaboration and never before have there been so many powerful collaboration platforms, such as Microsoft Teams, and other technologies available to end users.

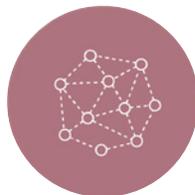
This new golden era of collaboration enables new scenarios for end-users but also pose a challenge to IT operations and voice teams who struggle more than ever before given the significant shift to work from home users to gain visibility into all elements that may be contributing to session and health UC user experiences.

Microsoft Teams is leading the industry with a collaboration platform powered by the cloud but delivered in a complex maze of end points, network modalities and user scenarios. Nectar is leading the industry to help enterprises support and manage these environments.



### PLATFORM

Servers, Services  
& Operating Systems



### NETWORK

WAN, Wireless, Internet  
& Carrier Services



### ENDPOINT

Devices, Operating Systems,  
Client Software & User Behavior

## NECTAR 10

Microsoft's Team Admin Center and Call Quality Dashboard (CQD) offer basic analytics, but not beyond the first leg of the call. Nectar 10 for Microsoft Teams is purpose-built to address the need of IT professionals and Voice teams with a quick intuitive interface for the most common IT operation use-cases, from analytics and reporting to troubleshooting user experience issues throughout the full duration of the call and in real-time.

Nectar for Microsoft Teams allows enterprise collaboration teams to track overall health indicators and support user experiences in the Cloud with:

- Session Summary Dashboard
- Session Detail Views
- Conference Detail Views
- User Experience Reporting
- Adoption and Usage Reporting

“Growing network complexities and interdependencies affect overall application performance which often results in poor voice and video quality. Nectar answers the call with Nectar 10. The built-from-scratch solution improves on the company’s UC Performance Management platform, enabling stronger real-time visibility, troubleshooting, and reporting for modern multi-vendor platform, network, and endpoint environments.”

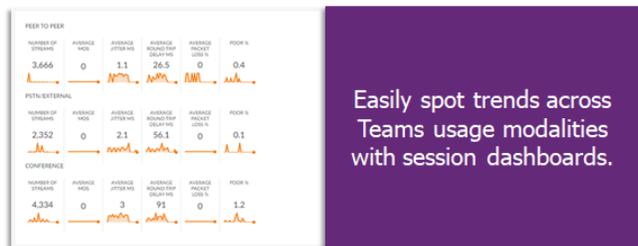
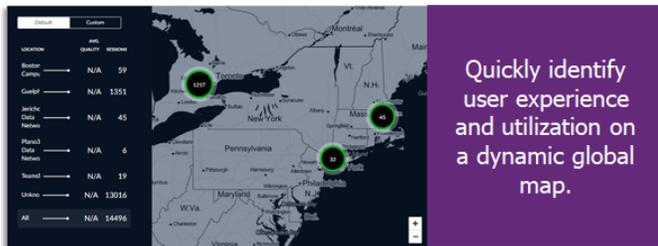
Rohan Thomas, Industry Analyst  
Frost & Sullivan



## The Nectar Difference

### Fast Analysis, Actionable Results and Intelligent Reporting

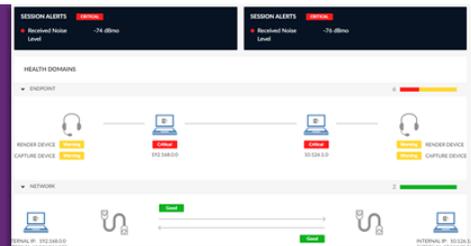
#### Critical Enterprise Operations Scenarios Uniquely Enabled by Nectar 10



SESSION LIST

QUALITY	START TIME	FROM	TO	DURATION	AVERAGE MOS	MODALITY	SESSION SCENARIO	SESSION TYPE
Good	08:55 AM 08/05/2020	N/A	N/A	5:28		App Sharing...	Conference	
Good	08:44 AM 08/05/2020	446	1351	0:03		Audio	External/Internal	Peer To Peer
Good	08:29 AM 08/05/2020	516	1351	9:03		Video, App ...	Internal	Peer To Peer
Good	08:32 AM 08/05/2020	746	1351	7:01		Audio, Video	Internal	Peer To Peer
Good	08:30 AM 08/05/2020	88	1351	12:20		Video, Audio	Internal	Peer To Peer
Good	08:30 AM 08/05/2020	Aden	1351	0:06		Video, Audio	Internal	Peer To Peer
Good	08:29 AM 08/05/2020	Danny	1351	5:03		Audio, Video	Internal	Peer To Peer
Good	08:22 AM 08/05/2020	1	1351	24:08		App Sharing...	Conference	
Good	08:23 AM 08/05/2020	Saba	1351	5:38		App Sharing...	Internal	Peer To Peer
Good	08:06 AM 08/05/2020	Tan	1351	22:48		Video, App ...	Internal	Peer To Peer

Dynamic filters enable global session views with “clickable” session details views to enable advanced top-down troubleshooting.





## Nectar for Microsoft Teams: Direct Routing PSTN Monitoring

### Nectar Foundation

Monitoring, Alerting & Ticketing for on-premise or hosted infrastructure

**Nectar for Teams SIP** is a complementary solution to session analytics that provides health and performance monitoring of on-premise SBCs & SIP Trunks plus enhanced session diagnostics for advanced troubleshooting of PSTN calls.

## Microsoft Teams: Direct Routing PSTN Diagnostics

### Nectar Diagnostics

Troubleshooting Tools for PSTN Calls in On-Premise SBC & SIP Trunk Scenarios

**SIP Session Media Analysis:** independent scoring of call quality statistics at specific network monitoring points such as carrier integration gateways (SBCs) for Direct Routing.

**Telco carrier signaling packet captures:** immediate identification of call failures and resolution of SIP signaling issues.



## Microsoft Teams Value Capabilities:

Nectar Support	Enterprise Capabilities	Enhanced Value Proposition
✓	<b>Analytics</b> 	Advanced analytics and reporting that expose business insights and inform data-driven decisions across the entire collaboration ecosystem. Also, enhance standard health and performance reports while enabling customer report builder.
✓ *SBC for Direct Routing	<b>Monitoring &amp; Alerting</b> 	Actionable notifications that enable Nectar users and other support staff with insightful context and relevant information to prevent or quickly resolve issues. Enable better integration with ITSM tools.
✓ *UCD for DR PSTN Calls	<b>Troubleshooting</b> 	Insightful session and platform troubleshooting views to enable tier 1 and 2 support teams with basic diagnostics and advanced signaling, packet capture & network telemetry to enable tier 3 and 4 engineers to efficiently troubleshoot complex issues.
✓	<b>Testing</b> 	Functional and regression testing tools that simulate a variety of real-world scenarios to test contact center platforms, network paths and cloud services availability to support pre-deployment assessments and correlated active monitoring.

## **Nectar: The Smart Choice for Managing Microsoft Teams Environments**

Nectar knows what it takes to meet the needs of Microsoft's enterprise customers and their service providers. Nectar has been a trusted advisor to Microsoft and providing UC performance management tools for Microsoft UC platforms since their inception. By enabling a great user experience, Nectar delivers unparalleled business value to any Microsoft or multi-vendor deployment. The ability to provide a centralized management view with real-time call troubleshooting not only speeds problem resolution as it arises but also significantly reduces user frustration and customer perception issues. With Nectar, enterprises can now more effectively align their vital IT initiatives with key business objectives, thereby freeing up critical resources and transforming their Microsoft and multi-vendor collaboration technology infrastructure into a highly responsive business asset.

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For more information...

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