

Unified Communications Diagnostics Module: Advanced Monitoring, Management, Reporting, and Diagnostics

As organizations face new and complex operational challenges within the ever-evolving Unified Communications (UC) landscape, Nectar Services Corp. is poised to deliver unparalleled business value with its Unified Communications Diagnostics (UCD) module. The UCD module helps enterprise businesses and service providers like you manage multi-vendor network complexity, maximize existing technology investments, and achieve a lower Total Cost of Ownership (TCO) by providing complete IP network information correlation and comprehensive insight into cross-platform UC issues – offering faster resolution of UC problems and a superior end-user experience.

How Nectar's UCD Module Works

The UCD module provides real-time visibility into signaling and the UC user's voice and video quality (for example, MOS, R-factor, packet loss, jitter, and delay). It unobtrusively monitors the network topology as well as content and session data via passive taps or span ports (port mirrors). After collection, the UCD module automatically transforms and correlates this information. It learns network topologies and the status of available network resources by using standard network and IP routing protocols. The UCD module also obtains session information by passively listening to control traffic or

by interacting with application servers and session control nodes, and adds media content analysis into this correlated view.

This type of advanced correlation enables a help desk agent to associate specific

Comprehensive UCD Features

- ✓ Real Time Media Analysis
- ✓ Signaling Capture & Analysis
- ✓ Route Topology
- ✓ Network Session Correlation
- ✓ Lync SDN API Integration

user-reported complaints instantly to any events in the network. Historical key quality indicators (KQIs) and key performance indicators (KPIs) are constructed by the system and compared against user-configured thresholds. Alerts are generated and delivered when thresholds are exceeded. Visualization of historical KPI and KQI trends provides executive-level tracking, management, and decision making. This capability not only improves the UC user experience, but also enables support staff to anticipate operational requirements for capacity planning.

In addition, the UCD module enables higher service quality through proactive trend identification and the accurate localization and elimination of issues. It speeds problem resolution, enabling your network analysts to solve issues quickly – while the call is occurring.

Innovative Capabilities for a Quality UC Experience

The UCD module incorporates a broad set of advanced features that can help your business dramatically increase operational efficiencies by quickly isolating the root cause of problems and remediating issues faster – **reducing problem resolution time by more than 70%.**



Real-Time Media Monitoring

- **Real-Time Media Statistics** provides instant visibility and analysis of media RTP streams for active calls (what actually occurred on the call) to demonstrate the true end user experience.
- **Bracketing** allows strategic placement of analyzers

that facilitate media fault isolation so you can quickly 'bracket' the source of performance problems.

Signaling Analysis

- **Site Session Awareness enables site-based session tracking and reporting to help identify systemic vs. local failures.**
- **Insight into Complex Call Flows allows you to rapidly identify all legs of a call.**
- **Deep Forensics automatically captures signaling packets for each session, so you can debug hard to find signaling issues quickly.**

Network Path and Event Correlation

- **Network Path Discovery shows the network path of each media session by monitoring the routed network and learning how media packets travel from point A to point B.**
- **Network Event Correlation identifies network issues that cause poor call quality and provides immediate notification of network events that are affecting a UC session.**
- **Interface and QOS Statistics identify and alert on bandwidth utilization and packet drop information collected from router interfaces carrying media sessions.**

GUI and System Management

- **Pulls together all UCD capabilities via a comprehensive, correlated 'single pane of glass' view.**
- **Provides an easy-to-interpret presentation of all events and user experience metrics.**
- **Facilitates fault isolation and problem resolution.**
- **Reduces the need for expert resources to analyze events and identify the root cause.**

With considerable experience and technical expertise, Nectar knows what it takes to meet your UC management and monitoring needs. By understanding how your company uses its unified communications assets, we can help you attain significant economies of scale and IT collaboration while assuring an easy path for future technology needs and business growth.

Key Benefits

Real-time monitoring and management of Skype for Business/Lync QoS and User Experience

Integration of Skype for Business and Lync into existing Avaya, Cisco and Nortel UC networks with a single monitoring solution

Graphical depiction of all Lync performance data

Ability to provide more effective, usable data for trending and diagnostics

Identification of incorrect network settings/utilization within the network

Immediate notification of network events impacting Skype for Business and Lync

Real-time media analysis of Skype for Business and Lync voice and video sessions

Site-based performance trending and reporting

Unique insight into Skype for Business and Lync conferencing sessions and issues

Ability to quickly bracket the source of performance problems

Analysis of SIP signaling including ability to export signaling packets to display ladder diagrams

Root-cause analysis and alarm management capabilities

Advanced analytics across multi-vendor UC platforms

Ability to save customers time, resources, and money, thereby speeding the adoption of Microsoft Skype for Business and Lync deployments

Nectar Services Corp.

Nectar delivers business value by developing innovative solutions that arm IT organizations with actionable information that helps to adapt to change, manage complexity, and deliver quantifiable ROI reporting for their Unified Communications investments. Our flagship offering, Unified Communications Management Platform (UCMP) improves service delivery across integrated voice, data, video and application solutions by providing critical performance information. Armed with this knowledge, IT Pros now have the foundation to align IT initiatives with business objectives, free up critical resources and transform their infrastructure into a highly responsive business asset.

Nectar – because every conversation does matter.

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