

Unified Communications Management Platform

Microsoft Skype for Business Environments

Within today's highly dynamic Unified Communications (UC) landscape, organizations are confronted constantly by increasingly complex operational challenges. It is within this type of evolving, multifaceted network ecosystem that Continuant delivers unparalleled business value to Microsoft Skype for Business/Lync deployments—providing users with the ability to adapt quickly to change, manage complexity, and deliver unique, quantifiable ROI reporting and monitoring for global, multi-vendor unified communications systems.

Continuant is revolutionizing the way in which voice, video, and web collaboration applications, systems and networks are managed by dramatically improving visibility into and enhancing service delivery throughout an enterprise customer's converged network environment.

Leveraging the power of UCMP architecture across a multitude of industry leading vendors and technology, including Microsoft Skype for Business/Lync, this innovative solution brings clarity to complex UC interdependencies and business processes by delivering critical, actionable performance information that executives and technical resources need for faster resolution of service interruptions.

UCMP Benefits for Microsoft Skype for Business

- ✓ Ability to provide more effective, usable data for trending and diagnostics
- ✓ Identification of incorrect network settings/utilization within the network
- ✓ Immediate notification on network events impacting Lync
- ✓ Real-time media analysis of Lync voice and video sessions
- ✓ Site-based performance trending and reporting for multi-tenant interfaces
- ✓ Unique insight into Lync conferencing sessions and issues
- ✓ Ability to quickly bracket the source of performance problems
- ✓ Monitoring and reporting on client premise Wi-Fi networks
- ✓ Analysis of SIP signaling, ladder diagram utilization, etc.
- ✓ Root-cause analysis and alarm management capabilities
- ✓ Synthetic calling to test both wired and wireless networks
- ✓ Advanced analytics across multi-vendor UC platforms
- ✓ Dynamic drill-down and ad hoc reports for Lync databases
- ✓ Ensure Return-On-Investment (ROI) and Speed the Adoption of Microsoft Lync Deployments

A Complete Holistic Approach to UC Management

Regardless of vendor platform or technology, Nectar's UCMP offers the most complete suite of innovative features on the market today, providing superior ease of deployment and unprecedented end-to-end service management across integrated voice, data, security, applications, and video networks. By taking this architecture-based, agnostic approach to UC environments, Continuant can deliver exceptional system health and availability for Microsoft Skype for Business/Lync deployments with a single 360-degree view of all voice and data assets, providing root cause analysis, contextual monitoring, and at-a-glance troubleshooting.



Advanced, Purpose-Built Software That Manages Skype for Business Complexity

With Continuant and Nectar UCMP, enterprise customers who are using Microsoft Skype for Business have access to the most innovative UC software solution on the market today. It enables IT organizations to effectively manage intricate, overlapping multi-vendor environments while reducing operational costs and maximizing their organization's total cost of ownership.

Unified Communications Diagnostics for Skype for Business

Integral to the UCMP platform is Nectar's Unified Communications Diagnostics (UCD) module. It provides real-time visibility into the overall quality and performance of the user experience by uniquely monitoring session content and corresponding network topology.

The UCD monitors and collects comprehensive data related to packet loss, jitter, delay, echo, signal-to-noise ratios, MOS, and R-factor, for example, and provides complete IP network information correlation and comprehensive insight for fast resolution, a lower total cost of ownership, and a superior end-user experience. This correlation allows a help desk agent to instantly associate specific user-reported complaints to events in any part of the network. Alerts and notification targets are configurable through interactive dashboards. Visualization of historical trends allows tracking, management, and decision making to improve the user's experience and anticipate operational requirements such as capacity planning.

As the only UC Monitoring Depth Partner within the Microsoft SDN API program, Nectar's solution ensures the highest quality Microsoft Skype for Business/Lync deployment and experience.

Network Analytics

Designed for Microsoft Skype for Business environments, Nectar's Network Analytics module is a comprehensive reporting tool that works within the UCMP solution to provide advanced business intelligence and analytics—so IT professionals can explore beyond standard operational dashboards to gain deep awareness into areas of concern, such as SLA performance analysis, network traffic optimization, root cause analysis, license utilization, and IT asset management.

UCMP Helps Speed the Adoption of Microsoft Skype for Business Deployments

With Continuant and Nectar UCMP, enterprise customers and their service providers can proactively monitor, manage, and measure the health and performance of their entire Microsoft Skype for Business ecosystem. Regardless of other vendor or technology platforms that may be operating within the same network environment, the UCMP solution can provide seamless insight, metrics, and root-cause analysis of issues that may affect user quality and the overall Skype for Business experience.

Continuant Managed Services: The Best Choice for Managing Multi-Vendor UC Environments

Organizations will continually face new and ongoing complex operational challenges. However, within this highly dynamic UC landscape, Nectar has designed its UCMP architecture to revolutionize the way in which voice, video, and web collaboration applications, systems and networks are managed. That's why Continuant has strategically developed this partnership. Together, we deliver unparalleled business value to IT organizations. Armed with this knowledge, enterprises now have the foundation to align vital IT initiatives with key business objectives, thereby freeing up critical resources and transforming a company's infrastructure into a highly responsive business asset.

Infrastructure Performance Management

Continuant's Infrastructure Performance Management is an enhanced service offering that provides value that customers have never experienced before. Insight beyond the PBX, provided by Nectar's industry-leading tool, is backed by the Continuant foundation of rapid resolution of incidents, 24/7 engineer access, and unsurpassed customer experience. We handle the daily management of the platform and your systems, then meet with you monthly to review system health, metrics, and recommendations for improving system operations. The goal? To improve your business operations and achieve business outcomes.

Get started today at
www.continuant.com

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