riverbed®

RIVERBED STEELCENTRAL UCEXPERT

MANAGE THE COMPLETE LIFECYCLE OF UNIFIED COMMUNICATIONS

BUSINESS CHALLENGE

If you are responsible for supporting a unified communications (UC) system, you know how challenging it can be to troubleshoot and resolve call performance issues. Native UC administration tools often do not provide enough information to understand the scope and root cause of service interruptions. Even if you find a misconfiguration problem, you simply do not have time or resources to find out how widespread the problem is or prevent additional issues. Sending technicians to remote sites to troubleshoot phone problems adds additional cost and further delays problem resolution. You need a tool that proactively manages the end-to-end unified communications lifecycle, including new deployments, upgrades, and ongoing operations.

THE RIVERBED SOLUTION

Riverbed® SteelCentral™ UCExpert provides a complete solution to manage your Cisco and Avaya UC deployment and ongoing operations, with configuration management, automated proactive testing, performance monitoring, and remote troubleshooting.

Implementing unified communications can be challenging and time-consuming with unpredictable impacts. UCExpert can help you overcome these challenges and execute UC project deployments on time and on budget with confidence through systematic, standardized and automated user acceptance testing. If you identify issues, you can remotely troubleshoot them and retest until the problem is solved and verified.

For ongoing operations, UCExpert offers performance monitoring and alerting capabilities to complement the proactive, scheduled testing. During business hours, you can monitor real calls for failures and poor quality while scheduling tests to run off-hours to detect problems not yet discovered by users.

FIGURE 1: THE FOUR KEY CAPABILITIES NEEDED TO MANAGE THE COMPLETE LIFECYCLE OF CISCO AND AVAYA UNIFIED COMMUNICATIONS.

In addition, empower your support staff to more effectively triage end-user tickets with UCExpert's powerful troubleshooting capabilities, including:

- Side-by-side phone configuration comparison reporting

- Remote phone control

- One-click access to recent call history

Reduce ticket escalations, decrease mean time to repair (MTTR) and standardize on ticket troubleshooting processes.

Finally, UCExpert configuration management capabilities allow users to quickly identify configuration mistakes and changes that resulted impacted voice service. With the sophisticated change-tracking technology, UCExpert users can resolve problems quickly with little to no user impact.
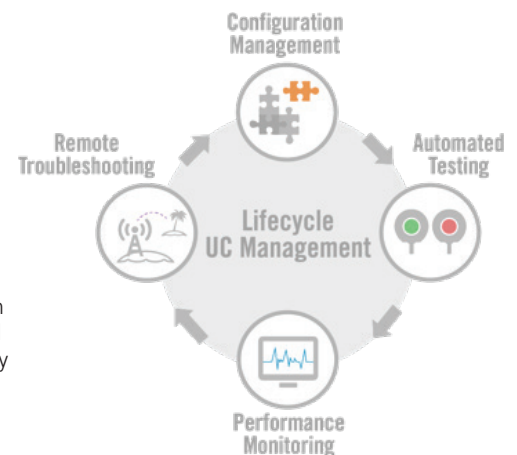
riverbed®

KEY BENEFITS

» ENSURE DEPLOYMENTS AND MIGRATIONS ARE SUCCESSFULLY COMPLETED ON TIME AND ON BUDGET

» ELIMINATE EXPENSIVE, CUSTOMER-IMPACTING OUTAGES WITH NIGHTLY HEALTH CHECKS

» REDUCE TROUBLESHOOTING COST WITH REMOTE PHONE CONTROL FUNCTIONALITY

» GAIN VISIBILITY INTO CHANGES AND ISOLATE ROOT CAUSE WITH DAILY SNAPSHOTS OF THE UC ENVIRONMENT

» DETECT PROBLEMS BEFORE THE IMPACT USERS WITH AUTOMATED, PROACTIVE TESTING

Key Features

UCExpert monitors and supports the entire UC lifecycle for both Cisco and Avaya deployments with configuration management, automated testing using actual phones, and remote troubleshooting without end-user involvement.

Configuration Management

• Performs daily snapshots of the UC environment and tracks changes including additions, deleted and updates of elements before and after

• Quickly identifies the root cause of problems introduced through configuration changes

• Graphically displays real-time key performance indicators (KPIs)

• Records historical performance data to show conditions leading up to threshold violations

• Extracts configuration data from multiple call servers for review and analysis

Automated Testing

• Conducts proactive testing using real phones to verify voice service availability from the end-user perspective

• Detects all call routing problems including those caused by service providers

• Tests for security and compliance violations (900 and Toll Fraud)

• Performs regression testing after daily changes are complete

Remote Troubleshooting

• Takes control of phone settings to correct issues or for training purposes

• Displays the phone screen as the end user sees it to replicate issues and confirm fixes without end-user involvement

• Compares troubled user with working reference phone or previous

version of troubled phone

• Remote phone control functionality reduces expenses and speeds troubleshooting by eliminating the need to dispatch technicians to remote sites

Performance Management

• Alerts on problems in voice quality, service availability, performance, security, capacity and other key performance metrics

• Monitors devices for server health to understand CPU utilization, disk space and standard usage patterns

• Generates historic reports for SIP trunk utilization, call admission control bandwidth, device registration and more so you can gain visibility into resources and adjust as needed

Product Specifications

UCExpert is available as a Linux-based software package or Virtual OVA image. There are no agents or probes, all data is collected programmatically via standard, vendor-supported APIs.

Support for Cisco Unified Communications applications including:

• Unified Communications Manager 4.X-10.X

• Unity Connection 5.X-10.X

• Contact Center Express 7.X-10.X

• Presence Server 7.X-10.X

• Immersive Telepresence Availability Testing Monitoring & Reporting

Support for Avaya Aura Communications applications including:

• Communications Manager 5.2-6.X

• Enablement Services 6.3

ABOUT RIVERBED

Riverbed Technology, Inc., at more than $1 billion in annual revenue, is the leader in Application Performance Infrastructure, delivering the most complete platform for location-independent computing. Location-independent computing turns location and distance into a competitive advantage by allowing IT to have the flexibility to host applications and data in the most optimal locations while ensuring applications perform as expected, data is always available when needed, and performance issues are detected and fixed before end users notice. Riverbed's 25,000+ customers include 97% of the *Fortune* 100 and 96% of the *Forbes* Global 100. Learn more at **www.riverbed.com**.