Optimize the Performance of Your UC Network

Best Practices to Cut Costs and Enhance User Experiences

A unified communications (UC) network experiences significant change over the course of its lifecycle, which can be driven by business, technology, or user demands. These changes result in design compliance issues, cluttered or unmanageable physical and logical elements, underutilized devices and resources, and user-impacting performance issues.

Prevent performance degradation and other problems with the Unified Communications Assessment. Through this service, Riverbed Professional Services (RPS) establishes critical baselines of your UC network and implements best practice methodologies to better support future changes and operational improvements. Leveraging Riverbed® SteelCentral™ UCExpert, a best-in-class UC management solution, RPS also identifies potential service-impacting issues so proper troubleshooting and remediation steps can be taken.

Two different options of the service are available. The UC Performance Assessment provides a comprehensive analysis for call and system performance metrics such as voice quality, call completion rates, and bandwidth utilization. The UC Performance and Implementation Assessment adds an extra layer of analysis by evaluating configurations across features, devices, and sites.

Key Service Benefits

- Establish critical implementation and performance baselines so your teams can better support future changes based on a controlled and predictable plan
- Optimize resource and personnel allocation by identifying system and resource utilization rates
- Enhance network performance and user experiences by reviewing current or past issues, trouble tickets, or outages
- Gain insights into the root cause of performance issues
- Reduce costs tied to managing UC systems and networks
Service Overview

Your RPS consultant will work closely with your designated representatives to evaluate your environment and provide critical insights related to any performance or implementation aspect of your UC network. At the completion of the UC Assessment, a comprehensive report and presentation will be delivered to technical and business management, which outlines any major findings and recommendations.

Phase 1: Analyze

- Identify the specific issues the customer is currently experiencing
- Document which UC systems are included in the service
- Obtain any available UC network implementation diagrams and design standards
- Identify customer’s UC system management goals and objectives
- Identify customer’s designated project lead and participants

Phase 2: Design

- Define schedule and deliverables based on customer resource availability
- Determine and complete customer’s remote access requirements
- Define communication plan and contacts for questions, issues, and assistance

Phase 3: Enable

- Install SteelCentral UCExpert on customer-provided Windows/Linux server that meets requirements based on customer’s UC network size and complexity (required only for new SteelCentral UCExpert customers)
- Configure all required UC systems and validate communication and data collection
- Activate scheduled data collection for all required UC systems

Phase 4: Operate

- Perform UC system implementation data analysis based on initial configuration data collection
- Perform UC system implementation change data analysis for a 30-day period to determine the level of change activity within a customer’s UC network
- Perform UC performance data analysis for call and system performance on a daily, weekly, and monthly basis (a minimum of 30 days of data is recommended)
- Generate the UC System and Network Assessment report for delivery and presentation
Phase 5: Evolve

- For the UC Performance Assessment, call and system performance data will be provided to designated customer representatives after seven days of data collection and analysis to familiarize the customer with initial performance findings.
- Present final UC Network Assessment report, findings, and recommendations to customer’s technical and business management following the completion of all analysis.

Scope and Pricing

This service is delivered remotely for all phases of analysis. The final UC Assessment report can be presented on-site or remotely, depending on your preference. Pricing is based on the number and complexity of the UC systems in your environment. A minimum of 30 days of system and call performance data is required in order to identify anomalies for normal system performance.

Take Complete Control of Your UC Network

For pricing information, please contact your Riverbed Professional Services sales representative or send your inquiry to proserve@riverbed.com.

Learn more about our other Professional Services offerings by visiting www.riverbed.com/services-training.

Related services

**SteelCentral UCExpert Implementation** accelerates time to value and improves the utilization of SteelCentral UCExpert by ensuring all solution components are tightly integrated to your UC system through best practice installation, configuration, and knowledge transfer.

**Unified Communications Deployment Verification** keeps your UC project on time, on budget, and trouble free through a fully integrated execution and communication plan that helps verify functionality, troubleshoot anomalies, and ensure key performance objectives are achieved.
About Riverbed
Riverbed, at more than $1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed’s 26,000+ customers include 97% of the Fortune 100 and 98% of the Forbes Global 100. Learn more at riverbed.com/services-training.