

# Skype for Business

## 360-Degree Visibility to Reduce Costs and Improve Performance

Moving to Microsoft Skype for Business (SfB) is more than just migrating your phone system to another platform. It's a complete shift in how users communicate.

“Skype for Business, as a pure software application, replaces a voice-optimized hardware and desktop phone deployment model with one in which IP telephony and UC applications run on virtualized servers, with most users relying on softphones as their primary interface. Merging voice onto desktop and laptop computers as well as on mobile devices via

VoWiFi means that traditional approaches to ensuring voice quality such as isolating voice traffic onto its own VLAN, and applying appropriate QoS to that VLAN, are no longer feasible. As a result, Nemertes has repeatedly found that Microsoft Skype for Business adopters face higher than average costs than those deploying other platforms.”

Nemertes Research, “Reducing Skype for Business Costs via Proactive Management,” 2Q17

That's the bad news. The good news, according to the same Nemertes Research study, is that businesses that use management tools for Skype for Business can:

- Cut implementation costs by 11%
- Reduce ongoing operational costs by 63%
- Increase user adoption by 15%.

Nemertes also found, however, that just 15.8% of Skype for Business customers are using third-party operational management tools and achieving these benefits. Riverbed offers a complete solution for Skype for Business performance management. Riverbed® SteelCentral™ UCE360 is the only UC monitoring solution that can identify and troubleshoot performance

problems wherever they occur—UC app, network, infrastructure, or device—to help you troubleshoot problems across the entire delivery chain. Armed with a 360-degree view of performance you can:

- Substantially reduce implementation and operational costs
- Ensure high-quality voice and video performance for Skype for Business
- Find and fix UC issues regardless of where they occur—UC app, network, infrastructure, device
- Improve user adoption and satisfaction.

Network teams often are unprepared for the varied issues they must manage, troubleshoot, and diagnose when transitioning to the software-based model of Skype for Business.

### How closely are you able to measure end-user experience for Skype for Business?

Traditional means of troubleshooting network problems either exclusively collect packet traces (packet capture), or monitor infrastructure health (SNMP) or traffic patterns (NetFlow). These approaches reveal only part of the problem. The latest approach collects end-user experience metrics from the user device itself to correlate user interactions, device health, and app performance as seen by the end user.

### Do you have a handle on the adoption rate of your users?

Once you begin the rollout, it is essential to monitor adoption and use from day one. Adoption must entail the percentage of people actually using the technology and not the total or average number of users. You can measure monthly progress and ensure the investment proves out only if you have tools that can provide this visibility in usage metrics and retain them for long periods.

### If there are performance issues and your network performance monitoring solution says your network is clean, what do you do then?

Troubleshooting complex Skype for Business deployments requires a combination of API, end-

user, flow, and packet-based data sources for in-depth understanding and diagnosis. SteelCentral UCE360 pulls together endpoint performance metrics along with network performance and quality of service metrics so you can see at-a-glance exactly where the issue is. If it's a network issue, you can then seamlessly and contextually launch the appropriate troubleshooting solution to quickly find and fix the problem.

## How UCE360 works

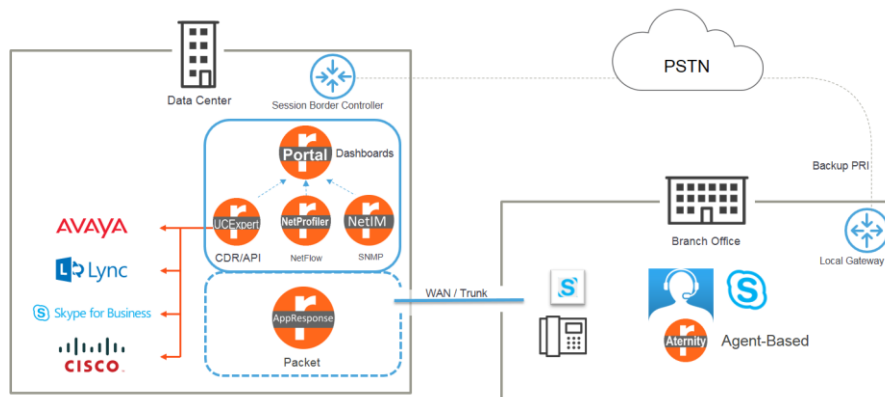
**Comprehensive data collection**—Key metrics are seamlessly collected from network packets, flow records, SNMP polling, call detail records, and endpoint quality of experience reports.

**Simple and central troubleshooting**—User-friendly workflows in a unified, modular platform are easy to learn for both tier 1 support all the way to your most advanced power users.

**Fully customizable dashboards**—Your operations team will have immediate access to identify hotspots and see both executive and detailed dashboards with drilldown capabilities.

**Modular architecture**—Purchase and deploy only as much visibility as you require. Riverbed SteelCentral UCE360 is a modular solution which means you can add components whenever you like, with confidence that they will integrate seamlessly.

## UCE360 Solution Modular Architecture



## The Riverbed SteelCentral UCE360 Solution

Each component of SteelCentral UCE360 provides visibility into essential data to allow you to report, monitor, and troubleshoot calling and performance problems with Microsoft Skype for Business.

Component	Capabilities
<b>Essential UCE360 Components</b>	
SteelCentral UCExpert	<ul style="list-style-type: none"> <li>• Endpoint quality report and Call Detail Record (CDR) collection for Cisco and Avaya as well as Microsoft Skype for Business environments.</li> <li>• Central user interface for reporting and troubleshooting workflows.</li> <li>• Synthetic call generation to monitor availability of key locations, users, or customer-facing contact-center numbers.</li> <li>• Endpoint registration monitoring.</li> <li>• UC application configuration reporting and change tracking.</li> <li>• Hop-by-hop visualization of media path including network infrastructure performance and DSCP markings.</li> </ul>
SteelCentral NetIM	<ul style="list-style-type: none"> <li>• Performance monitoring of all your VoIP carrying network devices.</li> <li>• Network discovery and topology visualizations.</li> <li>• Configuration tracking and difference reporting.</li> <li>• Monitoring of any UC application supporting WMI and SNMP.</li> </ul>
SteelCentral Portal	<ul style="list-style-type: none"> <li>• Central, customizable dashboarding for all UC performance data.</li> <li>• Role-based access views.</li> </ul>
<b>Optional UCE360 Components</b>	
SteelCentral NetProfiler	Flow-based reporting on bandwidth utilization and quality of service (DSCP) marking enforcement.
SteelCentral AppResponse-UC Module	<p>High speed, real-time, packet-level capture and analysis of VoIP traffic.</p> <p>Signaling ladder flow diagrams.</p> <p>Packet download options to support media playback.</p>



Fig. 1 - Powerful, customizable dashboards

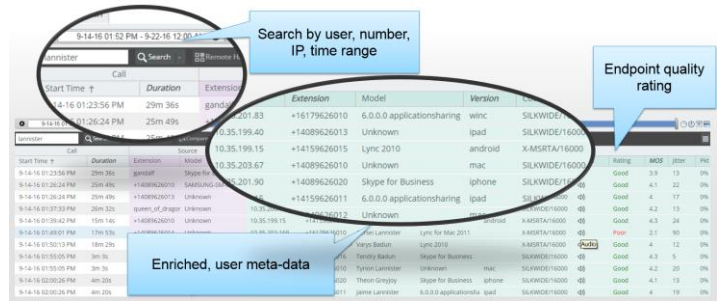


Fig. 2 - Intuitive, Tier 1 search for user calls

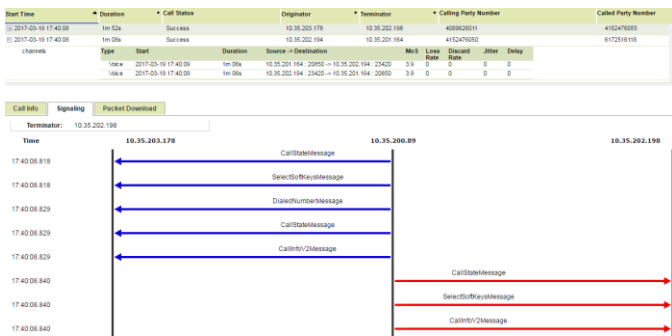


Fig. 3 - Signaling ladder diagram

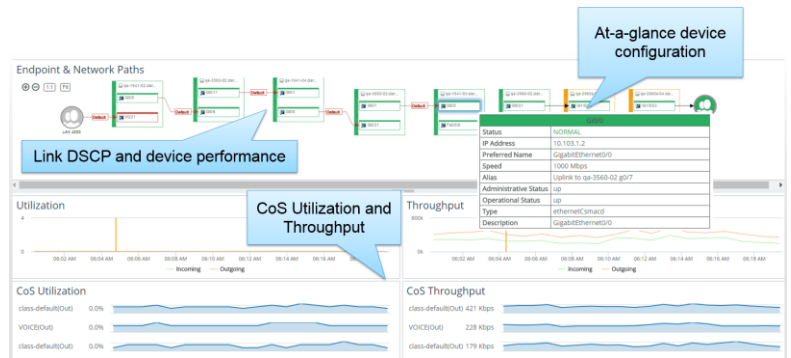


Fig. 4 - Hop-by-hop Path Analysis

## Save money with a platform approach

Getting the necessary visibility into Skype for Business can be complex. It requires access to data from various sources—a world in which point tools won't cut it anymore. It is essential to adopt a platform approach with proven integration, without overlapping features, and that's modular for flexibility and scale.

Riverbed SteelCentral UCE360 is the only solution that provides end-user experience, infrastructure, flow, and packet-level information all in a single package. You can finally gain the complete visibility you need to assure service levels, quickly remediate problems, and drive adoption. Riverbed helps save money and preserve quality essential to business communication functions.

### About Riverbed

Riverbed enables organizations to modernize their networks and applications with industry-leading SD-WAN, application acceleration, and visibility solutions. Riverbed's platform allows enterprises to transform application and cloud performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. At more than \$1 billion in annual revenue, Riverbed's 28,000+ customers include 97% of the Fortune 100 and 98% of the Forbes Global 100. Learn more at [Riverbed.com/solutions/SkypeForBusiness](http://Riverbed.com/solutions/SkypeForBusiness)

