Riverbed Unified Communications Module: The Future of Seamless Collaboration

Unified Communications: The Backbone of Enterprise Collaboration & IT's Biggest Challenge

Seamless communication is no longer a luxury —it's a business imperative. UC&C (Unified Communications & Collaboration) platforms like Microsoft Teams, Zoom, Webex, etc., have redefined how work gets done, powering critical interactions between employees, executives, customers, and partners. But as organizations increasingly rely on video conferencing and digital collaboration, the burden on IT has never been greater.

UC&C related issues are now the top driver of help desk tickets, consuming IT resources and disrupting productivity. Every dropped call, lagging video, or poor audio quality isn't just an inconvenience—it's a barrier to business success. Yet, managing UC&C at scale is complex, with performance impacted by network congestion, cloud service reliability, endpoint configurations, and Zero Trust architectures.

Traditional reactive troubleshooting methods fail to provide real-time visibility, leaving IT teams blind to whether issues originate from the network, endpoint, or cloud provider. Without a proactive UC&C observability strategy, organizations suffer from:

- **Frustrated employees** struggling with inconsistent video and call performance.
- **Productivity loss** as IT teams spend hours troubleshooting.
- **Limited visibility** into critical performance metrics.

IT leaders need smarter, more proactive solutions to gain visibility, pinpoint issues in real-time, and optimize performance before users even notice a problem. At the same time, IT teams don't need yet another standalone, disconnected UC&C monitoring tool that adds complexity and operational silos. What they need is deep, integrated observability that aligns with their broader user experience strategy. UC&C performance management must be embedded within IT's existing workflows, providing seamless insights that empower teams to act decisively and improve digital experiences across the enterprise.

The modern enterprise depends on Unified Communications. The question is: does your IT team have the right tools to ensure it delivers —flawlessly and consistently?

Riverbed Unified Communications Module: From Reactive to Predictive: The Future of UC&C Observability

Riverbed now extends its industry leading capabilities to revolutionize UC&C observability. This shift allows IT teams to move from reactive troubleshooting to proactive and predictive performance. Traditional tools analyze calls after the fact, leaving IT blind to real-time issues. Riverbed UC Module changes the game—delivering live insights into UC&C performance as it happens, ensuring seamless voice, video, and collaboration experiences across any UC&C platform.

Unlike competitors reliant on post-call data, Riverbed provides real-time, endpoint-centric visibility—capturing performance metrics from both client and server endpoints. This unique approach eliminates blind spots in remote work, cloud, and Zero Trust environments, helping IT teams predict and prevent disruptions before they impact users.

Powered by Riverbed's Unified Agent and integrated with Riverbed NPM+ endpoint network monitoring and Aternity Employee Experience, the Riverbed UC Module equips IT with AI-driven insights, real-time alerts, and historical trend analysis. IT teams can now pinpoint root causes—whether network, endpoint, or application—faster than ever, reducing downtime and boosting workforce productivity.

With the Riverbed UC Module, organizations move beyond monitoring to true observability, ensuring flawless communication in today's hybrid workplace.

Key Features & Capabilities

Real-Time Unified Communications Monitoring

- Captures critical UC&C metrics (packet loss, jitter, latency, MOS scores) directly from endpoints for precise monitoring.

- Complete view of every call and meeting, with detailed dashboards tracking audio, video, and screen-sharing metrics.

- IT teams gain immediate insights into call quality issues, reducing troubleshooting times.
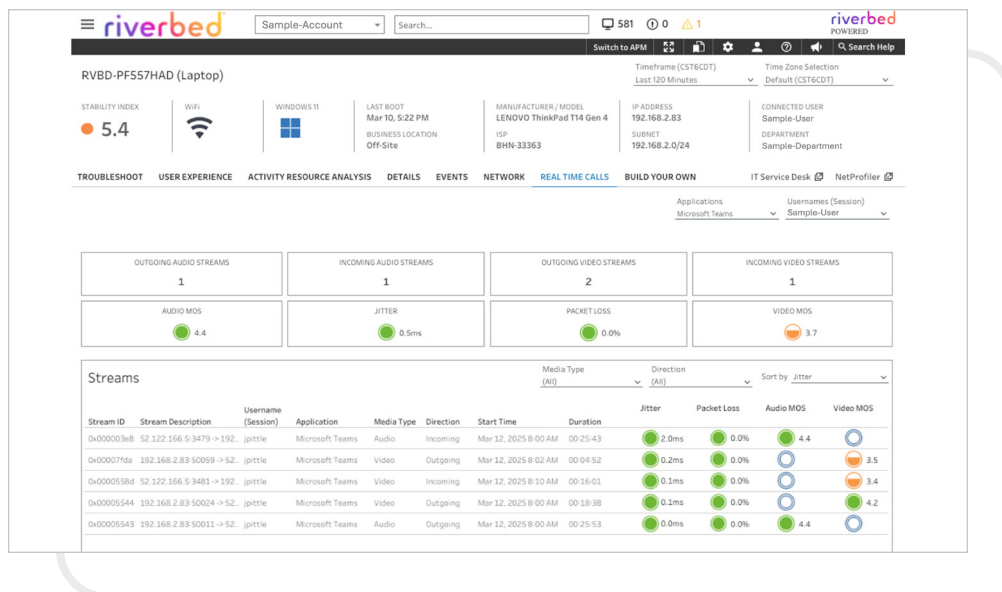

Figure 1: Integrated Dashboards for Simplified Management.

Zero Trust-Friendly Monitoring and Visibility

- Ensures secure, privacy-conscious UC&C monitoring, even in heavily regulated or SaaS-based environments.

- Offers end-to-end encryption compliance, allowing IT to assess performance without compromising security policies.

- Endpoint-driven data collection provides visibility where traditional network monitoring fails, ensuring insights across remote work, Zero Trust architectures etc.

End-to-End Visibility Across Network and Endpoints

- Goes beyond call-based monitoring, offering complete UC&C performance insights across the entire IT ecosystem.

- Correlates client and server-side data to pinpoint exact failure points—endpoint device problems, home office connections, corporate network congestion, or cloud disruptions.

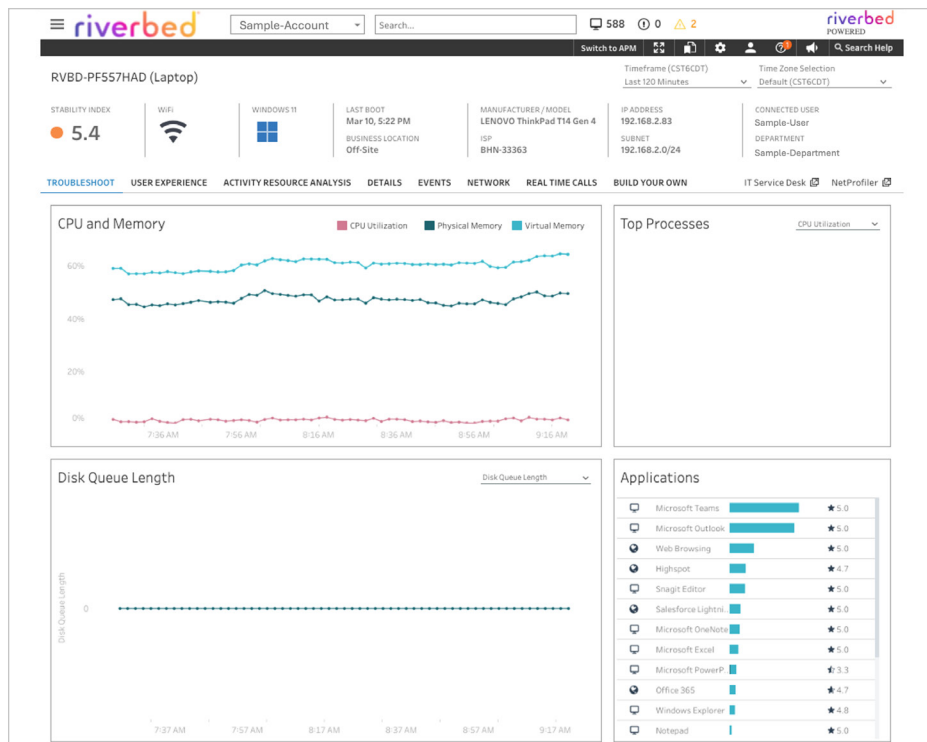- Eliminates blind spots, reducing troubleshooting time and ensuring seamless user experiences.

Figure 2: Continuous tracking of call quality metrics Jitter, Latency, Packet loss, MOS scores.

AI-Powered Root Cause Analysis & Automated Remediation

- Leverages machine learning algorithms to detect anomalies and correlate performance issues across multiple factors.

- Automatically identifies whether an issue stems from the network, endpoint, or application, eliminating manual log analysis.

- Accelerates troubleshooting and resolution, minimizing downtime and improving IT operational efficiency.

Proactive Issue Detection and Alerting

- Provides real-time alerts when performance thresholds are exceeded, allowing IT to act before users are affected.

- Uses predictive analytics to anticipate potential UC&C disruptions and prevent problems before they escalate.

- Shifts IT from reactive troubleshooting to proactive management, ensuring higher service reliability and user satisfaction.

The Impact: Transforming IT Operations & Employee Productivity

1. Improved Employee Experience & Productivity

Riverbed ensures that employees using Microsoft Teams, Zoom, and WebEx experience crystal-clear voice calls, seamless video conferencing, and lag-free screen sharing. This leads to fewer meeting disruptions, higher employee satisfaction and engagement.

2. Reduced Help Desk Tickets & Faster Issue Resolution

Proactive real-time alerts and AI-driven troubleshooting significantly reduce UC&C-related IT support tickets by detecting and resolving issues before users are impacted. This proactive approach decreases Mean Time to Repair (MTTR) and ensures uninterrupted collaboration. Automated insights streamline troubleshooting, even for complex network and application interactions, minimizing downtime and IT workload.

3. Increased IT Efficiency & End-to-End Observability

Riverbed's single-pane-of-glass dashboard provides IT teams with comprehensive UC&C performance visibility across the enterprise. By eliminating blind spots, troubleshooting becomes faster and more effective. Additionally, the ability to correlate UC&C performance with network and application health leads to quicker issue resolution and improved overall IT efficiency.

4. Lower IT Costs & Simplified Management

Riverbed's Unified Agent deployment of the UC Module eliminates the need for additional agents, simplifying agent deployment and management. Automated monitoring and reporting further minimizes IT workloads, allowing teams to focus on strategic initiatives instead of reactive troubleshooting. With scalable UC&C performance monitoring, organizations can expand observability without adding operational complexity.

Why Riverbed? The Riverbed UC&C Advantage

In a world where Unified Communications is the heartbeat of modern enterprises, IT teams can no longer afford to be reactive. The stakes are too high, and the challenges too complex. Traditional monitoring tools, relying on after-the-fact analysis, struggle with remote work and hybrid environments and lack end-to-end visibility, leaving organizations exposed to disruptions, productivity loss, and frustrated employees.

Riverbed UC Module redefines UC observability, moving beyond conventional troubleshooting to provide real-time, endpoint-centric visibility into Microsoft Teams, Zoom, and Webex performance. By leveraging real-time, granular insights from both client and server endpoints, IT teams can detect and resolve issues before they impact users, ensuring seamless, high-quality voice, video, and collaboration experiences—everywhere, every time.

For IT leaders seeking to elevate user experience, reduce downtime, and maintain seamless enterprise-wide communication, Riverbed UC delivers the ultimate competitive edge—a solution built for the demands of today's dynamic, hybrid workplace. The future of UC&C performance management is proactive, predictive, and integrated—and with Riverbed, that future is here.

Riverbed empowers IT teams to take control of UC&C performance, ensuring frictionless communication and superior digital experiences for employees across the globe.

Get Started Today

Contact Riverbed today to learn how Riverbed's Unified Communications Module can transform your enterprise UC&C performance monitoring.