

SteelCentral UCE360

360-Degree Visibility for Cisco, Avaya, and Skype for Business

Unified communications (UC) is undergoing dramatic changes with the proliferation of video conferencing, softphones, cloud-based services, and multiple network types. Amidst this growing complexity, IT Managers are struggling to obtain the rich visibility they need to ensure high service and performance levels for end users.

The solution: A performance monitoring and management platform that integrates disparate data for full-stack visibility and provides simple workflows that IT can really use. These are essential to manage the complexity and ensure the level of performance the business needs.

Visibility isn't easy. First you have to determine what data is needed on usage, performance, or whatever your goal is. Next you must design a mechanism to reliably extract that data from the right place and scale to keep up with the number of users, devices, and calls being made. Then the data must be cleansed, correlated, and summarized before being presented in a useful way to drive good decisions.

Hybrid complexity. Hybrid and mixed vendor environments are driving increasing demand for visibility into how these systems are being used and performing. Similarly, moving to the cloud often drives business to make more investment in visibility tools and information-sharing between the IT organization and the service provider. Otherwise, when the quality of these services degrades, the IT organization is the first to be blamed and has less ability to identify and resolve the issues.

Breaking down silos. To tackle these challenges, IT organizations are breaking down interdepartmental barriers and converging previously siloed network, telecom, and desktop support teams. In turn, converged teams must operate across multiple disciplines and base decisions on a common set of facts, moving away from point solutions to a unified performance management platform.

Riverbed SteelCentral UCE360 is such a platform—a complete solution for UC performance management that enables you to troubleshoot problems across the entire delivery chain. It is the only unified communications monitoring solution that can identify and troubleshoot UC performance problems regardless of where they occur—UC, network, infrastructure or device—to give you a high-definition, 360-degree view of performance.

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. Whether it's a network, app, infrastructure, or device issue, you can contextually launch the appropriate troubleshooting solution to quickly find and fix it.

And it's all presented in a central portal with role-based access and views for all UC performance data.

Riverbed SteelCentral UCE360

How UCE360 works

Riverbed SteelCentral UCE360 offers the critical visibility necessary to deal with the modern UC environment. Data from disparate parts of your network, applications, servers, and endpoints all come together in a unified, modular platform.

Key capabilities include:

- **Comprehensive data collection**—Key metrics are collected from network packets, flow records, SNMP polling, call detail records, and endpoint quality of experience reports.
- **Modular architecture**—Purchase and deploy only as much visibility as you require.
- **Simple and central troubleshooting**—User-friendly workflows are easy to learn for both tier 1 support all the way to your most advanced power users.

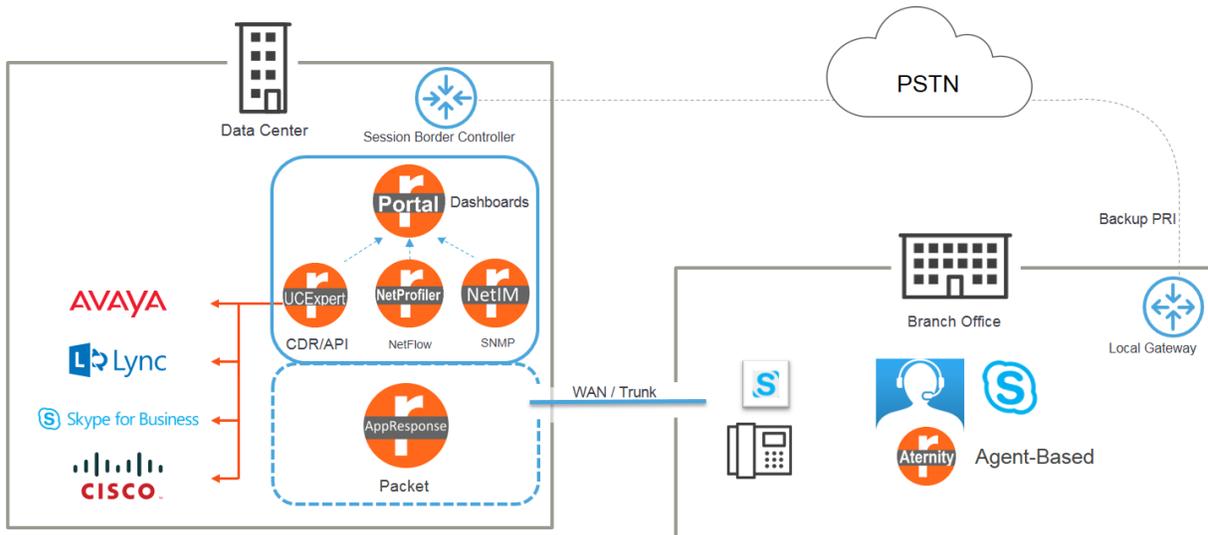
- **Fully customizable dashboards**—Your operations team will have immediate access to identify hotspots and see both executive and detailed dashboards with drilldown capabilities.

The power of integration

Point products focus exclusively on gathering either call detail records, monitoring application server health, or capturing network packets. This approach burdens users with having to spend their own time and sometimes develop software to try and integrate them manually.

Riverbed UCE360 not only captures all essential data but integrates the result into simple, unified dashboards and easy-to-use troubleshooting workflows. Having a modular solution means you can add components whenever you like with confidence that they will integrate seamlessly.

UCE360 Solution Modular Architecture



Riverbed SteelCentral UCE360

The Riverbed SteelCentral UCE360 Solution

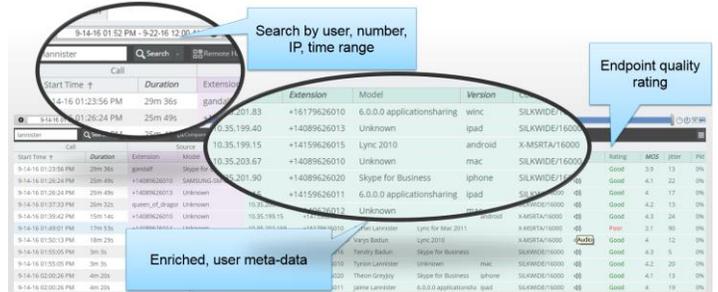
Each component of SteelCentral UCE360 provides visibility into essential data to allow you to report, monitor, and troubleshoot calling problems.

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

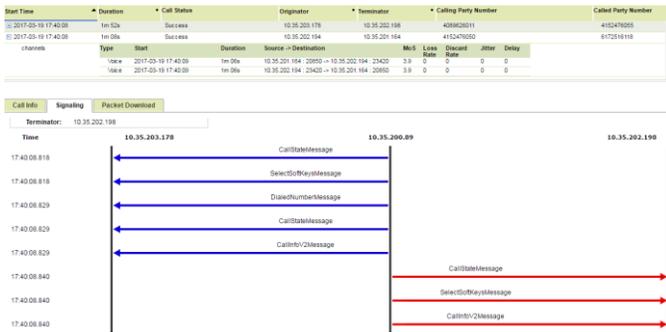
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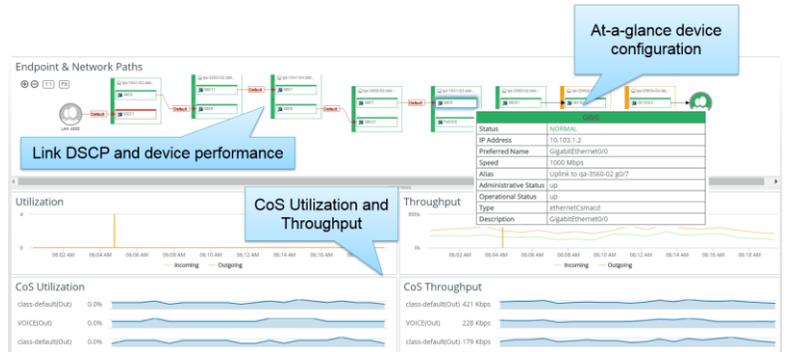
Powerful, customizable dashboards



Intuitive, Tier 1 search for user calls



Signaling ladder diagram



Hop-by-hop Path Analysis

Save money with a platform approach

Getting the necessary visibility into your UC application can be complex. It requires access to data from various sources and point tools won't cut it anymore. It is essential to adopt a platform approach where all components are from the same vendor, with proven integration and without overlapping features.

Riverbed SteelCentral UC360 is the only solution that provides end user experience, infrastructure, flow, and packet-level information all in a single package. Enterprises can finally obtain the complete visibility they need to assure service levels and quickly remediate problems. 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

