



ii prognosis for Unified Communications

Complete life cycle user
experience management

A thousand points of reference, a single point of view

As most UC environments comprise a blended environment of Cisco, Avaya, Microsoft and other vendors like Oracle, Sonus and Audio Codes, multi-vendor user experience management is critical.

IR Prognosis enables effective unified communications (UC) through real-time visibility, insight and control of these complex, multi-vendor environments.

Complete experience management lifecycle

At every stage of your UC lifecycle you can ensure the availability, functionality and performance of your entire multi-vendor ecosystem.

Prognosis Virtual Customer[®] test interactions simulate real-time user experiences without risking customer service. These interactions show you exactly what's happening and leverage IR's extensive core UC domain knowledge to connect the dots for you if problems are looming.

Any network equipment or manufacturer can be managed across any deployment model from the carrier through application and network layers with a single, integrated solution that uses plain English.

Pre production

Pre-deployment network assessment, automated feature function and load testing validate that carrier, cloud services, the network and communication applications are ready for production.

IR Testing Solutions delivers Testing as a Service so you can verify that your solution is developed, implemented and performing as intended.

Ongoing operations

Once you're in production, Prognosis Heartbeat[®] real-time experience management combined with ongoing proactive testing means you can ensure that carrier cloud services and applications are correctly provisioned and delivering the issue-free experiences you planned for your users.

Enterprise communications

Prognosis pro actively tests the availability, performance and quality of experience across key aspects of your enterprise UC environment. This means you can be sure you can place calls between offices, and receive and generate external communications inside and outside your firewall. And if there's a problem Prognosis will identify where key communications are impaired by network performance or blocked by firewalls.

Session border controllers

Prognosis gives you the essential experience management capabilities you need to get the

most of the benefits that SIP trunking promises. You can use Prognosis to monitor, measure and manage existing call flows prior to SIP migration and manage trunk capacity, usage, reporting and carrier costs once in operation.

"I just didn't know it was possible to see end-to-end calls across my SBCs, Avaya and Skype for Business in a single display.

"Now I can't imagine supporting my UC environment without that visibility."

Director of Operations, Major Computer Manufacture

Conferencing

In today's fast-paced world, where global communications are a fact of life, achieving and maintaining efficient and effective conferencing facilities is essential to any business.

As increasing numbers of organizations are decentralizing their operations, remote conferencing and video communications must be fast, efficient and reliable.

Prognosis enables you to pro actively test availability, functionality, and quality of experience within your conferencing environment, including hosted and 'on-prem' solutions.

Why our customers choose Prognosis for their business.

80,000 users - Global motor vehicle manufacturer

- A passion for earning customers for life

Insourcing drove the need to gain a complete view of vendors' platforms from Cisco, Avaya, and session border controllers from multiple vendors across multiple locations.

350,000 users - Global financial services provider

- Connecting millions of people across hundreds of countries

Selected Prognosis VQ360 and Path Insight for end to end insight into complexity of its multi-vendor communications ecosystem and session border controllers.

80,000 users - Global insurance provider

- A world-leading insurance brand

Needed a single solution to simplify management of its entire multiple vendor voice estate across 50 countries. Prognosis helped it achieve ROI, specifically with Call Recording Assurance and Customer Experience Management.

96,000 users - Global banking service provider

- In some of the world's most dynamic markets

Its complex international, multi-vendor implementation across 45+ countries had critical quality and compliance issues. Prognosis helped it achieve ROI in the areas of Call Recording Assurance and Customer Experience Management.

400,000+ users - Global IT producer

- Lync users migrating from Cisco and Avaya

This multi-year project needed a risk mitigation strategy including visibility into legacy systems and the migration progress. The company chose Prognosis for its technical maturity in this market, including end-to-end multi-vendor monitoring in a unified management view, complemented with reporting and analytics.

30,000 users - US-based facilities management

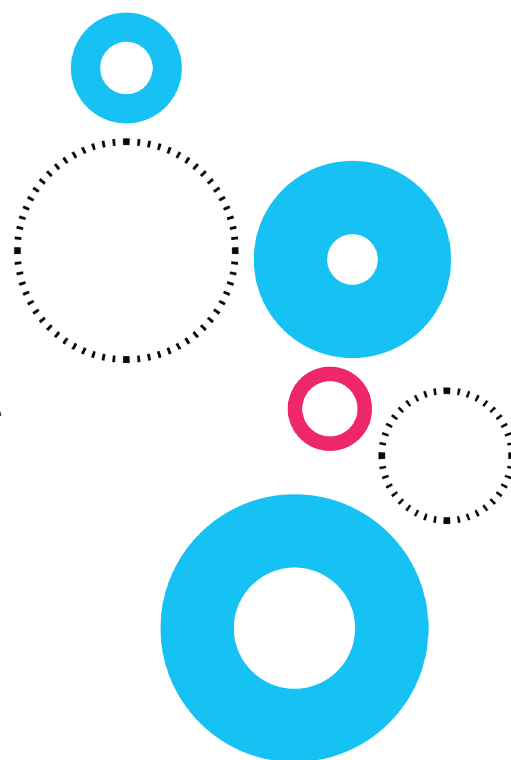
- Creating memorable and innovative experiences

During the Lync rollout this company experienced difficulty to solve voice quality issues and selected Prognosis to correlate network performance with impaired voice quality.

8,000 users - One of the world's leading global fund managers

- Focused on delivering strong investment returns

With a diverse UC ecosystem incorporating Avaya, Lync, Sonus, Polycom and others, this company chose Prognosis for its ability to manage multiple vendors' technologies in a single view.



Multi-vendor management with Voice Quality 360

Prognosis simplifies the complexity of managing users' experience across multiple vendors' devices. It provides end-to-end user experience metrics regardless of the number of systems or hops a call takes, across Avaya, Lync/Skype for Business, Cisco, Sonus, Oracle Communications and other vendors' platforms.

Prognosis VQ 360 is just one way Prognosis translates multiple vendors' devices' cryptic communications into a language that's easy for us to understand. It tracks users' sessions across the entire voice path to show the complete human-to-human picture.

This automatically created insight across all components removes the need for the time and effort it would otherwise take to stitch call legs together to resolve problems.

Path Insight

If your communications fabric supports millions if not billions of dollars in financial transactions, it's critical to understand the end-to-end complexity of your communications ecosystem in real time.

Within Avaya and Microsoft UC environments Prognosis Path Insight queries all switches and

routers for information. Complete layer 1 through layer 3 visibility gives you overall device and interface level performance.

You can also simulate calls with QoS settings. This can help assess network capabilities for VoIP, and loading a network path with voice traffic lets you determine if QoS is being upheld.

Plain English results make it easy to troubleshoot and get to the root cause quickly. From a single location you can view all links and devices in the entire network for detailed performance information and error status.

Avoid outages

Prognosis predictive analytics show you activity as it happens so you can quickly establish the root cause of problems, and take rapid corrective action.

You can identify trends fast and take steps to stop problems in their tracks. Prognosis delivers time-sequenced correlation of user, quality of experience, and application-level insight to reduce the mean time to identify potential issues and drive rapid root cause isolation

Such insightful correlation means staff don't have to create their own journey of discovery - Prognosis does it for you.

Groups of related components show you what's going on, and easily-sharable dashboards provide the insight you need in one simple to understand display whether you're in the office or on the go.

These help you achieve faster and more focused cross-team collaboration as you can easily share information across teams and achieve more with fewer staff.

Get to your problems before they get to you

Imagine seeing your entire environment in a single view.

Network performance is key to maintaining voice quality so having intuitive visibility from a single point of view means you can determine where in a call degradation occurred.

You can quickly view other calls experiencing issues at the same time and manage the user experience in real time. This enables you to be proactive and identify people having connection issues before they escalate.

Intelligent alerts and automation

Receiving a fully enriched alert, including contextual links can shave hours from the effort of identifying and repairing problems.

Prognosis can also run prescribed action paths for common system problems. A work flow automation framework means you can automate commands to run scripts or executables on demand, or periodically.

And because problem prediction, prescription and automation work seamlessly with Prognosis security, you always have control.

Integration with ServiceNow

Prognosis offers tight out-of-the box integration into ServiceNow's automated IT service management, populating asset, performance, quality and availability information into a single system of record.

Prognosis data is aligned with the ITIL Service Lifecycle - mapping to the Service Design, Transition and Operation phases. Data points include data from the Asset, Change, Compliance, Event and Incident Management categories.

IR customers report an increase of 40% in the capability maturity model after using Prognosis, elevating them from a reactive to proactive level.

On the go, stay in touch

Prognosis First Responder means you can participate in the problem solving process over secure mobile access. Alerts come straight to your smart device from the iOS App so you can prioritize them on the go. You can notify your

contacts or open a browser window and troubleshoot on the move.

Make the right improvements

Prognosis helps you plan accurately by building a picture of throughput, quality and capacity. Understanding current demands and future needs mean you can manage the budget and tasks required for upgrades and minimize disruption to your business.

Prognosis enables Lync and Skype for Business conference call logical path visualization with corresponding quality of experience by user. This enables rapid troubleshooting and root cause isolation to a specific user and server within a conference call.

Visualization of hop-by-hop network path details for each UC voice interaction including relevant performance indicators allowing operations to quickly isolate the issue to the problematic portion of the ecosystem

Softphone PC insight

With more users abandoning their traditional VoIP handsets it's critical to have insight to softphone usage and their voice quality..

Prognosis enables correlation of poor user experience with visibility into users operating system environments to troubleshoot potential issues.

Reporting

Scheduled creation and publication of lightweight HTML-based reports provide the history you need to understand the present and help predict the future. A streamlined, lightweight method to schedule and publish reports allows incorporation into online portals for easy analysis as well as enabling simple 'over time' comparison.

Choose a cloud delivery model to suit

Prognosis offers the flexibility you need - on-premises, as a hybrid or completely in the cloud - there's a model to suit everyone's needs. It gives you insight to capacity levels and utilization of devices within the cloud with support for numerous voice, video, contact center, SIP, IT infrastructure and applications right out of the box.

No matter how complex, dispersed or sophisticated your UC environment, IR developments in prescriptive analytics and cognitive automation will ensure Prognosis stays at the leading edge of user experience management innovation.

See our list of [supported vendors](#) and platforms.



Prognosis for Unified Communications

Prognosis brings a thousand points of reference into a single point of view. Solve problems for people, not processors and make decisions faster. Have fewer outages and stop problems in their tracks.



Prognosis for Contact Center

Prognosis identifies issues fast so you can take rapid action to protect the quality of customer service. Keep systems humming, nip issues in the bud and validate 100% call recording guarantees are being met - all in real time.



Prognosis for Payments

Prognosis makes it easy for you to stay up to date with all the latest payments technologies. Adopt and manage new services like chip cards and mobile payments, without affecting your current technology.



Prognosis for Infrastructure

Prognosis spots patterns in your data so you can stop problems before they happen. Now you have the insight to optimize systems and networks to help them run at their best and do more every day.

Microsoft Partner
Gold Communications



AVAYA
DEVCONNECT
TECHNOLOGY PARTNER



For more information visit ir.com



Contact Us

AMERICAS:

t: +1 (303) 390 8700 e: info.usa@ir.com

UNITED KINGDOM:

t: +44 (0) 1895 817 800 e: info.europe@ir.com

GERMANY:

t: +49 (89) 9700 7132 e: info.germany@ir.com

ASIA PACIFIC/MIDDLE EAST/AFRICA:

t: +61 (2) 9966 1066 e: info.ap@ir.com

SINGAPORE:

t: +65 6684 5856 e: info.ap@ir.com

2015_UC_HQM_005_5_ENG



IR is the corporate brand name of Integrated Research Limited (ASX:IRL), a leading global provider of proactive performance management software for critical IT infrastructure, payments and communications ecosystems. More than 1000 organizations in over 60 countries—including some of the world's largest banks, airlines and telecommunication companies rely on IR Prognosis to provide business critical insights and ensure continuity—critical systems deliver high availability and performance for millions of their customers across the globe. For more information on IR visit www.ir.com.

© 2015 Integrated Research Limited. All rights reserved. Prognosis is a registered trademark of Integrated Research Limited. All other brand and product names are trademarks or registered trademarks of their respective companies.