

Perfect calls and collaboration, every time



93% of financial services rate nGeniusOne for UCC as best-in-class or significantly better



81% of employees feel that collaboration apps improve the overall productivity of the company



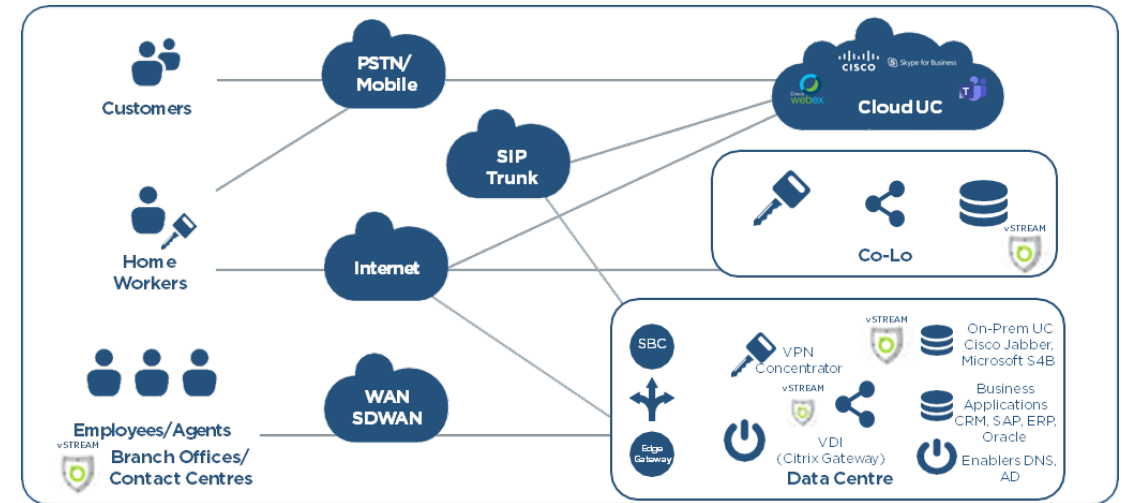
85% of participants of online meetings experience issues with the software and staying connected



74% of organisations intend to shift employees to permanently work remotely post Coronavirus

The challenge

With more users working from home and a lack of visibility across the hugely complex service chain of **UCC** deployments using **VOIP**, Instant Messaging or video conference such as Cisco Webex or Microsoft Teams, means that performance issues are difficult to pinpoint and fix.



The solution

NETSCOUT monitors application packets and service dependencies to create **Smart Data**, providing continuous visibility and automated analysis of performance issues affecting **Video or Web Conferencing services**. NETSCOUT can also run synthetic tests using virtual instrumentation or purpose-built hardware at remote locations to support a better experience even when users are not active. **With NETSCOUT providing real-time determination of issues and resolution paths, you can be assured communication quality is at its highest.**

The products

- InfiniStreamNG
- vStream
- nGeniusOne
- Adaptive Service Intelligence

The advantage

- Consistent call signal and video voice quality
- Visibility across network and infrastructure issues and video/voice impairments
- **Powerful UC workflows** (multihop analysis)
- **Triage edge voice services** to help differentiate between issues on-prem, or to do with service providers in the mix.
- **Vendor agnostic**, from devices to applications to Network access