

EdgeView Service Control Center

Management and Monitoring Solution for Real-Time Communications



Communication service providers are continually challenged in delivering high quality, next-generation VoIP-based services. These products, such as Unified Communications as a Service, are technically challenging as well as difficult to deploy. Frequently, the inability to solve customer service issues results in long troubleshooting cycle times, expensive truck rolls, and customer dissatisfaction.

The **EdgeView Service Control Center** provides service providers a centralized interface to manage service quality. It collects granular data on SIP sessions as well as overall data network performance via the deployment of EdgeMarc Intelligent Edge devices at each customer site. This data is sent to EdgeView for analysis and action, helping support teams get to the bottom of service quality issues.

In addition to reactive problem solving, EdgeView has the ability to determine problem hot spots and proactively engage in more advanced analytics. This allows support teams have an even more complete picture of the issue for customer resolution, or better yet, solve the issue before the customer even knows about it.

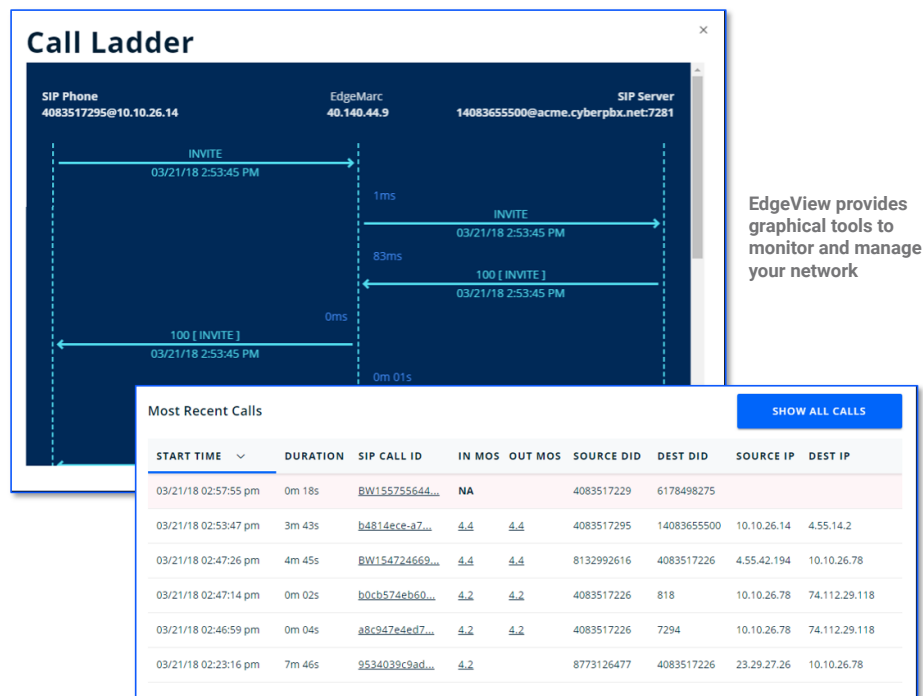
Network Edge Orchestration - the combination of a high performance edge device (EdgeMarc) and a cloud-based analytics platform (EdgeView) - provides a high value platform in order to solve complex service issues, leading to higher customer satisfaction and greater economic returns.

Key Benefits

- Complete visualization of your network edge environment
- Quick problem diagnosis and remediation
- Proactive analytics to readily get to root cause
- Big data analytics provides of wealth of historical trending for future problem resolution

Ease of Management

All EdgeMarc Intelligent Edges are managed with the EdgeView Service Control Center. EdgeView provides a comprehensive view of your VoIP network, enabling you to easily monitor performance and quickly remediate issues, leading to an improved customer experience and reduced costs.



EdgeView provides graphical tools to monitor and manage your network

EdgeView provides all the tools you need to manage your UCaaS deployments.

Provision and Manage

- Fast, easy configuration through Edgewater Zero Touch Provisioning (ZTP)
- System Environmental Analysis (SEA) provides as-installed and ongoing snapshots of the customer’s network
- LAN inventory report gives insights on the customer’s LAN and potential problem areas

Monitor and Alert

- Repository and analytics engine for real-time performance data
- Set event-based triggers to enable advanced analytics, such as packet captures and ring buffers

Troubleshoot and Remediate

- Go inside the customer network to identify problems and rectify issues
- Proactive analytics allow you to view the actual problem - no more trying to replicate issues to get to a resolution

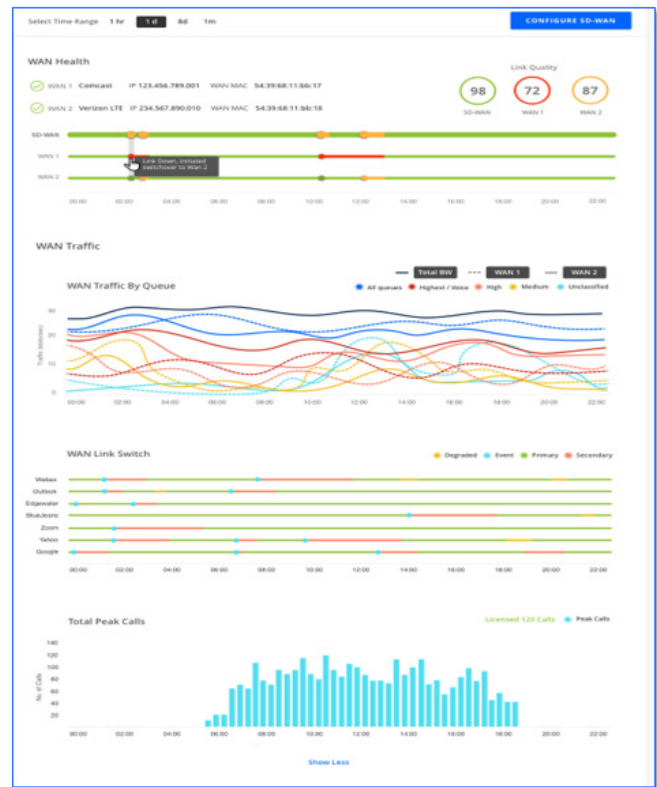
Report and Analyze

- Dashboards provide a snapshot on network performance
- Reporting platform enables ad-hoc and scheduled reports on performance trends, device inventory, and other metrics

About Ribbon Communications

Ribbon is a company with two decades of leadership in real-time communications. Built on world class technology and intellectual property, Ribbon delivers intelligent, secure, embedded real-time communications for today’s world. The company transforms fixed, mobile and enterprise networks from legacy environments to secure IP and cloud-based architectures, enabling highly productive communications for consumers and businesses. With locations in 28 countries around the globe, Ribbon’s innovative, market-leading portfolio empowers service providers and enterprises with rapid service creation in a fully virtualized environment. The company’s Kandy Communications Platform as a Service (CPaaS) delivers a comprehensive set of advanced embedded communications capabilities that enables this transformation.

To learn more visit RibbonCommunications.com



EdgeView provides graphical tools to monitor and manage your network