

# NETSCOUT



**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

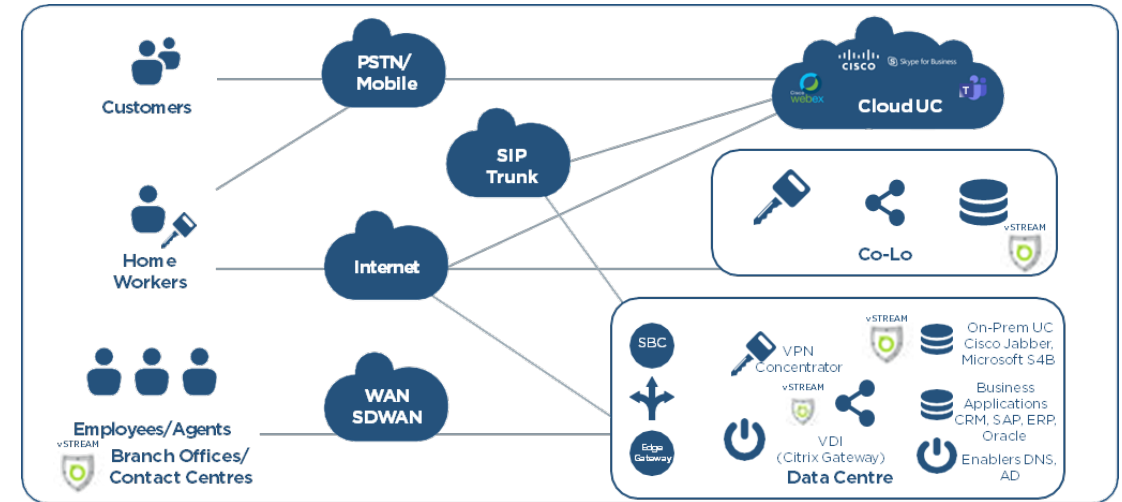


**74%** of organisations intend to shift employees to permanently work remotely post Coronavirus

## Perfect calls and collaboration, every time

### 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