



WHAT CAN iCON DO FOR YOU?

iCON CUSTOMERS...

- / Identified service-affecting issues before they affect the client **75%** of the time
- / Reduced overall mean time to resolve issues by **85%**
- / Decreased engineering backlog by **50%** or more
- / Increased customer satisfaction rates to **95%**

Voice, video and collaboration systems gain their power by being highly connected — but that also makes them highly complex. The quality of real-time communication (RTC) solutions can be impaired anywhere on the converged networks that host them. Finding the cause of issues like echo, clipping and dropped calls can be complex and time-consuming. Managing this complexity requires specialized employees using multiple vendor management systems. And it's a moving target; your network is also subject to constant changes that can degrade quality.

Real-time applications demand maximum availability and quality of service (QoS). Quick incident response is not enough; issues must be identified and resolved **before** they become service-affecting. But IT Managers also need to balance the performance of mission-critical voice, video and collaboration applications with the costs of managing them. iCON Monitoring & Management Services make it possible to monitor, troubleshoot and predict the effect of system issues upon the availability, quality and performance of RTC sessions — and take action to prevent problems from reaching your users.

SPS iCON UC/VIDEO MONITORING & MANAGEMENT IS THE SOLUTION.

By integrating the management systems for every element of your multi-vendor environment, iCON provides complete, core-to-edge visibility for RTC applications, systems and converged networks — for superior application performance.





iCON Services include the iCON UC/Video Monitoring & Management platform, providing a consolidated single view of complex real-time solutions running on multi-vendor platforms, devices and applications. Easy-to-read dashboards provide critical information, ensuring prompt identification of system events and performance alerts. End-to-end control with real-time and historical reporting enables administrators to manage signal quality, system health, configuration and capacities, utilization, security and converged network performance. With a straightforward and intuitive interface, the iCON platform helps drive efficiency, reduce response and restore times, and maintain the performance of voice and video applications.

iCON Network Management Dashboard



Operational Benefits

SPS iCON Monitoring & Management Services help maximize service levels and minimize disruptions.

- / The iCON platform provides the same detailed, real-time views used by the SPS Technical Support Center (TSC), so it's easy to collaborate with SPS to monitor and troubleshoot your Unified Communications environment.
- / The SPS Intelligent Event Management Workflow process enables events to be correlated, prioritized, and addressed quickly and efficiently.
- / Preventing major issues means the performance of your network is optimized for a consistently high quality of service.
- / Inventory and Management capabilities provide detailed visibility to your Assets, Applications and Configurations.

Financial Benefits

Early notification of issues, combined with sophisticated troubleshooting and the SPS Event Management Workflow, help you realize faster mean time to resolve with less effort by your staff.

- / Improved capacity utilization increases the value that your business realizes from your communication investments.
- / Monitoring tools and reports help measure and document carrier compliance with service level agreements.
- / iCON's ability to quickly isolate complex and transient issues on your UC/Video network decreases demand on your IT Helpdesk and Network Engineering teams.
- / Service quality and usage measures enable optimal system performance, leading to increased user adoption and maximizing the return on investment (ROI) of your voice and video applications.



Performance Management: True core-to-edge monitoring & management includes applications, systems, converged networks, and virtual Infrastructure including public, private and hybrid clouds. Supported applications include Avaya (Aura, IP Office, CS1000 and Scopia), Microsoft Lync, Cisco, Polycom, Lifesize and more.

Fault / Event Management: Intelligent Event Management Workflow enables SPS to closely monitor and quickly respond to the state of selected system components. Automation engages the right responders for a wide range of service needs, based on customer-defined events and thresholds. This proactive approach often resolves system issues before they become outages. Service-ticketing functionality engages the right service resources for any problem, and integrates with third-party ticketing systems to optimize the handling of service requests.

Application Management: Minute-by-minute key performance indicators for real-time media streams include packet loss, jitter, latency, and many more. iCON eliminates duplicate alerts and correlates events to provide a smaller number of meaningful and actionable notifications.

Asset Management: Effortless access to details for every type of device. The iCON platform discovers, inventories and logs changes for hardware and software assets. New devices and software licenses can be incorporated quickly using built-in asset templates.

Configuration Management: Fast access to configuration data for all devices in heterogeneous environments. iCON automatically keeps track of configuration data, allowing staff resources to focus on work that adds more value to the business. Idle components can be identified and re-deployed, extending the value of your solution investment.

Reporting & Web Portals: iCON correlates the data from multiple systems for a "single source of truth" with automatic, unified reports on performance, availability, utilization, and other metrics across your mixed environment. Tailor web-based reports to the needs of executives, customers and other stakeholders.

Dashboard: An easy-to-comprehend dashboard provides deep insight into the performance of all related systems. Single-screen availability and usage for all systems, with integrated drill-down capabilities, makes it easy to isolate the causes of hard-to-diagnose problems.

Presentation Capabilities: Integrated presentation and charting capabilities make it easy to visualize trends in the data on any computer or mobile device. Target reports to specific roles.

Third-party Integration: An open API enables integration with third-party applications, like scheduling and billing systems, to streamline workflow and extend the power of iCON Services.



ENABLE YOUR ENTERPRISE!

iCON Network Management Tools allow you prevent most serious incidents by detecting minor alarms and low-level events before they become major problems.

Engaging SPS for network monitoring and management helps you:

- / Avoid unplanned outages of mission-critical voice, video and collaboration applications
- / Maximize application availability, performance and quality of service
- / AND return up to 30% of your IT staff time to new projects and strategic initiatives

iCON is the key to ensuring the performance of real-time communication applications, and SPS makes it happen.

SPS is an expert system integrator for converged communication technologies, offering a full range of design and support services for IP telephony, unified communications, video and collaboration, data infrastructure and wireless solutions.

Did you know?

- / The average service-interrupting system incident could side-line your business for **six hours!**
- / **30%** of IT staff time typically goes toward low-level monitoring and maintenance tasks.
- / iCon customers saved over **\$84,000** in services and downtime in the first year of use

Ask your SPS account executive how

iCON UC/VIDEO MONITORING & MANAGEMENT SERVICES

can help your UC voice/video environment deliver on your evolving business needs and expectations.

Contact SPS today at 888-777-7280 or visit www.spscom.com.



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