

UC&C performance depends upon a specialized, dedicated platform.

A VIRTUAL PLATFORM for REAL-TIME COMMUNICATIONS

Virtualization enables IT to get the best value from computing resources. But communication applications – including Unified Communication and Collaboration (UC&C) and Contact Center (CC) — have demanding real-time requirements that cannot be supported by a general-purpose environment.

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|--------------------------|------------------------------|-------------------------------------|
| / UC&C Audio Streams | ...have distinctive needs... | / Server Utilization/Load Balancing |
| / Video Conferencing | | / Storage IOPS |
| / UC&C/CC Call Recording | | / Mission-Critical Availability |
| / CC Applications/CTI | | / Application Performance |

To meet the performance needs of UC&C and other real-time applications, SPS offers the Unified Communications virtual Foundation (UCvF) — an innovative hardware and software platform that enables businesses to quickly and efficiently deploy powerful UC&C applications.

SPS UCvF combines components from SPS, VMware and your preferred server manufacturer* in a converged infrastructure with virtualized storage, computing and networking — all tuned to meet the special performance requirements of real-time applications. The simple and consistent UCvF architecture provides...

- / A fast, easy path to virtualize and optimize UC&C applications
- / Advanced virtualization capabilities for higher availability and reliability
- / Cost-effective hardware-reduced specifications
- / Confidence that all layers of your UC&C solution are well-supported and proactively managed on a built-to-purpose architecture

To ensure quality of service for real-time applications, the UCvF is based on strict configuration guidelines developed by SPS over years of experience with highly-complex, virtual UC&C environments. iCON Monitoring and Management ensures that your UCvF environment delivers consistent performance, high availability and ease of management. And your tailored UCvF platform includes top-to-bottom support and proactive management by SPS — a premier system integrator with deep experience in both Virtualization and Unified Communications.

* Vetted for compatibility.



Enterprise Solution Provider
 Professional Service Provider
 Technical Alliance Partner (TAP)
 VMware eOEM Partner

PLATFORM DESCRIPTION

UCvF is available in several packaged configurations to support a range of business needs. SPS embeds VMware virtualization software with your choice of server for a space-efficient platform that supports fabric-based virtualized services and lossless media streams.

Typical specifications:

- / 5U rack enclosure with redundant cooling and power supplies.
- / Virtualization servers (typical)
 - Intel Xeon® processors (E5 26xx v3)
- / Storage: Up to 25 hot-pluggable drives (NLSAS, SAS, or SAS SSD)
- / Network: Embedded 16GbE internal switch

SOFTWARE UPDATE MANAGEMENT (SUM)

Proactive and coordinated software release management ensures that your UCvF remains current and optimized.

VMWARE PARTNERSHIP

SPS carries advanced VMware certifications to embed, bundle and manage VMware licenses within every UCvF solution.



iCON MONITORING AND MANAGEMENT

Proven SPS iCON Network Monitoring and Management provides a suite of services for advanced fault, performance, configuration and capacity management for of every layer in UCvF platform.

- / Polls performance and utilization events from vCenter Server and vRealize Operations in near real-time.
- / Provides live visibility to configuration, health, capacities, utilization and performance.
- / iCON Event monitoring triggers SPS to automatically create trouble tickets and start troubleshooting when fault events are detected.
- / Shared dashboard views and intuitive reports facilitate insight and collaboration.

iCON delivers seamless management of the entire UCC environment.

PROACTIVE OPTIMIZATION REVIEWS

Regularly scheduled meetings to review performance and resource-utilization events, historical trends, discussion of root causes, and recommendations to optimize performance and availability.

The SPS Unified Communications virtual Foundation is an SPS appliance running VMware, optimized for voice, video, contact center and other real-time communication applications. With iCON management and pre-configured implementation from SPS, UCvF is easy to deploy, dependable, and available on your preferred deployment model: on-premises, cloud-based or hybrid. And its self-contained architecture facilitates future changes, relocations and redundancy enhancements.

Join SPS and VMware to experience the

VIRTUALIZING REAL-TIME COMMUNICATIONS

*and put your virtualization initiative on the path to success.
 Contact SPS today at 888-777-7280 or visit www.spscom.com.*

SPS / Integrate. Collaborate. Accelerate.

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