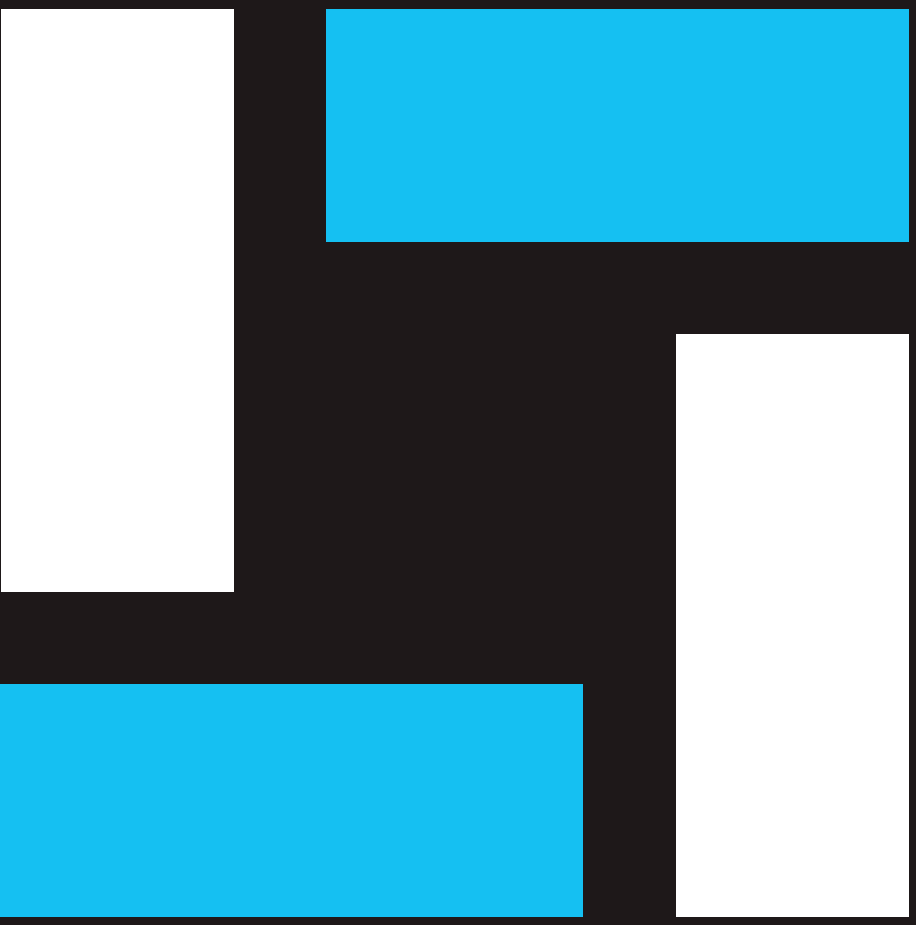
collaborate



Optimizing the collaboration that connects your people.

IR Collaborate experience and performance management

Simplify complexity to ensure the lines of communication are always open

IR Collaborate is an enterprise-grade performance and experience management solution for voice, video, collaboration and contact center environments. Whether in the cloud, on-premises or hybrid, Collaborate makes it easy to manage the multi-vendor, multi-platform UC ecosystems that modern businesses rely on every day.

gain in customer satisfaction*

employee productivity gain**

faster incident resolution**

Plan, deploy & migrate

Maximize success and deliver a seamless user experience throughout technology transitions with insight into important metrics like capacity, bandwidth, and network performance, as well as comprehensive outside and inside testing.

Monitor, alert & identify

Real-time, proactive monitoring and alerting puts you in control, allowing you to be aware sooner, respond faster and resolve unified communications performance issues before they become customer facing.

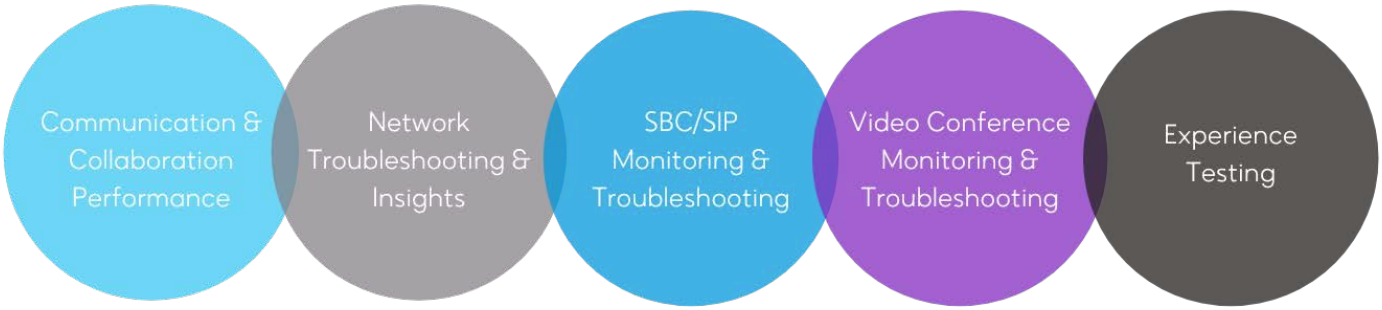
Troubleshoot & diagnose

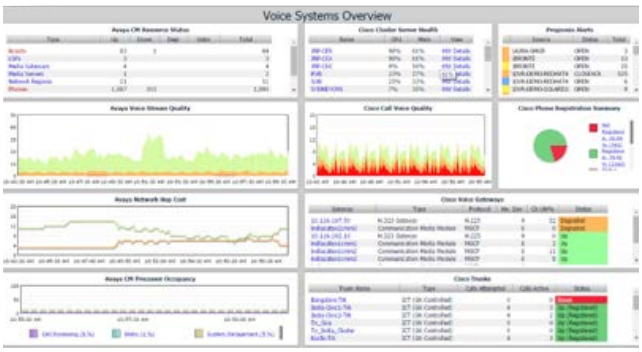
Quickly identify the root-cause of problems so you can resolve issues faster and minimize user impact. Leverage granular data analytics and historical data to diagnose problems at all levels, from network to endpoints.

Analyze & report

With a full suite of analytics, comprehensive reporting capabilities, and customizable dashboards you can see data across network layers, routers, SBCs, vendors and applications, to help you get an accurate picture of user experience, and make better strategic decisions.

*Nemertes Research: Solid Customer Experience Relies on Well-Managed Communications, 2019
**IR customer survey via TechValidate





With Collaborate you can:

- ✓ Improve user experience
- ✓ Streamline operations
- ✓ Proactively prevent problems
- ✓ Get broad multi-vendor visibility
- ✓ Uncover intelligent insight to make better strategic decisions
- ✓ Boost adoption and maximize ROI on your investment

Supported platforms

Teams, Cisco, Zoom, Avaya, Ribbon, Oracle, Skype for Business, AudioCodes, Poly

Who are IR?

The modern world relies on a complex array of technologies to keep turning. IR's aim is to simplify that complexity.

We provide insights, monitoring and support to keep your business-critical systems running as they should.

More than 1,000 organizations in over 60 countries rely on IR's experience management solutions.

For more information visit **ir.com**

Australia
Tel: +61 (2) 9966 1066

USA
Tel: +1 (303) 390 8700

UK
Tel: +44 (0) 1895 817 800

Singapore
Tel: +65 6813 0851

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