UCRIGHT   Fresno Unified School District

UCRight and Fresno Unified School District Employ Nectar for SIP

Cross-Platform, Real-Time & Historical Troubleshooting Capabilities Enable Fast Issue Resolution & Eliminate Finger-Pointing; Dramatically Improving End User Satisfaction

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Fresno USD – A Complex, Multi-Vendor Business Environment

Utilizing an extensive Microsoft and Cisco Collaboration network environment which includes SBCs from multiple vendors and voicemail in the Cloud, the Fresno Unified School District has partnered with leading technology vendors to advance their UC initiatives. This includes deployment of wireless access points in every classroom with over 70,000 tablets and laptops available for student use; daily text messages to parents on attendance and grades; dashboards for staff to quickly examine student attendance, grades, behavior and other key indicators; as well as a new system for professional learning to help teachers be the best they can be. Further, in 2016-17, school buses were equipped with Wi-Fi to enable students to do homework on the way to and from school.

Within this burgeoning, multifaceted environment, Fresno USD found that visibility into their telecommunications system was poor, which impacted end user satisfaction andweighed-down IT staff with time-consuming debugs from hardware devices, real-time Wireshark™ captures, and frequent vendor meetings trying to determine the root cause of failures. Fresno USD subsequently looked to UCRight to help them find a solution that would maximize their existing investments, optimize problem resolution, and eliminate finger-pointing between vendors and service providers.

Understanding the Fresno USD's UC Challenge

Prior to deploying the Nectar UC Performance Management solution for Fresno USD's multi-vendor Skype for Business/Cisco UC network environment, neither UCRight nor the client had historical visibility into call failures among disparate carrier and cloud services solutions. At best, UCRight could only troubleshoot in real time to see if they could replicate the problem; this approach, however, rarely provided meaningful insight.

"As a school district, parents expect reliable telecommunications when they call concerning one of over 70,000 students. Our teachers/staff expect the same. The complexity and scale of our system – with over 9,000 lines at 100+ sites, can only deliver such quality reliably using well-structured data that is easy to query and allows for 'drill-down' and historical trends. We've moved from an era of speculation and finger pointing to clear data evidencing where there is appropriate ownership of problems and time to resolution is reduced. Regardless of the size of VoIP implementation, quality data about traffic flows and patterns is essential to minimize problems and optimize communications."

Phil Nuefeld
Executive Officer of IT
Fresno Unified School District

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UCRight constantly found themselves dragged into the finger pointing between hardware/software vendors and service providers. Garry Gonsalves, Systems Engineer at Fresno USD stated, "it was hard to aggregate all that data and gather any information that was actually useful to pass on to the carriers and vendors to find a solution to the problem."

UCRight knew that Fresno USD needed to have the ability to see all the elements of a call from beginning to end, to resolve issues and avoid 'finger-pointing'. As a reseller of Nectar products, they knew Nectar and its Nectar for SIP solution could effectively fill that gap. Nectar's performance management solution could provide what they needed most – real-time and historical monitoring across Fresno USD's entire UC network. Moreover, UCRight knew that Nectar was the only solution capable of identifying and addressing all potential SIP issues while monitoring Fresno USD's complex, cross-platform UC environment using a 'single pane of glass' to gain a centralized view.

UCRight discussed the Nectar for SIP solution with Fresno USD and scheduled a demonstration. Once the demonstration was completed, Phil Nuefeld, Executive Officer of IT for Fresno USD, said "wow, that's basically 'always on' - Wireshark for SIP" and with that, the purchase and implementation was "a no-brainer."

Nectar Provides Total Visibility into the Health & Performance of SIP/SBC infrastructures

Nectar provides IT professionals with complete visibility into the performance of SIP networks by tracking both signaling and media — enabling real-time, proactive monitoring and management. In addition, supports multi-vendor Session Border Controllers (SBC's) for visibility into the heath and performance of both the SBC infrastructure and session level diagnostics at the carrier demarcation point.

Nectar for SIP Key Features

The Nectar UC Performance Management Solution delivers exceptional network, application, and endpoint health and performance management across monitoring, reporting, and diagnostics functions.

- Provide real-time call quality measurements on both the Public and Private side of the SBC to isolate problems as internal or external
- Proactively monitor the health, performance and capacity of the SBC infrastructure
- Track and monitor SIP errors on both the Public and Private side of the SBC
- Monitor and trend SIP signaling responsiveness for excessive delays in call setup and/or teardown

Eliminates Finger-Pointing for a Truly Seamless, High-Quality User Experience

Once the decision was confirmed, UCRight created a design relevant to Fresno USD's sizeable network environment. UCRight then deployed Nectar for SIP in less time than they typically took to troubleshoot a single problem.

According to Randy Bowles, Principal & Senior Architect at UCRight, "once Nectar was deployed into the customer environment, we were able to provide historical evidence to show exactly where faults were occurring.

This forced service providers and manufacturers to own their individual issues and come up with solutions to the various problems."

Nectar Enables Real-Time Visibility within the Fresno UC Environment

Nectar for SIP has enabled UC Right to optimize the overall health and performance of the Fresno USD multi-vendor UC deployment. Nectar utilizes a modular, scalable architecture that's built from the ground up to provide complete, centralized network visibility via a 360-degree view of all voice and data assets. By focusing on the company's entire UC ecosystem, the Fresno Unified School District has been able to achieve enhanced performance via comprehensive reporting and analytics, infrastructure auto-discovery, root cause analysis, contextual monitoring, and at-a-glance troubleshooting.

Nectar for SIP with UC Diagnostics enables UCRight and Fresno USD to effectively manage multi-vendor network complexity, maximize existing technology investments, and achieve a lower Total Cost of Ownership (TCO).

According to Randy Bowles, "no matter how good we are at what we do, if we can't prove where the fault   is occurring, we ultimately fail. With the Nectar UC Performance Management Solution, we have the hard data to prove our conclusions."

"With Nectar for SIP, we've been able to solve problems for our SLA clients when no other vendor could. Clients considering complete communication systems overhauls were able to eliminate issues without expensive forklift upgrades or infrastructure replacements. In addition, we have retained clients that were looking to outsource and have instead been able to show that we had reached the correct diagnosis from the get go. Our clients continue to pay for Nectar renewals even after the issues have been resolved, because they know that if something pops up again, we can quickly and efficiently resolve the problem."

Why Fresno USD Chose Nectar

- Real-Time Monitoring for instant visibility and analysis of active calls.
- Insight into complex call flows and rapid identification of all legs of a call to pinpoint and resolve problems quickly.
- A complete, correlated 'single pane of glass' view that provides an easy-to-interpret presentation of all events and user experience metrics.
- Scalability that allows UC Performance Management products to grow as the Fresno USD network environment changes and grows.
- A single tool for comprehensive monitoring and diagnostics across multiple UC platforms, including co-mingled Cisco and Microsoft Skype for Business environments.

About UCRight

UCRight is high touch, customer oriented, Value Added Reseller. They provide clients with complete solutions for Collaboration, Office 365, Networking and Datacenter. Their focus on engineering services includes presales design, post sales implementation and ongoing maintenance through our SLA based client partnerships, which sets us apart from your typical reseller. Their team of expert engineers become an extension of our client's IT staff helping to develop a solid IT infrastructure. As part of its offerings, UCRight employs the Nectar UC Performance Management Solution to provide exceptional performance monitoring, incident management, and issue resolution for its substantial customer base. Visit www.ucright.com or call 1-844-UCRIGHT (827-4448)

About Nectar Services Corp.

Nectar Services Corp. delivers market-leading software solutions that dramatically improve visibility into the performance of Unified Communications networks. Providing predictable and actionable information, users can manage, monitor, and proactively troubleshoot UC networks to improve service delivery across integrated voice, data, and video networks. Nectar software can be used in any multi-vendor UC environment that includes Microsoft Skype for Business/Teams, Cisco, Avaya, and more.

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