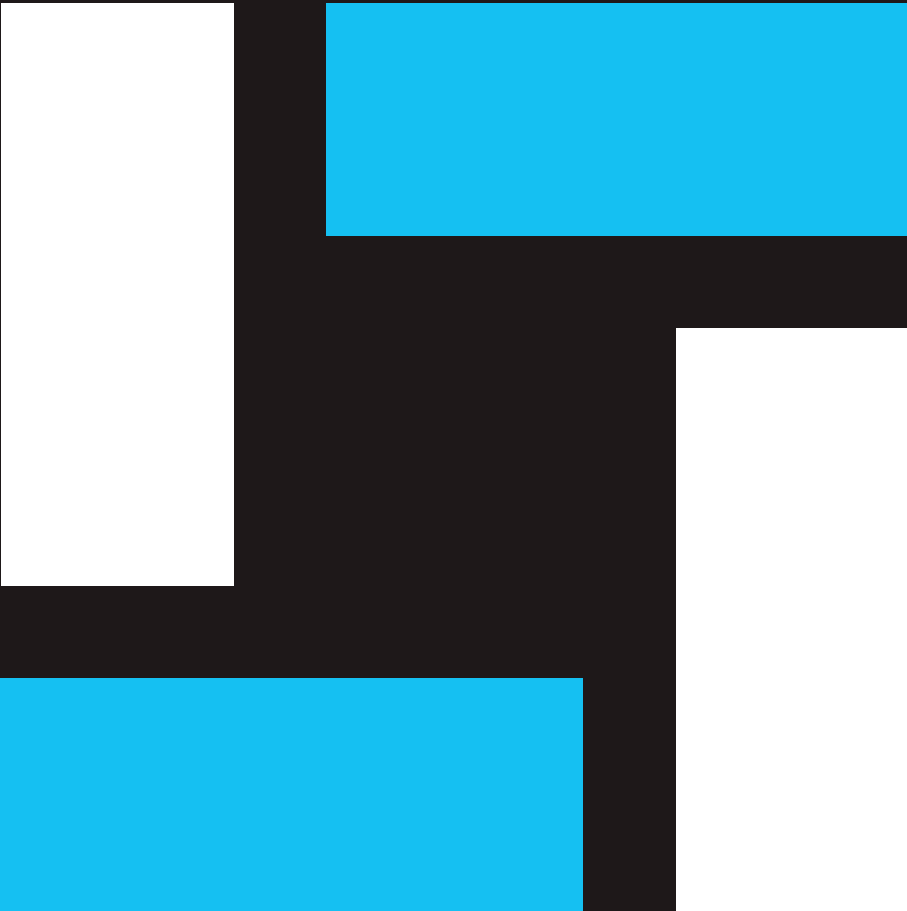# collaborate

Comprehensive experience management
for complex multi-vendor UC environments.

Collaborate UC experience management

Simplify your journey to the cloud

Whether your UC is in the cloud, hybrid or on-premises, Collaborate optimizes operations, predicts business disruption and automates the steps you need to improve the experience of every interaction. With enhanced innovation for Skype for Business network pre-assessment, testing, reporting and broad multi-technology coverage, Collaborate benefits IR's customers across all platforms.

Build, deploy & migrate

Maximize success in deployment, upgrades, and migration of critical UC solutions across your multi-vendor platform

If your UC migration or deployment has stalled or failed because you're experiencing poor quality you need to take action fast to bring it back on track.

If the quality of the user experience with the new system is lower than the old, a shadow IT budget may be taking organizational costs. All this means that the longer deployment takes, the further away your projected ROI and the costs of keeping multiple systems operating during the transition mount.

But there is good news.

Collaborate enables you to measure and manage the quality of experience from one platform to another and removes the headache of deploying, upgrading or migrating critical UC solutions across multi-vendor platforms.

It does this by offering vital insights to capacity, network bandwidth and other applications' behavior. Comprehensive outside and inside testing solutions help assess networks and systems to identify potential problems before your users and customer experience is impacted.
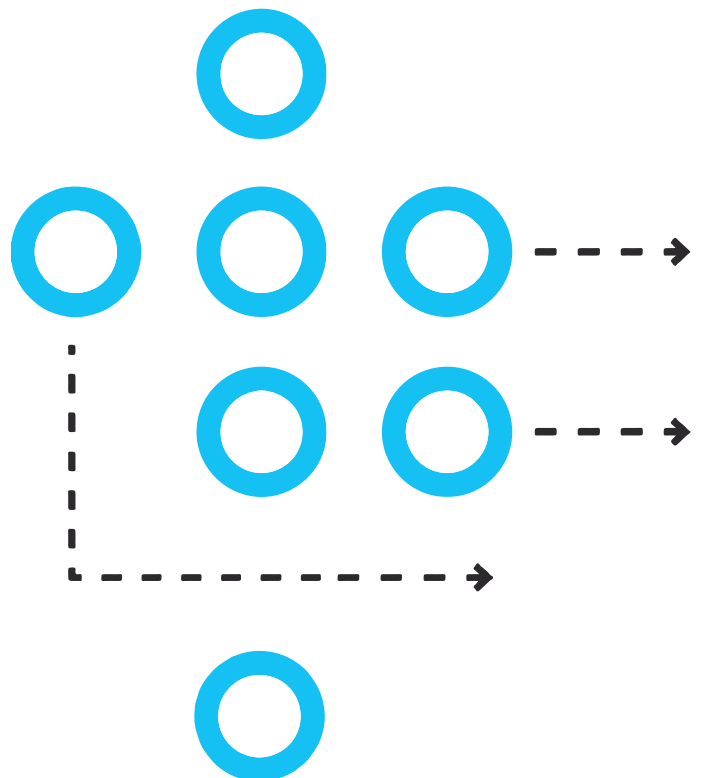
Comprehensive user experience management

Collaborate provides end-to-end insight across systems, networks and infrastructure, all correlated in a single connected view. It streamlines management of audio, video, web meetings and calls and operations of complex UC solutions in the cloud, on-premises, or hybrid environment.

Broad multi-vendor coverage

With broad multi-vendor and technology coverage across Cisco, Avaya and Microsoft (Skype for Business) UC solutions and infrastructure, Collaborate provides extensive UC specific network troubleshooting with deep support for SBCs and gateways. This means you can identify and resolve problems on calls and meetings that begin and end on different platforms.

Probe-less deployment and data gathering

As a lightweight software-only solution Collaborate enables simplified and timely installation without the need for network probes. End-to-end call monitoring and reporting gives you valuable performance insight across your entire UC system and network with live in-flight and historical audio and video calls and online meetings.

Comprehensive & integrated security

Collaborate's comprehensive security model helps you manage access to sensitive systems and user data with SAML 2.0 single-sign-on, 2-factor authentication, AD and LDAP integration, role based access control, and FIPS 140-2 compliance.

This helps streamline your transition by using the login authentication already in place. You can easily switch between applications without requiring multiple logins, and Collaborate capabilities are secured by role-based user id.
Leveraging enterprise authentication mechanisms allows smoother linking between Collaborate and other applications like Office 365.

Operate, troubleshoot, & optimize

Operate and troubleshoot your entire multi-vendor UC system with confidence and earn your users' trust.

You dont want to find out from a user that somewhere within your complex UC ecosystem something is broken and communications have failed. Worse still if you don't know if the cause lies within your environment or outside it, how do you know where to start looking?
Collaborate can tell you.
A comprehensive set of UC performance management and troubleshooting capabilities streamlines troubleshooting and helps solve problems at the root cause.
You can diagnose problems at all levels from the network to the endpoints and identify the root cause quickly to get back up and running without delay.

Let Collaborate automate the day to day

Collaborate is able to resolve issues quickly through automation; all the time keeping you in the loop so you're always in control.
Leveraging an open-source, cross-platform runtime environment for automation, a modern programmatic interface is there for you to creating automated and actionable workflows.
The integration of metrics, data and insight into customizable visualization and flexible dashboards delivers deep and wide system performance insights tailored to your team's exact needs.
A modern and intuitive user interface helps operators navigate easily, troubleshoot efficiently, find root causes quickly, and resolve problems fast, all of which helps boost operational cost savings.

Build, deploy & migrate

Delight end-users with a great UC experience

If your users lack confidence in your ability to provide them with reliable and quality UC, opportunities to leverage your investment in innovative ways won't be realized.

And as it can take a long time to find the root cause of the problem, extended 'down time' can affect their productivity and cause high levels of dissatisfaction.

This means it's vital to respond to user issues with quick problem identification that leads to real solutions fast.

In this way you can prevent the all too familiar shadow IT budget emerging which increases organizational costs rather than driving them towards achieving your proejcted ROI.

You need a circuit breaker; a way to improve things so you delight end-users with a great UC experience.

Collaborate helps you deliver effective communications and collaboration that works for you, not against you.

No longer will you be in the dark, receiving calls from frustrated and disappointed users, and fast losing their perception as a strategic partner in the business.

Collaborate will help you improve organizational productivity, optimize costs and maximize ROI through adoption, usage, and user satisfaction.

You'll be back in the driver's seat helping to speed innovation and productivity, and have a positive impact on the bottom line.

Voice Systems Overview
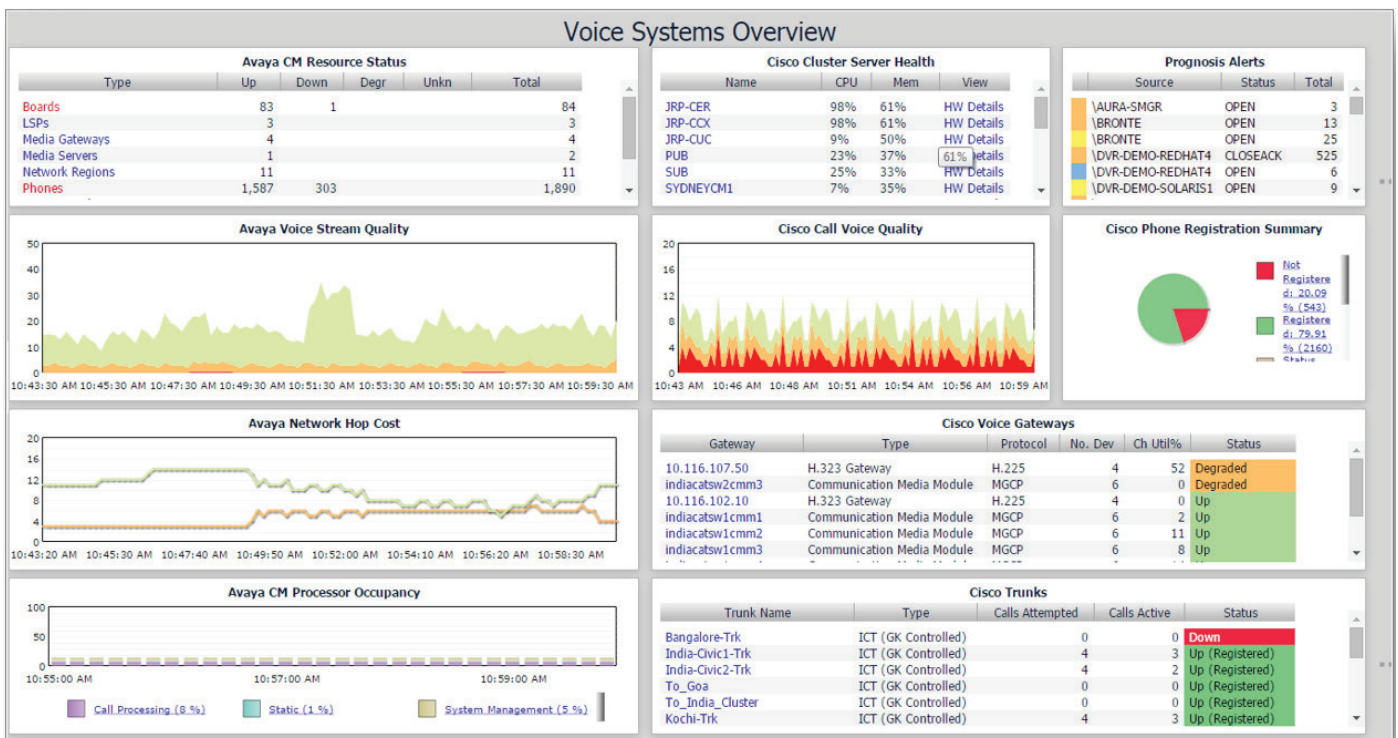
Integrated outside-in testing services

The combination of testing and monitoring delivers vital information about the factors that are impacting the users' experience. But testing on its own can only show that an interaction succeeded or failed. There is no insight to why the interaction failed.

This is where the integration with Prognois delivers the rich supporting details, allowing for significantly faster problem resolution.

Ongoing testing solution verifies your system is delivering the expected customer experience.

This level of insight means you can proactively optimize UC system performance to deliver the highest quality voice and video calls and meetings and drive expanded use of UC as a cost saving and producity enhancing solution.

Operate and troubleshoot your entire multi-vendor UC system with confidence

Make sense of all the information your UC solutions provide to gather intelligent, actionable information about user behavior, usage patterns, and overall satisfaction. Diagnose problems at all levels from the network to the endpoints and identify the root-cause quickly to maximize uptime and minimize user impact.

You can understand adoption and usage trends and identify solutions to help expand the uptake of your investment in UC.

Highlights

Skype for Business

- Collaborate network pre assessment
- Redesigned user experience

Cisco

- Support for Cisco Collaboration System release 11.5

Avaya

- Enhanced cypher support
- New and enhanced reporting
- For all Collaborate supported platforms, session border controllers and more.

Security

- Support for 2-factor authentication and integration with existing user credentials
- Updated cryptography - FIPS 140-2 compliant Collaborate communications are always encrypted and comply with Federal Information Processing Standards (FIPS 140-2)
- SAML 2.0 provides the option to configure single sign on with support for ADFS and OpenAM
- FedRAMP compliance.
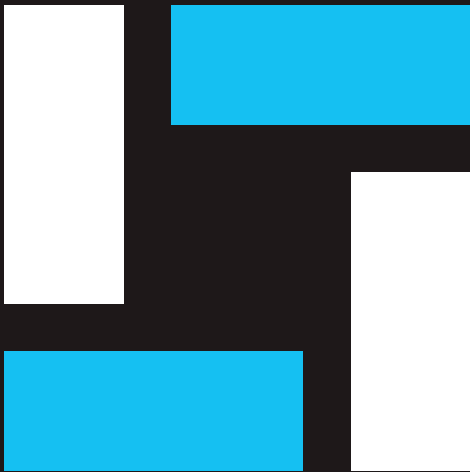
Who are IR?

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