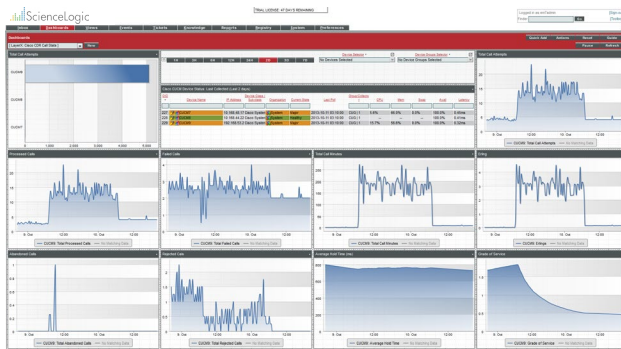


ScienceLogic & LayerX: Unified Communications Monitoring with Log Analysis

Ensuring Call / Video Quality and Performance

Unified Communications has, over the past 10 years, moved from an early stage technology with a lot of promise, to a widely deployed and adopted technology. Most experts estimate greater than 80% of organizations either have adopted or have it on their roadmap to adopt UC technologies. Today's UC solutions are complex, hybrid technologies, composed of physical servers, virtual appliances, cloud-based resources, software applications, dedicated endpoints, and a number of other elements operating together across a standard network.

With the hybrid nature of Unified Communications technologies and new UC technical components being introduced every day, tracking and managing a UC platform is more complex than ever. Yet, the demand and use of UC systems has never been greater.



View trends in call activity such as failed calls, total call minutes, average hold time, and grade of service, to get a true understanding of the use and health of your VOIP system.

KEY BENEFITS

- **Instant:** Receive alerts the moment QoS is impacted, while using real-time diagnostic data to isolate call degradation, ensuring you address issues when they happen
- **Intelligent:** Use built-in event correlation to make sense of the numerous events firing from your UC system while also supporting compliance with deep log file analysis and searching capabilities
- **Integrated:** Monitor all aspects of your Unified Communications environment from the hardware and software layers to the network, across multiple vendors, in one screen, ensuring you can pinpoint the exact cause of your QoS issues



Service Level Monitoring and Insight Ensures Unified Communications Performance

The ScienceLogic and LayerX integration is purpose built to ensure you receive the best in video and call quality. You can now track overall system performance through easily customizable dashboards and receive automatic alerts should performance degrade beyond levels you choose, ensuring you and your team resolve issues when they happen, not after. It simplifies troubleshooting call and video quality issues by supporting deep



CDR and log processing capabilities and providing built-in call path analysis functionality.

This solution enables you to:

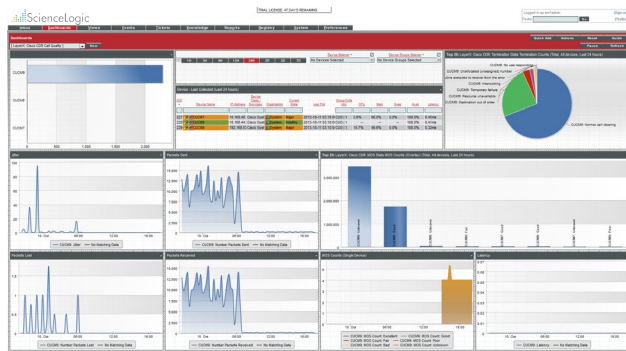
- Show the value your video and voice services deliver through custom dashboards available to you and your end users.
- Ensure the highest in call and video quality, by receiving and responding to QoS alerts immediately.
- Generate synthetic voice traffic for use in pinpointing the nature of QoS issues.
- Understand the nature of any voice and video issues, by using the built-in call and video log indexing and searching functionality.

About LayerX

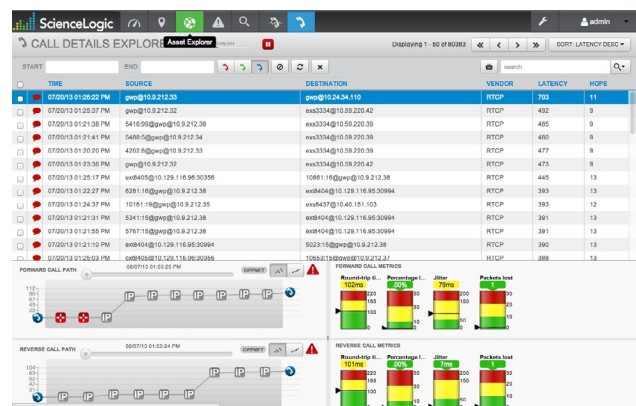
LayerX Technologies, a technology partner of ScienceLogic, is a leading provider of advanced data analytics software for the IT industry. Their solutions are used across multiple IT domains to provide rich insight into application performance and the underlying network layers. Whether premise or cloud based; single or multi-vendor; server or virtualized; standard or custom; they use their patented platform to perform cross data correlation and give a complete picture of the overall performance. Process is the key to IT performance success and their process is the key to their comprehensive performance monitoring solutions.

KEY BENEFITS

- Highly scalable, distributed architecture ensures you can monitor your UC environment no matter how large it grows
- Fully Multi-tenant platform allows you to provide audience specific service views
- Technology and vendor agnostic solution gives you the freedom to use any UC technology you choose
- Secure transport layer (patented) ensures the privacy of call data
- Log analytics and correlation engine helps you troubleshoot fast
- Comprehensive search capabilities lets you find the needle in your log file hay stack
- Voice path and call analysis helps pinpoint the cause of each issue quickly
- Synthetic call generation provides 24/7 data, even during holidays



Ensure the health of your Unified Communications system through built-in, multi-tenant dashboards, providing the ability to see, in one glance, trends in system performance including Jitter, Latency, and Packet Loss.



Speed up root cause analysis using deep call-by-call performance metrics as well as the built-in call path analysis capability to see, in full color, the cause of call quality issues.