



AVAYA
DEVCONNECT

innovation

IR

IR is a leading global provider of high-definition performance monitoring, diagnostics and reporting software. The creator of award-winning Prognosis, IR builds scalable, tailored solutions designed to manage continuity of critical communications ecosystems, IT infrastructure and payments platforms. This results in real-time management solutions that give enterprises the insight they need to run their business, reduce their operating costs, minimize risk, and gain competitive advantage.

Offers

Prognosis for Unified Communications, Enterprise Edition



- **Compliant with:** Avaya Aura® Communication Manager and Avaya Communication Server 1000
- **Offer Solution Category:** IP Telephony, Test and Monitoring, Unified Communications
- **Primary Industries Served:** Banking, Insurance, Telecommunications

Prognosis for UC is a software solution that provides multi-vendor performance management and monitoring. The solution allows enterprises and service providers to deliver first class unified communications capabilities across Avaya Aura technologies.

Prognosis is an essential component of UC environments. While the centralized management of Avaya Aura Session Manager helps reduce the complexity of enabling UC across the enterprise, there are even more components at the device level to manage and monitor, and additional ecosystem services at the network level that require the same attention.

Real-time management and alerting for the whole Avaya Aura infrastructure through a single pane of glass provides the insight and capabilities enterprises need to quickly identify and resolve issues before they impact the business or customers.

Prognosis Path Insight correlates network performance with voice quality, and Prognosis SIP Trunking helps administrators ensure that session border controllers deliver SIP interoperability, reliability and enterprise-class performance via a graphical interface.

Member presence
in North America, EMEA,
APAC and CALA.

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Scalability is vital in multi-vendor performance management. Prognosis can monitor hundreds of IP-PBXs and hundreds of thousands of phones through a single unified and highly customizable view. Its design, scalability, small footprint and flexible deployment options provide valuable insights while also providing for economies of scale.

Augmenting scale and reach is management flexibility and extensibility. For this reason, Prognosis leverages traditional collection methods as well as state of the art web services and SIP events to provide voice quality, device, performance, availability statistics and registration status. This helps enterprises reduce location specific costs, implement enterprise wide on-net routing and centrally administer highly-scalable global multi-vendor dial plans.

Prognosis for Unified Communications, Foundation Edition



- **Compliant with:** Avaya Aura Communication Manager
- **Offer Solution Category:** IP Telephony, Test and Monitoring, Unified Communications
- **Primary Industries Served:** Healthcare, Retail, Utilities

Prognosis Foundation Edition is a purpose-built solution for monitoring voice quality in an Avaya Aura Communication Manager environment.

Prognosis monitors IP telephony voice quality, availability and performance. Deep drill-down views provide the information needed to investigate and help resolve issues before they impact the business or customers.

Prognosis alerts managers when things change so they can proactively manage the enterprise environment, and anticipate and prevent problems.

Key benefits include:

- IP telephony availability and performance
- Real time and historical voice quality including MOS per call
- PBX configuration and status
- Device and gateway status
- Phone registration
- Call attempts and completions
- Voice streams grouped by media gateway