



**AVAYA**  
DEVCONNECT

# Prognosis by IR

## Proactive End-to-End Unified Communications Monitoring

As companies migrate to unified communications, the need for a complete view into the complex environment of applications and platforms becomes essential.

IR, an Avaya DevConnect Technology Partner, provides a tool to proactively monitor multi-vendor voice and unified communications platforms. The Prognosis for Unified Communications Solution delivers real-time management through a single pane of glass enabling enterprises and service providers to monitor, measure, alert and report on service level delivery. With Prognosis, support personnel have a unified view across the entire SIP infrastructure - including disparate systems - providing the insight and capabilities needed to quickly identify and resolve issues before they impact businesses or customers.

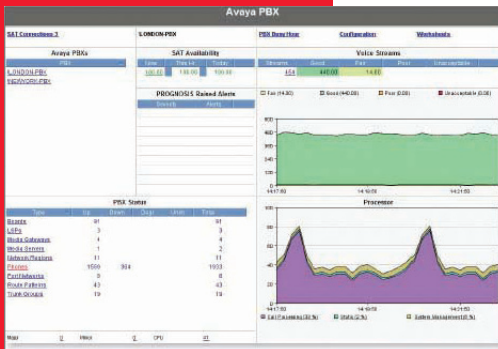
communications. Specifically, Prognosis Foundation Edition interfaces with Avaya Aura Communication Manager, while Prognosis Enterprise Edition interfaces with both Avaya Aura Communication Manager and Avaya Communication Server 1000.

- **Avaya Aura Communication Manager** is an open, extensible IP telephony platform that can be deployed as an IP PBX or feature server supporting a SIP-only environment, or as an evolution server supporting both SIP and non-SIP environments.

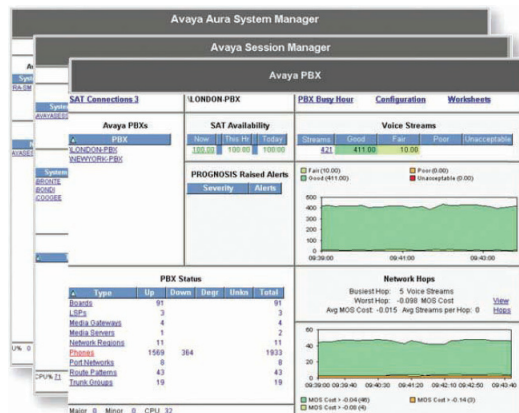
- **Avaya Communication Server 1000** is a full-featured, highly-scalable IP communications system, which can be fully distributed over IP LAN and WAN infrastructures and offers built-in reliability and survivability.

Quick and easy to install, Prognosis provides frequently used alerts, displays and reports out of the box. These aspects can also be customized within the solution, giving users total flexibility, such as the capacity to measure and track their unique service levels.

The Prognosis solution provides performance management with complete 360° unified communications insight across an enterprise's UC ecosystem, which can include multiple platforms and devices, for virtually any time period.



Prognosis Foundation Edition PBX Overview display.



Prognosis Enterprise Edition screens for Avaya Aura® System Manager, Avaya Session Manager and Avaya PBX.



## About DevConnect

DevConnect is Avaya's developer and technology partner program. Through a free Registered level membership in DevConnect, members are able to access a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more or register for membership, visit [www.avaya.com/devconnect](http://www.avaya.com/devconnect).

## About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit [www.avaya.com](http://www.avaya.com).

## Features

Right out of the box, Prognosis provides comprehensive features that help enterprises:

- Manage cross-platform servers around the globe
- Perform voice stream path diagnostics in real time
- Gather MOS metrics for call quality measurements
- Manage performance with comprehensive and customizable alerting and reporting
- Monitor systems with a complete 360° view of the unified communications experience
- Deliver intelligent alerts to multiple destinations
- Reduce mean time to repair
- Perform self-managing assessments

## Benefits

- **Optimize resources.** A comprehensive view into the entire SIP infrastructure allows enterprises to consolidate UC management by leveraging the skills and resources of a single team to monitor availability and capacity across the network.
- **Improve performance.** Real-time performance monitoring helps maintain business continuity by providing deep diagnostics and troubleshooting capabilities to deliver consistently reliable and high quality UC service delivery.
- **Reduce outages.** Intelligent alerting highlights potential availability and capacity issues, helping reduce the time to identify root causes and deliver resolution.

## Learn More

To learn more about Avaya solutions and DevConnect Technology Partner IR, contact your Avaya Account Manager or Avaya Authorized Partner. Or, visit us online at [www.devconnectmarketplace.com](http://www.devconnectmarketplace.com).

## About IR

Founded in 1988, IR is a leading global provider of proactive performance management software for critical IT infrastructure, payments and communications ecosystems. More than 1,000 organizations in over 60 countries—including some of the world's largest banks, airlines and telecommunication companies—rely on IR Prognosis to provide business critical insights and help ensure continuity-critical systems deliver high availability and performance for millions of their customers across the globe.

IR is headquartered in Sydney, Australia, and has offices in the United Kingdom, Germany, Singapore, and the United States.

For more information, visit [www.ir.com](http://www.ir.com).

## About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products are handpicked for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP products eliminate the hassle of managing multivendor relationships and are easy to order through the standard Avaya order processes.

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