

The Unified Communications and Collaboration Game-Changer

Transforming IT Efficiency with Riverbed

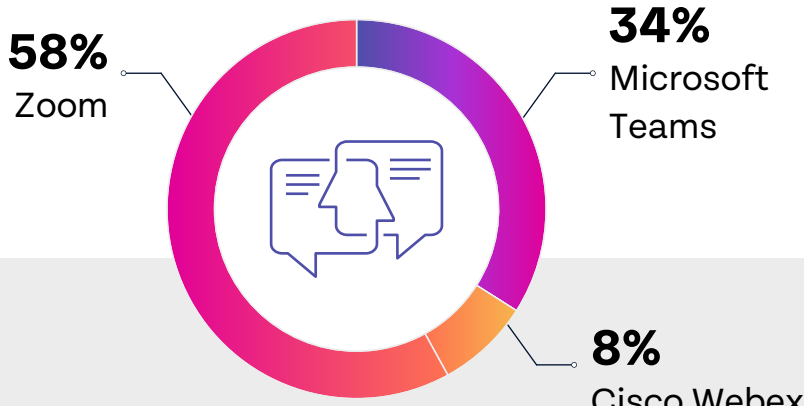


Discover how **Riverbed's Unified Communications Module** transforms IT operations and delivers seamless collaboration experiences anytime, anywhere.

UC&C Tools are Lifeblood of Enterprise Collaboration

Organizations depend on these platforms for uninterrupted communication

These tools enable global collaboration, executive engagement, and stronger business relationships. The global market share for UC&C platforms is dominated by three players.



The question is: does your IT team have the right monitoring tools to ensure it delivers—flawlessly and consistently?

Unified Communications & Collaboration More Important than ever



53% of U.S. workers engaged in a hybrid model. Splitting their time between remote and on-site work.¹



Remote & Hybrid Workers: Tend to spend **25%–50%** more time in video calls than in-office employees.²

The increased adoption of **remote and hybrid work models** has made **Unified Communications and Collaboration (UC&C)** tools critical for maintaining productivity, streamlining operations, and fostering **effective collaboration across organizations**.

UC&C is the biggest headache for IT

UC&C Chaos: The IT Team's Ultimate Battleground

Without proper monitoring, UC tools create IT headaches.

UC&C issues are the **#1 source** of IT help desk tickets.⁴

Blind Spots from **Remote Work**, **Zero Trust**, and **Hybrid Cloud** make UC traffic hard to monitor.

25% of IT pros waste over a full workday per week **troubleshooting** UC issues.⁵

Nearly **70%** of **IT teams** spend at least **four hours weekly** resolving UC disruptions.⁵

Riverbed Has Uniquely Solved This Problem

Riverbed UC Module shifts IT teams from reactive troubleshooting to predictive performance management, ensuring seamless UC&C experiences.

The Riverbed Unified Communications Module delivers real-time endpoint visibility into UC&C platforms, eliminating blind spots and enabling proactive troubleshooting. It helps IT teams ensure seamless collaboration, minimize downtime, and enhance communication reliability.

Key Functionalities and Benefits



1. Enhance User Experience with Real-Time UC Monitoring

Gain endpoint-level visibility with Unified Agent into any UC&C application performance, ensuring seamless collaboration with proactive issue resolution.



2. Achieve Unmatched Insights with Endpoint-Centric Visibility

Capture real user experience data from endpoints, eliminating blind spots for precise VoIP and video performance monitoring.



3. Minimize Downtime with Proactive Alerts and AI-Driven Troubleshooting

Get real-time alerts and AI-based anomaly detection to prevent communication disruptions before users are impacted.



4. Streamline IT Operations with Unified Dashboards

A single-pane-of-glass view of voice and video performance that uniquely correlates data across devices, networks, and user experience to pinpoint root cause fast.



5. Reduce Operational Overhead with Simplified Deployment

A single-agent platform with automatic updates reduces complexity, ensuring scalable and efficient UC performance management.



Eliminate UC Blind Spots



Reduce Downtime



Transform IT Efficiency

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Source:
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