Ribbon Incident Management as a Service (IMaaS)

Keeping Your Ribbon Elements Performing 24x7

Unified communications are mission critical to today's geographically dispersed organizations. Companies count on the ability to connect to colleagues and customers from anywhere at any time. Loss of these services often means a loss of revenue, lost productivity, and negative impact on customer satisfaction. The functionality and flexibility offered in communications networks add to their complexity. The cost of the expertise necessary to ensure the availability of converged networks is at odds with the cost savings of moving to IP telephony. The cost of a damaged reputation resulting from communications interruptions, however, can be much more. Any interruptions need to be addressed immediately.
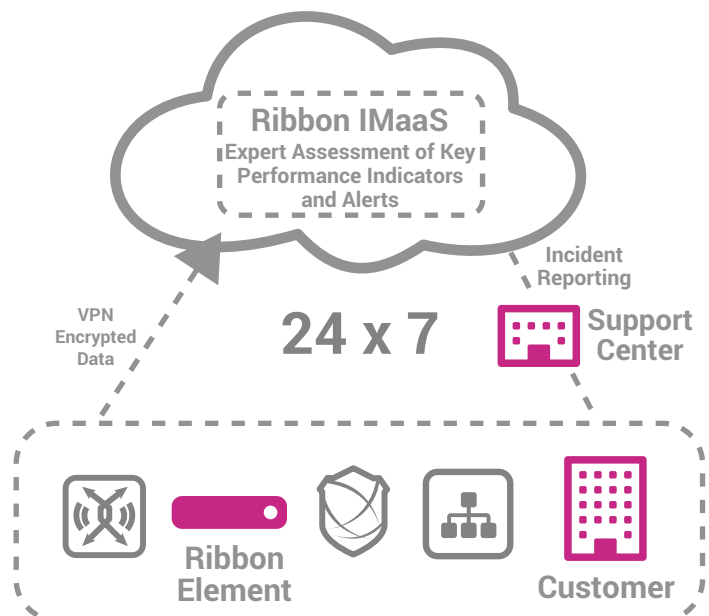
Ribbon Communications Incident Management as a Service (IMaaS) provides expert oversight of your communications technology. As a managed service, IMaaS offers immediate return on investment and cost savings over architecting and staffing your own solution. Ribbon network elements are monitored by experts that quickly separate adverse events from benign changes. Events that require further attention are shared with you and those providing support for your Ribbon elements. If you need to open a support case regarding an IMaaS identified and escalated issue, they will already have issue information to help speed corrective action.
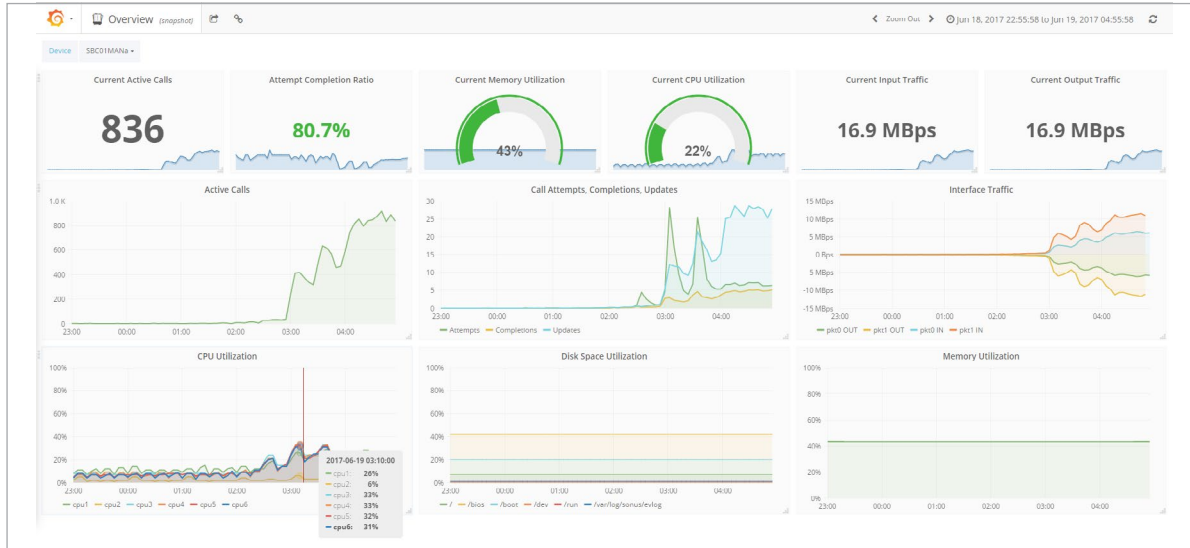
IMaaS Delivers

- Proactive, 24x7, non-disruptive monitoring of Ribbon network elements
- Ribbon proprietary analytics to quickly focus attention on incidents needing attention
- Highly secure monitoring connection to customer's unified communications network
- Ribbon expertise in triaging of network anomalies associated with Ribbon elements
- A single point of fault and performance surveillance for Ribbon network elements

Ribbon IMaaS is provided in a highly secure managed network operations center (MNOC). Your information is encrypted before travelling over a virtual private network (VPN). Access to the MNOC is restricted to the Ribbon experts providing IMaaS.

There is never an acceptable time for your unified communications to be degraded or unavailable. Ribbon IMaaS helps ensure that the Ribbon elements on your communications network are performing as expected, 24 x 7. You can feel comfortable concentrating on growing your business, knowing that your communications technology is in expert hands. With access to key performance metrics, you can see how your Ribbon elements are working.

Ribbon IMaaS
Expert Assessment of Key Performance Indicators and Alerts

VPN Encrypted Data

Incident Reporting

24 x 7

Support Center

Ribbon Element

Customer

ribbon

Ribbon IMaaS can monitor the following Ribbon network elements:

- SBC SWe Lite
- SBC 1000
- SBC 2000
- SBC 5000 Series
- SBC SWe
- SBC 7000
- GSX 9000
- PSX Centralized Policy & Routing Server, PSX SWe
- DataStream Integrator
- NetScore
- Insight EMS

Ribbon IMaaS must be attached to concurrent 24x7 maintenance agreements.

Rapid insight, rapid evaluation, rapid resolution…

your mission-critical communications remain available and performing as expected. For more information about purchasing, see your Ribbon Partner Assure solution provider.

www.ribboncommunications.com/partners/partners-resellers

About Ribbon

Ribbon Communications (Nasdaq: RBBN) delivers communications software, IP and optical networking solutions to service providers, enterprises and critical infrastructure sectors globally. We engage deeply with our customers, helping them modernize their networks for improved competitive positioning and business outcomes in today's smart, always-on and data-hungry world. Our innovative, end-to-end solutions portfolio delivers unparalleled scale, performance, and agility, including core to edge software-centric solutions, cloud-native offers, leading-edge security and analytics tools, along with IP and optical networking solutions for 5G. We maintain a keen focus on our commitments to Environmental, Social and Governance (ESG) matters, offering an annual Sustainability Report to our stakeholders. To learn more about Ribbon, please visit rbbn.com.

Contact Us We are here to help. Let us know if you are interested in a quote or if you have any questions.

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Voice
Unified Communications
Business Productivity Solutions
Midmarket Solution Provider

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