



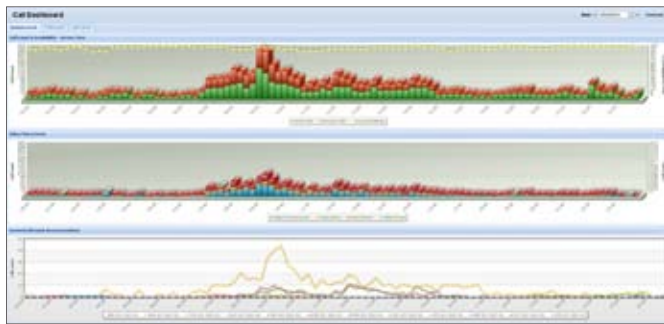
IneoQuest™ iTMC Telepresence Management Center

Video Network IT Management for Polycom Telepresence Systems

Better Video Through Enhanced Network Insight

IneoQuest's iTMC Telepresence Management Center enables IT departments to optimize their networks to improve the quality and effectiveness of video conferencing calls. Based on patented and patent-pending technologies, iTMC is the first product to aggregate data across disparate systems to provide visibility, metrics and insight to your IT staff.

By monitoring all calls at all times, you can quickly detect and isolate network issues. Extensive reporting tools capture the overall health of your video intensive network. iTMC enables you to observe usage and error trends in your network for more accurate capacity planning.



System-level views from the centralized Call Dashboard allow you to analyze trends collected from distributed, disparate systems.



Key Benefits

- Deploy more video conferencing and Telepresence sites with improved network performance and proficiency.
- Leverage your existing video conferencing investment by tuning your video network to maximize ROI.
- Reduce network operational expenses.
- Centralized and remote monitoring of enterprise video conferencing calls.
- Minimize in-house and vendor finger pointing.
- Ensure network service providers are meeting SLAs for your video conference calls.

Key Features

- Extensive report generation
- Long-term storage of call history
- Fault detection and isolation
- Bandwidth monitoring
- Call availability
- Detailed statistics per flow
- Automatic aggregation of flows into calls



iTMC for Apple® iPad™, iPhone® and iPod touch® helps your IT staff perform remote troubleshooting at the source of the problem.

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Discovery & Awareness

- Identify where, when and how resources are being utilized.
- Determine total number and average duration of calls.
- Spot top usage locations (equipment stations or endpoints).
- Distinguish simultaneous live calls on your network in real-time.

Video-Centric Troubleshooting

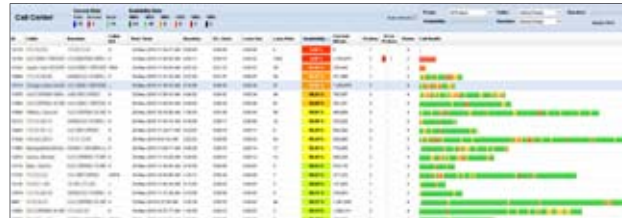
- Verify how network configuration effects QOS across calls.
- Ability to identify where problem is occurring with key probe locations.
- Call history allows analysis of previous calls and lets you view call health over time.

Improve Accuracy of Planning for Superior, Longterm IP Performance

- Trending of bandwidth usage and errors.
- Identify peak hours with low availability.
- Cohesive reporting across network elements eliminates mysteries with existing disparate reports.
- Increase network quality through systematic problem identification and resolution.
- Fault isolation of sites having the highest errors.

IQ Pro-Care Professional Services

IQ Pro-Care Professional Services are available to provide installation, as well as run-time monitoring of the health of the iTMC system. Daily Summary System Reports maximize the benefits of the system. Training services are also available.



Call Center

- Actively displays all calls in your network with a real-time display of call quality.
- Statistics available per call or flow.
- Call Center allows you to correlate across all flows in the call AND all probes monitoring the call.



Probe List

- Deep dive into a probe location once a problem is identified to see exactly where errors are occurring most frequently in the network and the severity of those errors.
- Determine if problems are isolated to certain locations or is more wide-spread.
- Isolate issues to types of locations (home user vs. WAN).
- Analyze call volume and overall utilization to enable capacity planning at specific locations.



Call Dashboard

- Real-time view of your deployments at system, probe and user levels.
- Graphical views help to quickly identify issues to minimize downtime and improve the effectiveness of telepresence calls.

About IneoQuest

As the world-wide leader in video over IP monitoring, IneoQuest Technologies, Inc. empowers its customers to deliver the highest level of video quality possible across multiple devices, including television, Internet and mobile.

