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TeleMate Announces General Availability of Next-Generation UC&C Observability Platform

Empowering enterprises to troubleshoot faster, scale confidently, and deliver superior collaboration experiences.

ATLANTA--([BUSINESS WIRE](#))--TeleMate today announced the general availability of a major new release of its UC&C Observability platform, delivering enhanced scalability, performance, and real-time visibility for large, complex enterprise communication environments.

Built to reduce operational risk, eliminate communication blind spots, and ensure performance across rapidly evolving digital workplaces.

Designed for hybrid, cloud-first, and multi-vendor ecosystems, the new release strengthens UC&C Assurance by providing end-to-end observability across Cisco Webex, Microsoft Teams, Zoom, Pexip, and legacy UC&C infrastructure. As enterprises support hundreds of thousands of users, millions of devices, and highly distributed collaboration and contact center systems, TeleMate delivers the clarity required to operate reliably at scale.

The release introduces significant architectural enhancements that accelerate TeleMate's UC&C Assurance engine, supporting deployments exceeding 500,000 users and more than one million monitored devices, including large multi-cluster environments such as federal and global enterprise operations.

"Enterprises are managing unprecedented UC&C complexity," said Steve Tabaska, Chief Executive Officer of TeleMate. "This release provides the scale, intelligence, and visibility organizations need to diagnose issues faster and operate with confidence."



Key enhancements include advanced device-level experience monitoring with Web Real-Time Communication (WebRTC) intelligence across Cisco Webex, Microsoft Teams, Zoom, NICE, and other browser-based collaboration services. TeleMate has also introduced native integration with Pexip, expanding visibility into video collaboration quality and interoperability workflows.

In addition, TeleMate has enhanced the UC Assurance user experience with improved filtering, clearer meeting and call-flow visualization, and streamlined navigation of high-volume MELT (messages, events, logs, and traces) data—reducing troubleshooting time from hours to minutes.

With this release, TeleMate reinforces its position as a leading vendor-neutral UC&C observability platform built to support modern enterprise scale.

About TeleMate

TeleMate delivers comprehensive UC&C observability through real-time, vendor-neutral visibility across hybrid, cloud, and on-premise communication environments. Trusted by some of the world's largest and most complex enterprises, TeleMate helps organizations improve performance, reduce risk, accelerate troubleshooting, and optimize digital collaboration experiences.

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