

CA eHealth® Performance Manager Integrated Cisco Unified Communications Manager Support

CA eHealth® Performance Manager (PM) Integrated Cisco Unified Communications Manager (UCM) Support helps organizations improve performance and provide greater service level control by better managing the underlying infrastructure over which their voice traffic is traversing. CA eHealth PM collects non-SNMP data from the voice and other media servers on your converged network to provide as rich a set of performance metrics for your voice and media services as it does for your data services.

Business Value

By initiating fully integrated support for voice application and server management, CA eHealth PM follows and is consistent with the changes in business practices - from separate networks for voice and data, separate support teams for telephony and networks, and separate management tools to a converged IP network, a converged IT management team and converged management tools.

This translates into:

- › a lower cost of ownership due to a single toolkit that reduces administrative overhead
- › flexible reporting capabilities to meet the needs of all business and technical users
- › improved voice service by identifying areas that are at risk of degrading before users are affected

Product Overview

Support for Cisco UCM will now benefit from the extensive performance management capabilities of CA eHealth PM and the advantages of having data and voice applications managed by a single, integrated solution. These include:

- › Proactive performance management and alarming based on intelligent algorithms
- › Full visibility to underlying network capacity for better utilization and voice quality
- › Extensive reporting capabilities
- › Expansive platform support
- › High availability and disaster recovery

Delivery Approach

Reduce implementation risk by leveraging the skills of CA Services personnel to deploy your integrated CA eHealth PM solution with industry leading best practices. The CA Infrastructure and Performance Management Solution Implementation includes the design and integration specifications, phased implementation and test plans to help you achieve product value quickly.

What's New, What's Compelling?

CA eHealth PM helps customers manage the two most important components of a Voice Over IP implementation for Cisco UCM users:

- Underlying network infrastructure: The management of the underlying network infrastructure includes hardware components, resource utilization, as well as visibility into Quality Of Service (QOS) configurations ensuring voice traffic receives the priority it needs.
- Voice Application and Service Performance: Customers gain visibility into the performance and utilization of the voice application, gateways, trunks, etc. in addition to call quality statistics including jitter, latency, and MOS scores for actual calls.

The CA eHealth Converged Network Data Collector (CNDC) provides automated data collection, processing, analysis, and reporting for all your Cisco UCM clusters, supplying all your converged network health management needs - voice/media and data - at one stop. You can proactively manage your converged network using the rich set of features and reports from CA eHealth PM for an end-to-end view of performance across IT Domains and voice services.

Features

Support for Cisco UCM versions 3.3 - 6.X (7.0 will be supported via a hot fix) will now benefit from the extensive features of CA eHealth PM while maintaining the capabilities of CA eHealth for Voice. CA eHealth CNDC adds value by:

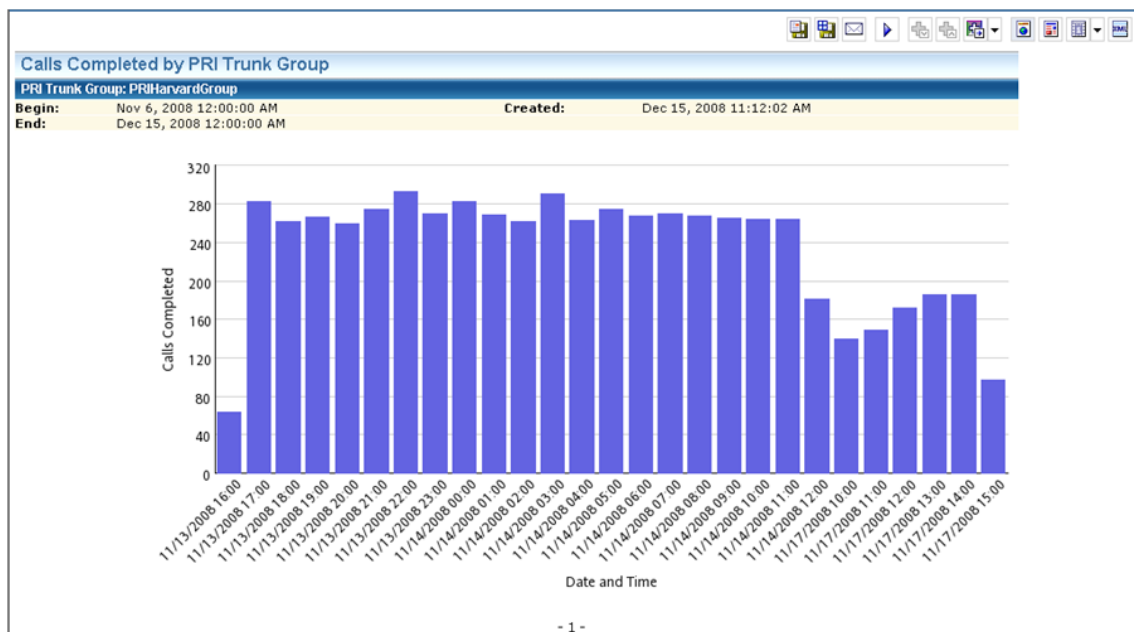
- Providing automated data collection, processing, analysis, and reporting for all your Cisco UCM clusters
- Serving as the one-stop for all your converged network health management needs, voice/media and data
- Enabling proactive management of your converged network health using the rich set of features and reports such as:
 - Proactive performance alarming via CA eHealth Live Health for:
 - Correlation of voice and data performance metrics
 - Greater visibility through a combination of CDRs, MOS scores, trunk utilization and network measurements providing a comprehensive view of the voice service
 - Full visibility to the underlying network infrastructure as well as voice applications
 - Better use of and visibility into the capacity of your IP network
 - Better voice service
 - Scheduled and customized reporting capabilities through Report Center
- Visibility to greater granularity of data - CA eHealth for Voice provided hourly granularity of data, CA eHealth PM will provide 5 minute granularity
- Expanded platform support to include Windows and Solaris

INTEGRATED IP TELEPHONY SUPPORT - CA EHEALTH PM REPORTS

The following CA eHealth PM reports for integrated telephony illustrate the depth of information delivered. Reports shown include Call Quality by Department and Calls Completed by Trunk Group.

Call Quality by Department					
Begin:	Nov 6, 2008 12:00:00 AM	Created:	Dec 11, 2008 2:28:14 PM		
End:	Dec 11, 2008 12:00:00 AM				
Department	Date	Jitter	Latency	Packet Loss	MOS
ACE (CCM40)	11/07/2008	0	0	0	3.86
	11/08/2008	0	0	0	4.41
	11/09/2008	0	0	0	4.35
	11/13/2008	0	0	0	4.41
	11/14/2008	0	0	0	4.41
Average for: ACE (CCM40)		0	0	0	4.29
ACE (CCM61)	11/14/2008	0	0	0	2.20
	11/15/2008	0	0	0	2.20
Average for: ACE (CCM61)		0	0	0	2.20
ACE A/A (CCM40)	11/07/2008	0	0	0	3.86
	11/08/2008	0	0	0	4.41
	11/09/2008	0	0	0	4.41
	11/13/2008	0	0	0	4.38
	11/14/2008	0	0	0	4.41
Average for: ACE A/A (CCM40)		0	0	0	4.29
ACE A/A (CCM61)	11/14/2008	0	0	0	2.20
	11/15/2008	0	0	0	2.20
Average for: ACE A/A (CCM61)		0	0	0	2.20

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Benefits

Maintaining voice quality is essential and both voice service and voice quality will improve with a single point of visibility over the network assets it relies on. CA eHealth PM monitors QoS and can identify voice capacity more accurately with all demands on that capacity being monitored centrally.

Your IT and telecommunications teams are merging into a single team and they will now only have to master one management tool, increasing their expertise, simplifying their job and increasing their control over the assets they have at their disposal.

Lastly, your IT staff and management will appreciate the thorough reporting available through CA eHealth PM. Through reporting you will be able to illustrate voice quality, SLA compliance and capacity utilization enabling you to do your job better and document it.

Why CA

At CA, we have a distinct vision for IT management and are solely focused on IT management software — it's all we do - and what we do best. CA helps customers manage IT to better perform, compete, innovate and grow.

We work with the majority of the Forbes Global 2000 — including the top 10 banks and telecommunications companies — who are sophisticated users of IT.

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