CA Unified Infrastructure Management for Cisco VoIP

At a Glance

Monitoring VoIP networks is vital—even the slightest changes in performance can have a dramatic impact on the quality of services end user experience. CA Unified Infrastructure Management (CA UIM, formerly CA Nimsoft Monitor) for Cisco VoIP compiles, analyzes and monitors performance data to provide real-time tracking and historical reporting of the entire VoIP infrastructure, including VoIP networks, call activity and messaging. CA UIM delivers this vital information via alarms, operator consoles, business dashboards, long-term trend reports and SLA compliance reports.

Key Benefits/Results

- Improved performance and uptime
- Enhanced resource optimization
- Increased SLA compliance

Key Features

- Proactive monitoring of VoIP platforms, network performance, call activity and VoIP messaging
- Centralized, cohesive view of performance
- Instant alerts and real-time dashboards

Business Challenges

VoIP is increasingly relied upon to deliver vital communications services for organizations around the world. To ensure these services meet the reliability and quality demands of end users, organizations must be able to monitor and proactively manage every component within their VoIP infrastructure, including not only the underlying VoIP networks and components, but all the services that run on those networks.

Solution overview

CA UIM for Cisco VoIP offers organizations a centralized, cohesive way to manage all the VoIP systems and services that play a role in the quality of service end users ultimately experience. With CA UIM, organizations can more effectively ensure continuous SLA compliance and end-user satisfaction. CA UIM solutions enable organizations to monitor these vital systems within their VoIP infrastructure:

- **VoIP networks.** CA UIM for Cisco IP SLA performs traffic simulations across Cisco devices to proactively detect and preempt excessive jitter, packet loss and high latency.
- **VoIP call activity.** CA UIM for Cisco Unified Communications Manager monitors all aspects of call activity in the Cisco VoIP environment, including Unified Communications Manager services, Cisco Unity Connection, Cisco Unified Presence, Cisco Contact Center Express and other Cisco products supporting the AXL interface. CA UIM can track the metrics that the target Cisco device publishes via the Cisco AXL API.
- **VoIP messaging.** CA UIM for Cisco Unity offers a comprehensive picture of the performance of both the Unity server operating system and all key messaging processes and services—including calls, log ins, greetings, playback, recording and more—to ensure the end-user's messaging experience is efficient, reliable and productive.

Critical Differentiators

Monitor VoIP networks

CA UIM for Cisco IP SLA provides an easy to use, scalable and cost effective solution for configuring IP service level monitoring for Cisco devices. With CA UIM, organizations can effectively understand the traffic characteristics of the network to ensure high quality service levels and SLA compliance. In addition, CA UIM helps organizations manage the introduction of new applications, and effectively assess performance both before and after applications go online, to make sure any performance impact is immediately identified and addressed.

Monitor VoIP call activity

CA UIM for Cisco Unified Communications Manager monitors and manages key performance metrics and services on Unified Communications Manager servers. CA UIM contains an intuitive user interface that makes it easy for administrators to define hosts to be monitored, activate/deactivate checkpoints and configure thresholds. The solution's advanced monitoring capabilities can be achieved without installing any software on the Cisco Unified Communications Manager servers, and it can be extended to monitor all available Cisco performance objects. In addition, CA UIM delivers vital performance data via alarms, operator consoles, business dashboards, long-term trend reports and SLA compliance reports.

Monitor VoIP messaging

Cisco Unity plays a essential role in all of an enterprise's employee communications, so consequently, its performance is vital. CA UIM for Cisco Unity offers a comprehensive picture of the performance of the complete Unity system, performing extensive collection and analysis of key messaging performance metrics. With CA UIM, organizations can monitor:

- **Cisco Unity Server operating systems.** The underlying server operating system—including CPU utilization, memory, disk and network—is monitored to expose problematic resource trends before it can impact messaging availability and performance.

- **Cisco Unity messaging services.** Focused monitoring is applied to key Cisco Unity messaging processes and services—including calls, log ins, greetings, playback, recording and more—to ensure the end-user's messaging experience is efficient, reliable and productive.

Monitor the Unity ecosystem

With CA UIM, organizations can monitor and manage, from a single console, the myriad interrelated systems that make up their infrastructure, including applications, servers and networking components. This comprehensive visibility is particularly critical in a Unity environment, which is comprised not only of the Unity server, but the underlying IP network, and a range of servers and databases—all of which must be operating effectively to ensure effective end user services.

With CA UIM, organizations can monitor:

- **Email servers.** In most cases, Microsoft Exchange is tightly integrated with Unity to house user in boxes. CA UIM for Exchange Reporting solution offers an effective way to track and report on an organization's Exchange email system.

- **Web servers.** Microsoft IIS is typically used to host Unity Web interfaces and applications, and with CA UIM for Microsoft IIS, organizations gain a powerful solution for efficiently monitoring all IIS server activity.

- **Databases.** In Unity environments, SQL Server typically is used to store and manage the associated .wav files of voicemails, fax files and other data that Unity processes. The SQL Server Monitoring Probe can be used to constantly monitor the internal performance and space allocation in the SQL Server database.

For more information, please visit **ca.com/uim**