

CA Unified Infrastructure Management for Microsoft OCS



At a Glance

Business users rely on Microsoft Office Communications Server (OCS) for their messages, calls and conferences to conduct every day business so high availability and performance is critical. With CA Unified Infrastructure Management (CA UIM, formerly CA Nimsoft Monitor) for Microsoft OCS, you can get the visibility you need to track, manage and tune the performance of OCS. This solution equips you with intuitive dashboards and reports, timely alerts and comprehensive system coverage so you can proactively optimize resource utilization and boost performance and uptime. Plus, with the solution's automation and easy customization, CA UIM streamlines ongoing administration.

Key Benefits/Results

- **Leverage and optimize resources** – Metrics that enable you to understand usage and plan capacity.
- **Boost performance and uptime** – Insights you need to quickly spot outages, and identify potential issues before they have an impact on users.
- **Save time** – Eliminate the need to manually sift through event logs and performance counters.

Key Features

- **Comprehensive coverage** – Web based, real-time alarms that include tracking of event logs, performance counters, processes, services and classes
- **Customizable Dashboards** – Configure service delivery information based on roles within the organization and enable monitoring of any OCS object.
- **Business metric monitoring** – Enables aggregation of monitoring data from disparate sources to provide current views of critical business services that impact customer experience. It provides intuitive timely insights featuring performance trend reporting and SLA reporting.
- **Unified trending and root-cause analysis** – Quickly identifies and corrects problems across your entire IT infrastructure before they become performance issues.

Business Challenges

Microsoft Office Communications Server (OCS) is a server that delivers the infrastructure for voice communications; instant messaging; and audio, video and Web conferencing. OCS helps users find the necessary people they need to interact with and allows them to use the communication method to complete the task. Once deployed, users rely on OCS continuously for their business communications and collaboration—so ensuring the high performance and continuous uptime of OCS is a vital requirement.

Solution Overview

With CA UIM for Microsoft OCS, you can automatically and comprehensively monitor the health and performance of business-critical OCS environments. CA UIM allows you to gather the metrics you need to understand OCS and application performance, so you can proactively detect any issues and track utilization trends. In addition, it delivers this monitoring data via intuitive alarms and reports that give you the timely insights you need to optimize the performance of OCS environments.

CA UIM offers these features:

- Web-based, real-time alarms, performance trend reporting, and SLA reporting that help ensure you get exactly the insights you need—when you need them.
- Off-the-shelf monitoring of a comprehensive range of OCS metrics, including performance counters in such areas as quality of experience, call detail records, LDM, mediation server, event logs, Windows services and OCS-related Windows management instrumentation.
- Easy customization options that enable you to add monitoring coverage of any OCS objects you want to track.
- Automated health checks that ensure you are consistently tracking the quality of OCS-based communications, so you can quickly be alerted if there are outages or if users are experiencing degraded performance.

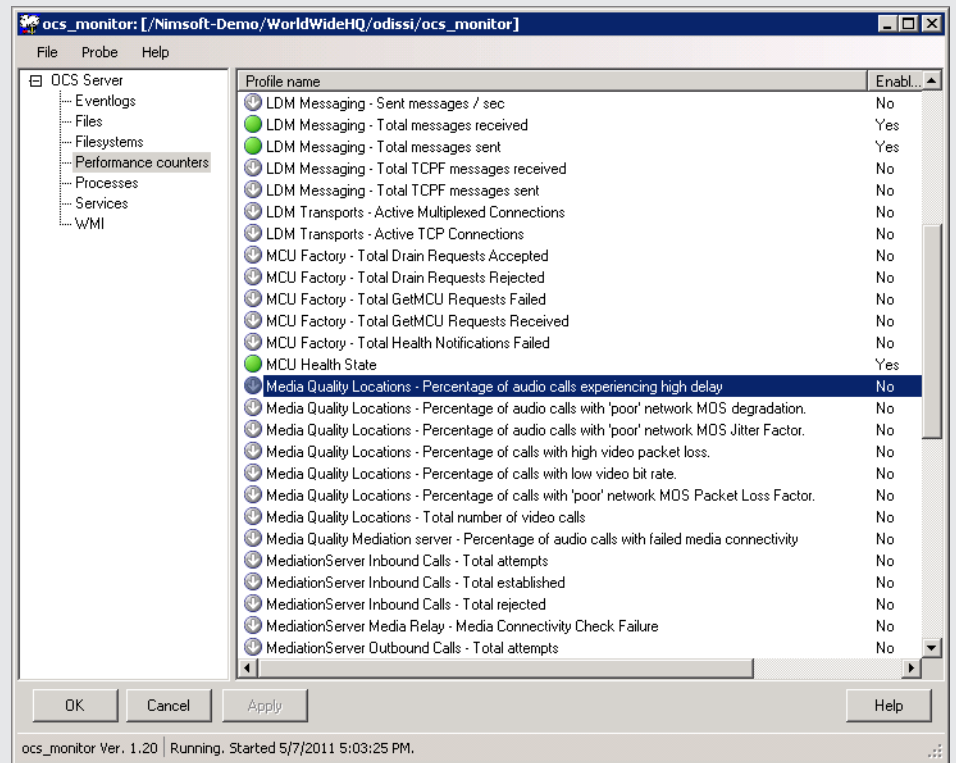
Critical Differentiators

CA UIM uses a Message Bus Architecture as a core element that is streamlined, comprehensive and efficient. It enables all monitoring components to communicate with each other, without direct program-to-program connections and acts as an abstraction layer between the core system and the monitoring probes. This leads to significant improvements in reliability, scalability and development agility.

By equipping your organization with these robust features, CA UIM delivers these benefits:

- **Maximize resource utilization.** CA UIM equips you with the critical OCS performance metrics that enable you to understand usage and more effectively plan capacity.
- **Improve performance and availability.** CA UIM automatically performs routine service health checks, and generates the real-time alerts that help administrators prevent outages and performance degradation.
- **Save time.** With its comprehensive and automated monitoring capabilities, CA UIM eliminates the need for you to have to manually sift through event logs and performance counters to track service levels and identify potential issues.

Easily track performance of a host of areas within the OCS environment, including event logs, performance counters, processes, services, and classes.



Supported Environments

- Microsoft Office Communications Server 2007
- Microsoft Lync Server 2010

For more information, please visit ca.com/uim

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