



MONITORS

Network performance

- Jitter performance
- Packet loss
- Round trip response time

Call activity

- CallManager services
- H.323 calls
- IP and ATA phones
- Gateways
- Ports
- Processes
- Memory utilization

VoIP messaging

- Unity server OS
- Calls
- Log ins
- Greetings
- Playback
- Recording

BENEFITS

- Improved performance and uptime. Proactive monitoring and alerting accelerates identification of performance issues—enabling response before end user productivity is affected.
- Enhanced resource optimization. Centralized, cohesive view of performance delivers insights into opportunities for resource optimization.
- SLA compliance. Instant alerts and real-time dashboards notify service managers in advance of SLA compliance breaches.

NIMSOF DATASHEET

Nimsoft for Cisco VoIP Monitoring

Ensuring Optimized Network Performance and End User Services

Introduction

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.

The Solution

Nimsoft Monitoring Solutions (NMS), formerly known as NimBUS, solutions offer 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 NMS, organizations can more effectively ensure continuous SLA compliance and end-user satisfaction. NMS solutions enable organizations to monitor these vital systems within their VoIP infrastructure:

- VoIP networks. NMS 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. NMS for Cisco CallManager monitors all aspects of call activity in the Cisco VoIP environment, including CallManager services, H.323 calls, IP and ATA phones, gateways, ports, processes, memory utilization, and much more.
- VoIP messaging. NMS 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.

Monitoring VoIP Networks

Monitoring VoIP networks is particularly vital—even the slightest changes in performance can have a dramatic impact on the quality of services end users experience. NMS for Cisco IP SLA provides an easy to use, scalable, and cost effective solution for configuring IP service level monitoring for Cisco devices. With NMS, organizations can effectively understand the traffic characteristics of the network to ensure high quality service levels and SLA compliance. In addition, NMS 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.

Cisco IP SLA Made Easy—Embedded within Cisco IOS devices, Cisco IP SLA is software that generates and monitors traffic to measure performance between any combinations of network endpoints. Since the agents reside on Cisco devices, they provide very accurate measurements of all performance characteristics that are vital in VoIP environments, including jitter performance, packet loss, round trip response time, CPU utilization, and more. IP SLA is supported on almost all Cisco IOS devices, but configuring Cisco IP SLA using native toolsets is an extremely difficult and time-consuming task, which has meant that many organizations have not been able to utilize these powerful monitoring capabilities.



Monitoring VoIP Call Activity

To effectively monitor VoIP networks, organizations need to gain visibility into every facet of their VoIP infrastructure, and one of the most vital components in the infrastructure is Cisco CallManager. To ensure this mission-critical component is functioning optimally, organizations need to monitor both server health and application health—both of which play a role in the quality of services that are ultimately delivered.

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

Monitoring VoIP Messaging

Cisco Unity plays a vital role in all of an enterprise's employee communications, so consequently, its performance is vital, and visible. The NMS for Cisco Unity Probe offers a comprehensive picture of the performance of the complete Unity system, performing extensive collection and analysis of key messaging performance metrics. With the NMS probe, 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 Entire Unity Ecosystem—With the NMS family of products, 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 the NMS family of products, organizations can monitor:

- Email servers. In most cases, Microsoft Exchange is tightly integrated with Unity to house user in boxes. The NMS 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 the NMS for Microsoft IIS Monitoring Probe, 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.

Critical Monitoring Data: When and How it's Needed

NMS solutions compile, analyze, and monitor performance data to provide real-time tracking and historical reporting of the entire VoIP infrastructure, including VoIP networks, call activity, and messaging. NMS delivers this vital information via alarms, operator consoles, business dashboards, long-term trend reports, and SLA compliance reports.

About Nimsoft

Nimsoft is the fastest growing provider of next-generation performance and availability monitoring solutions for the complete physical, virtual, and cloud-based IT infrastructure. Nimsoft solutions redefine the standards for ease of use and speed of deployment—providing outstanding return on investment and unparalleled customer satisfaction. Over 800 customers in 36 countries rely on Nimsoft solutions to monitor their IT-based business applications and services, including cloud environments. These customers include mid-market and global organizations, such as Barclays Capital, Amway Corporation, Bay Area Rapid Transit, Ladbrokes, MTU Aero Engines, TriNet, and TRW Automotive, and hundreds of leading managed service providers, such as CDW Hosting Services, ENKI, Thomas Duryea, Easynet, and Rackspace Managed Hosting. For more information, visit www.nimsoft.com.

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