

Nimsoft for Cisco Unity Monitoring

Ensuring Optimized End User Services

Key Features

- Comprehensive visibility into performance at the host and application level
- Point-and-click access to real-time performance status

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.

Introduction

Enterprises around the world rely on Cisco Unity products to get sophisticated unified messaging services through their existing IP networks. With Cisco Unity, users can check all their email, fax, and voice messages through a single Web-based interface and users without Internet access can check email by phone. Once deployed, Cisco Unity plays a vital role in all of an enterprise's employee communications, so consequently, its performance is vital, and visible. If performance of the Unity server or application stalls, end users will experience poor service quality, including delays, choppy voice playback, and unacceptably sluggish response. How can administrators monitor and manage their entire Unity infrastructure so they can ensure users consistently enjoy optimal performance?

The Solution

Nimsoft Monitor 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 Nimsoft Monitor 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.

Critical Performance Data: When and How it's Needed

Nimsoft Monitor compiles, analyzes, and monitors performance data to provide real-time tracking of Unity environments. Nimsoft Monitor delivers this vital information via alarms, operator consoles, business dashboards, long-term trend reports, and SLA compliance reports.



Data Sheet

Monitor the Entire Unity Ecosystem With Nimsoft Monitor 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.

Monitor Associated Servers and Databases

With Nimsoft Monitor family of products, organizations can monitor:

- Email servers. In most cases, Microsoft Exchange is tightly integrated with Unity to house user in boxes. Nimsoft Monitor 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 Nimsoft Monitor 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.

Monitor the VoIP Network and Call Activity

In addition to Nimsoft Monitor for Unity probe, Nimsoft offers a range of products that enable organizations to monitor these vital systems within their VoIP infrastructure:

- VoIP networks. Nimsoft Monitor for Cisco IP SLA probe performs traffic simulations on Cisco devices to proactively detect and preempt

excessive jitter, packet loss, and high latency.

- VoIP call activity. Nimsoft Monitor for Cisco Unified Communications Manager probe monitors all aspects of call activity in the Cisco VoIP environment, including circuits, gateways, switches, Cisco Unified Communications Manager, Cisco Contact Center Express, Cisco Unified Presence, Cisco Unity, and much more.

Comprehensive Unity Checkpoint Monitoring

Nimsoft Monitor for Cisco Unity Solution monitors the health and performance of Cisco Unity systems and services, with capabilities for monitoring all vital health metrics—over 50 checkpoints in all. In addition, administrators can easily develop checkpoints for their specific environment, so through this solution, they can monitor associated systems such as Web services, Exchange servers, IIS Web servers, SQL Server databases, and more.

About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company’s lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today’s dynamic computing environments. Learn more at www.nimsoft.com.

North America Headquarters

U.S. toll free:
1 877 SLA MGMT (752 6468) 1 408 796 3400

Email: info@nimsoft.com
Web: www.nimsoft.com

United Kingdom

+44 (0) 845 456 7091

Norway & Northern Europe

+47 22 62 71 60

Germany

+49 (0)89 - 99 61 90 60

Australia

+61 (0)2 9236 7216

Brazil

+5511 5503 6243

Mexico City

+52 (55) 5387 5406

Singapore

+65 64328600

New Delhi

+(91 11) 6656 6667

Mumbai

+(91 22) 66413800