AppManager® for VoIP

Proactively assures the availability and Quality of Service of voice infrastructures

Overview

Next-generation communication technologies, such as VoIP, can give your business a competitive advantage. But maintaining the performance and availability of VoIP applications can be daunting because of their complexity and criticality. IP telephony servers, voice mail servers and data networks must all be available. Call quality must meet end-users' expectations. Continuous management is necessary to deliver the reliability and quality that customers demand and to ensure the success and availability of enterprise communication services.

NetIQ's AppManager Suite (AppManager) provides a comprehensive solution for ensuring the availability of VoIP quality of service, and measuring and reporting success metrics and service levels.

Solutions for Today

NetIQ's AppManager for VoIP enables administrators to effectively monitor and manage service levels for VoIP applications. The solution measures service levels and monitors the operation of the underlying IT infrastructure (network, hardware and infrastructure software components), providing the capability to relate service-level issues to problems with the underlying architecture.

Built on a robust architecture, AppManager delivers rich, out-of-the-box functionality that lowers support costs by identifying and resolving potential problems before end users are affected. With automated problem management and sophisticated alerting, AppManager helps you maximize the performance of systems and applications—including VoIP—and offers important capabilities and benefits important for effective VoIP management.

Key Benefits

Simplifies VoIP management - With AppManager, you can manage VoIP solutions including IP phones, call servers, voice mail and IP contact center applications, as well as the underlying IT infrastructure, all from a single integrated console.

Maximizes performance and availability - Proactive 24x7 monitoring of the health and performance of the network, servers and VoIP applications ensures that you are immediately alerted to problems or potential problems in your VoIP environment. Many issues can be addressed automatically with built-in operations and corrective maintenance, such as automatic restarts of key downed services.

Extends VoIP expertise - AppManager includes thousands of pre-configured Knowledge Scripts for collecting performance data and monitoring for events. When an event occurs, a Knowledge Script can take the corrective action, such as restarting a server or sending an email notification. Hundreds of AppManager scripts designed specifically for VoIP applications provide immediate insight into health and availability, dramatically decreasing the time needed to manage converged VoIP technologies and applications.

Provides powerful reporting capabilities - Whether you need to report on service-level conformance, historical trends or ad hoc performance results, AppManager delivers a powerful and flexible reporting infrastructure. Extensive reports allow for monitoring service levels, call quality, overall performance, usage trends and capacity planning.

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AppManager® for VoIP

Supported VoIP Applications

The AppManager for VoIP solution consists of management modules for VoIP applications from Nortel and Cisco Systems, as well as for VoIP infrastructure components from various vendors. NetIQ is continually adding and updating support for new VoIP applications and systems.

Nortel IP Telephony Management

AppManager provides performance and availability management for Nortel enterprise IP telephony servers, including Nortel BCM and Nortel CS 1000.

Modules:

• Nortel IP Telephony (Supports Nortel BCM, BCM50 and CS 1000)

• Network Device (Supports Cisco, Nortel, Extreme, Alcatel and MIB2 devices)

• VoIP Quality (Measures call quality via NetIQ Performance Endpoints, call setup using H.323 or SIP)
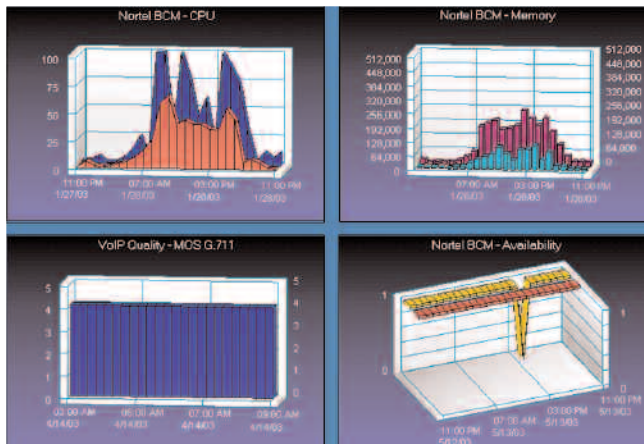
AppManager monitors Nortel BCM and helps you pinpoint problems and automate VoIP management.

Cisco Voice Management

IP Telephony Management

AppManager manages the system health and availability of Cisco AVVID servers—including hardware, system resources and applications—and monitors critical performance information, including IP phone availability, call activity and gateway utilization.

Modules:

• Cisco IP Telephony (Supports Cisco CallManager and CallManager Express)

• Call Data Analysis (Collects data from Cisco CallManager Publishers)

• Phone quality (Collects call quality statistics for phones such as Cisco 7910, 7940, 7960 and 7970)

• Network Device (Supports Cisco, Nortel, Extreme, Alcatel and MIB2 devices)

• VoIP Quality (Measures call quality via NetIQ Performance Endpoints, call setup using H.323 or SIP)

• HP Insight Manager

Cisco Voice Mail and Unified Messaging Management

AppManager manages Cisco Unity health and monitors key voice mail metrics, including ports in use, mailbox sizes and response time for logins and system messages.

Modules:

• Cisco VoiceMail (Supports Cisco Unity, Cisco Unity Express, Unity Bridge and Personal Assistant)

• ResponseTime for Exchange

• Microsoft Exchange

• Lotus Domino

• Dell OpenManage

• HP Insight Manager

Cisco IP Contact Center Management

AppManager ensures that Cisco IP Contact Center is operational and provides real-time reports on contact center productivity. Specifically, AppManager manages system health of Cisco Intelligent Contact Manager (ICM) and IP Interactive Voice Response (IP IVR) servers and monitors call routing performance metrics, including incoming calls, abandoned calls and call handling times.
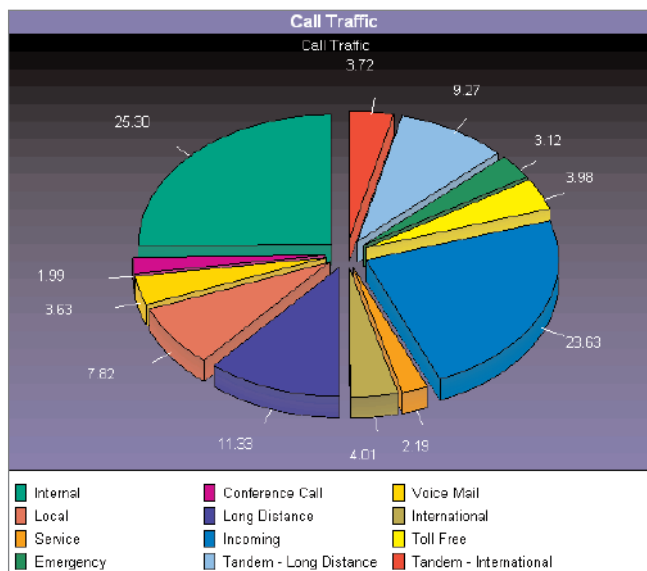
Modules:

• Cisco IPCC and IPCC Express

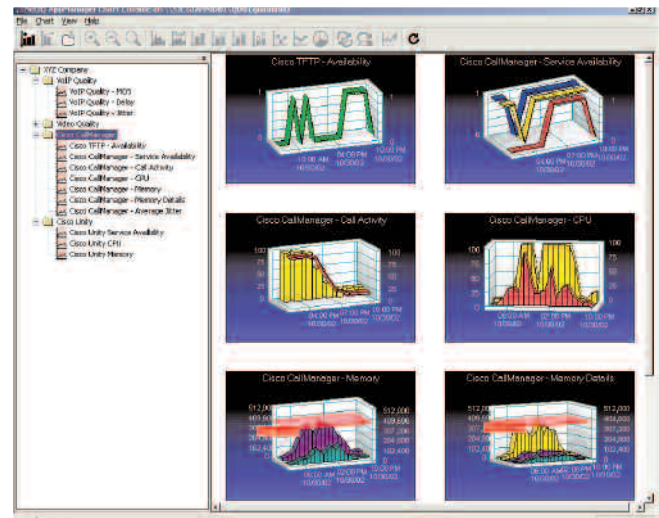• HP Insight Manager

VoIP Infrastructure Solution

AppManager provides comprehensive standards-based monitoring and reporting for call quality and network performance of any vendor's VoIP solution. AppManager proactively monitors VoIP call quality and reports on quality of service performance metrics, including jitter, jitter buffer loss, delay, lost data and Mean Opinion Score (MOS) for your VoIP network.

Modules:

• Network Device (Supports Cisco, Nortel, Extreme, Alcatel and MIB2 devices)

• VoIP Quality (Measures call quality via NetIQ Performance Endpoints or Cisco SAA, call setup using H.323 or SIP)

AppManager monitors all aspects of Cisco CallManager to ensure performance and availability.

Conclusion

Combining critical network performance and systems management expertise, NetIQ's products allow you to easily assess, manage and troubleshoot VoIP deployments. These products—AppManager for VoIP, Vivinet Diagnostics and Vivinet Assessor—share technology, providing a tightly integrated solution that lets you predict expected call quality and maximum call volume prior to deployment, diagnose VoIP problems, monitor call quality, manage critical voice and video servers and optimize network performance. For a complete list of supported products, go to **www.netiq.com/go/amproducts**

NetIQ's AppManager for Call Data Analysis module enables you to collect and report on data such as traffic details from call detail records (CDRs) produced by VoIP systems, such as Cisco CallManager.

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At a Glance: AppManager for VoIP

With automated problem management and sophisticated alerting in NetIQ AppManager for VoIP, you can:

- Maximize performance of IP telephony systems and applications
- Ensure availability of voice and data applications
- Measure and report on VoIP service levels
- Monitor call quality to ensure a positive end-user experience

Our experience with hundreds of customer deployments—managing more than 400,000 VoIP phones—empowers you to know your VoIP services are assured.

With NetIQ, you gain unsurpassed management experience critical to your voice and data network.
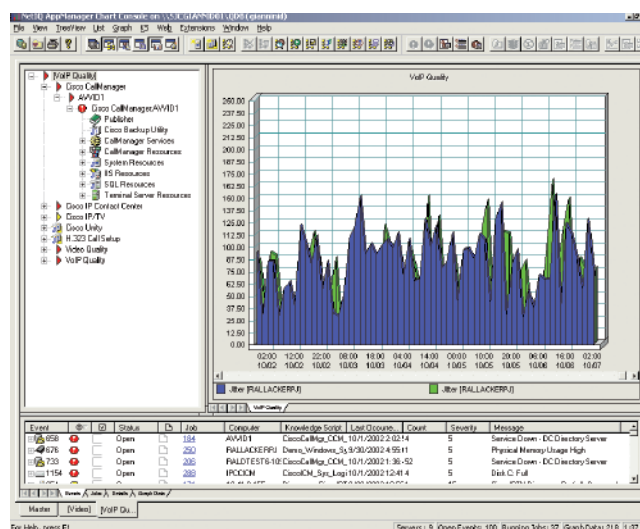
AppManager simplifies the monitoring of end-user call quality.

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