NetIQ Unified Communications and VoIP Management

Assessment, diagnostic and management tools for meeting quality of service objectives

Introduction

Unlike simple telephony, Unified Communications and Voice-over Internet Protocol (VoIP) is an application on the network, requiring components from multiple vendors. It is a mission-critical service, where users expect constant availability and high quality of service. And as with any other distributed application, you must monitor and manage it continually to facilitate ongoing, high-quality performance. NetIQ Unified Communications and VoIP management solutions provide the tools to deliver the voice quality of service that is needed, enabling customers to plan and minimize risk, monitor infrastructure and applications, measure quality of service for improvement, and pinpoint problems that cause service outages or quality issues.

Product Overview

NetIQ Unified Communications and VoIP management consist of NetIQ® Vivinet® Assessor, NetIQ Vivinet Diagnostics and NetIQ® AppManager® for VoIP.

- **NetIQ Vivinet Assessor** – make informed decisions about VoIP deployments by emulating VoIP traffic on the network and collecting call quality metrics to determine the network's VoIP readiness prior to new purchases or rollout and avoid costly and embarrassing voice quality problems.

- **NetIQ Vivinet Diagnostics** – analyze all network devices along the path of a VoIP phone call and determine which devices are contributing to poor performance. This helps you pinpoint problems for resolution and understand why users are experiencing reduced call quality.

- **NetIQ AppManager for VoIP** – Monitor the operation of the underlying IT infrastructure (network, hardware and VoIP software components), providing visibility into problems and collecting data that you can use for improvement and to analyze usage data to identify abuse.

Key Benefits

- **Maximize call quality** – Tests and monitors actual calls from the phones through all VoIP components 24x7 and immediately alerts you to real or potential problems. Many issues can be addressed automatically, such as automatic restarts of downed services, to maximize call quality.

- **Simplify Unified Communications Management** – Reduce the complexity of managing components such as IP phones, call servers, voicemail, IP contact center applications, Microsoft Exchange, Microsoft Active Directory, Microsoft SQL Server, networks and the underlying IT infrastructure, through a single integrated console.

- **Reduce the VoIP management learning curve** – NetIQ AppManager includes hundreds of preconfigured Knowledge Scripts® designed specifically for VoIP applications to collect performance data and events, giving even nonexperts in VoIP technology great monitoring abilities in minimal time.

- **Reduce the risk of call quality decline** – With comprehensive reporting on service-level achievement, historical trends for capacity management or ad hoc performance results for troubleshooting, the NetIQ solutions deliver a powerful and flexible reporting infrastructure to enable continuous improvement.

NetIQ®

Supported VoIP Vendors

The NetIQ AppManager for VoIP management consists of management modules for VoIP applications from Cisco, Avaya (including heritage Nortel) and Microsoft, as well as for VoIP infrastructure components from various vendors. NetIQ is continually adding and updating support for new VoIP applications and systems.

Avaya

NetIQ AppManager is the key system monitoring component of Avaya's Proactive Voice Quality Management (PVQM) solution. AppManager provides performance and availability management for enterprise IP telephony servers including Avaya CS1000 and CS2100, and Avaya Communication Manager. For more information, please refer to the NetIQ AppManager for Avaya IP Telephony product brief.

Cisco

NetIQ AppManager monitors the system health and availability of Cisco Unified Communication servers – such as Cisco Unified Communications Manager and Cisco Unity Voice Mail – and monitors critical performance information, including IP phone availability, call activity and gateway utilization. For more information, please refer to the NetIQ AppManager for Cisco Unified Communications product brief.

Display voice quality metrics and status of the infrastructure side-by-side in a customizable web interface.

Microsoft

NetIQ AppManager monitors the health and availability of Microsoft Lync and tracks sessions and loads so you can manage this platform in a way that gives the quality of service users expect. For more information, please refer to the NetIQ AppManager for Microsoft Lync product brief.

Other Vendors

The NetIQ AppManager for VoIP module monitors any vendor's VoIP solution and provides comprehensive standards-based call quality reports. It measures call quality via NetIQ Performance Endpoints or Cisco SAA, 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.

Conclusion

NetIQ AppManager for VoIP, NetIQ Vivinet Diagnostics, and NetIQ Vivinet Assessor are tightly integrated with shared technology that lets you predict call quality and maximum call volume prior to deployment, diagnose VoIP problems, monitor ongoing call quality, manage critical voice servers and optimize network performance. Our experience with hundreds of customer deployments – managing more than 1 million VoIP phones– empowers you to know your VoIP services are delivering the quality that users expect and businesses need from voice services.

To learn more about NetIQ Unified Communications and VoIP Management, or to start a trial, go to **www.netiq.com/voipmgmt**.