CA Unified Communications Monitor

At a Glance

CA Unified Communications Monitor (CA UC Monitor) is a network-based voice and video monitoring solution that helps organizations ensure both unified communications quality of experience and network quality of service. With CA UC Monitor you can assess the performance of your Cisco Unified Communications Manager, Cisco medianet, Microsoft® Lync®, and AVAYA environments by tracking, evaluating, and reporting on key metrics. CA UC Monitor is uniquely capable of linking unified communications quality of experience monitoring and reporting with additional data collection and analysis to provide a comprehensive picture of how the converged network is supporting real-time applications.

Key benefits/results

- **Ensure unified communications quality of experience.** Monitor metrics of voice and video quality.

- **Achieve faster problem resolution**. Isolate the source of problems to specific locations, transmission types, or equipment.

- **Improve future planning and updates.** Track trends and more effectively negotiate contracts with service providers via capacity-planning and utilization reports.

Key features

Audio and video call quality monitoring. MOS values, packet loss, jitter, latency, call volume and utilization.

Call setup monitoring. Key metrics, such as delay to dial tone, post-dial delay, and call failures.

Troubleshooting. Real-time call monitoring, automated incident responses, path information for voice and video calls.

Key vendor support. Supports leading IPT/VoIP vendors (Avaya, Cisco and Microsoft), as well as a broad array of UC systems via the Cisco medianet end-to-end IP architecture.

System features. Customizable thresholds; role-based views; scalability for enterprise VoIP deployments; Web-based interface with no license restrictions on number of users; integration with the CA Performance Center to provide a single web-based console for managing converged networks.

Business challenges

The explosion of video traffic coupled with the pervasive use of VoIP compounded by application complexity, all translate to unprecedented IT performance management challenges. Managing voice, video and data over a single IP network challenges organizations in allocating assets for optimum performance of all critical services.

Providing high quality VoIP: Since IP telephony/voice-over-IP has been widely available, organizations have sought to equal the service quality of traditional phone systems.

Serving growing desktop video collaborations: Unlike heavily-provisioned and carefully scheduled video room systems, desktop video usage is unpredictable and can place significant and unexpected demands on an organization's network resources.

Maintaining effective Quality of Service (QoS) policies: Not only complex, QoS policies can easily drift and become inconsistent over time as individual devices are upgraded, re-configured or replaced.

Finding comprehensive management tools for converged infrastructures: Vendor-specific management tools often lack the ability to integrate with tools that manage the underlying IP data network and the ability to manage multi-vendor UC deployments.

Solution overview

As a network-based voice and video monitoring product, CA UC Monitor is uniquely capable of linking unified communications quality of experience monitoring and reporting with additional data collection and analysis to provide a comprehensive picture of how the converged network is supporting these applications as well as their other business critical applications.

With the CA UC Monitor you can assess the performance of your Cisco Unified Communications Manager, Cisco medianet, Microsoft® Lync®, and AVAYA platforms by tracking, evaluating, and reporting on key metrics. Within a single report, CA UC Monitor displays call and video quality measurements against defined, industry-standard thresholds for any network segment.

CA UC Monitor is deployed quickly, without server agents or client-side probes, to provide you with tangible benefits quickly.

Critical differentiators

CA UC Monitor leverages Cisco medianet technology to visualize call path (hop-by-hop), correlating this data with quality data collected from the endpoints themselves for greater troubleshooting insight.

CA UC Monitor supports leading IPT/VoIP vendors (Avaya, Cisco and Microsoft), as well as a broad array of UC systems via the Cisco medianet end-to-end IP architecture.

CA UC Monitor provides a unique level of cross-management functionality to fit both the enterprise/government market and the MSP market: web-based, role-specific views to meet various needs across the organizations; isolation of each customer's data through these secure views to meet MSP requirements.

CA UC Monitor offers flexible reporting ranges, from high-level enterprise overviews through detailed call data with role-based customization, reaching a broader audience and delivering a consistent source of data across the organization.

CA UC Monitor integrates with a wide range of other network management technologies, including network device and flow monitoring to correlate the impact of unified communications on other applications, and the source of call quality issues, all viewed in a single performance console.

Link unified communications and network metrics for a comprehensive picture of your infrastructure services; be alerted to hot spots to quickly resolve problems.
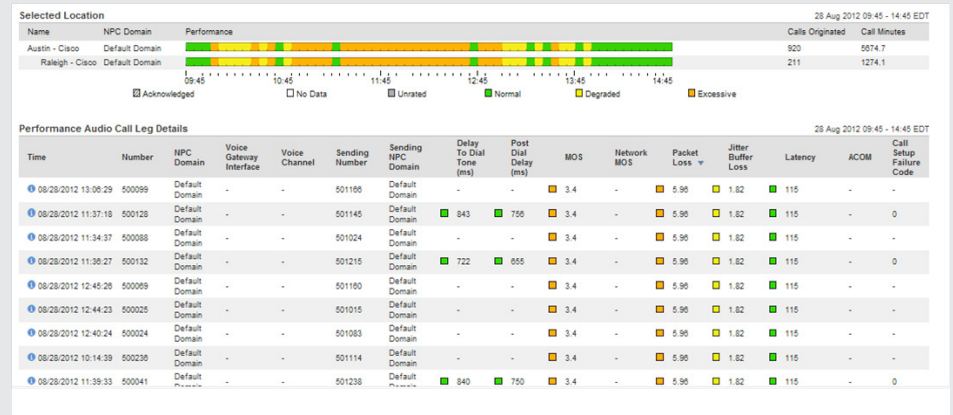
Related products/solutions

CA Infrastructure Management 2.0 proactively and efficiently manages the complex mix of virtual, cloud, converged and wireless technologies of today's business service infrastructures.

CA Network Flow Analysis monitors network flows to optimize the network infrastructure for application performance.

CA Application Delivery Analysis provides end-to-end application response time monitoring—without desktop or server agents.

For more information, please visit ca.com/voip-monitoring

Agility Made Possible: the CA Technologies advantage

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