

EMC Ionix VoIP Performance Manager

Part of the Ionix IT Operations
Intelligence Family

The Big Picture

- Maximizes service levels by optimizing call quality, improving telephony reliability, and reducing mean-time-to-repair
- Lowers operating costs and improves productivity through a unified solution that spans multiple locations and platforms from different vendors
- Simplifies management of multivendor IP telephony environments by eliminating the need to buy and maintain a variety of tools
- Improves return on investment (ROI) by providing the in-depth troubleshooting and deep diagnostics needed to complete rollouts on time, as well as ensure functional specifications are met and expected levels of service are delivered
- Reduces total cost of ownership (TCO) by giving you the performance data you need to optimize equipment overhead, bandwidth, and trunk capacity—and avoid making unnecessary new purchases
- Monitors, measures, and manages the availability and performance of your VoIP services and systems—and the network services supporting them—through integration with VoIP Manager and VoIP Performance Reporter

End-to-End Service Management for IP Telephony Deployments

The value of EMC Ionix VoIP Performance Manager (formerly Smarts VoIP Performance Manager)

Unlike generic tools that may monitor only the network or provide event-driven alerts and limited metrics, EMC® Ionix™ VoIP Performance Manager is a specialized telephony management solution that gives you the information you need to ensure the highest possible call quality and reliability.

VoIP Performance Manager offers intelligent alerting, deep diagnostics, and extensive reporting on all aspects of the system that may affect the quality of VoIP services.

Providing a single view across Avaya and Cisco technology (with additional vendor platforms under development), VoIP Performance Manager readily scales to manage hundreds of IP PBXs and hundreds of thousands of phones, making it the ideal solution for global enterprises and large managed-service providers (MSPs).

VoIP Performance Manager supports:

- Avaya Communications Manager 3.1, 4.0, 5.0
- Cisco Unified Communications Manager 5.x, 6.x
- Cisco Unified CallManager 4
- Cisco CallManager 3.3, 4.0, 4.1, 4.2
- Nortel CS1K

Simplify management—use one tool for all

VoIP Performance Manager simplifies the task of managing large IP telephony deployments by providing you with one view across Avaya and Cisco technology.

VoIP Performance Manager saves global enterprises and large MSPs time and money by:

- Eliminating the need to purchase and maintain multiple tools
- Reducing the time and expense involved in training staff to use a variety of solutions
- Enabling delivery and measurement of common service levels across multiple technology platforms

Make sense of what is going on through a “telephony-centric” view

Other VoIP management tools tend to provide only network-centric or event-based information. VoIP Performance Manager provides you with an in-depth, realtime view into your telephony infrastructure—while also showing how that detailed information relates to the end-user experience.

VoIP Performance Manager delivers realtime information about phone extensions, phone calls, voice quality, availability of the telephone service, and interconnections to telecommunications providers.

Gain an end-to-end view of VoIP across the telephony and network infrastructure

By combining the performance capabilities in VoIP Performance Manager with the availability and root-cause analysis capabilities in EMC Ionix VoIP Manager, you can harness the power of a comprehensive VoIP management solution that correlates your IP telephony infrastructure and service levels with your network environment.

This greatly accelerates your ability to isolate potentially service-affecting problems in the network—before they affect users.

In addition, VoIP Performance Manager also easily integrates with other third-party management systems. This allows you to gain an even more comprehensive view while leveraging the technology investments you've already made.



Maximize reliability to ensure success

Understanding the rate of successful calls as a percentage of attempted calls is a key measure of the health and performance of an IP telephony deployment.

Failure or degradation of a route pattern represents a critical fault that can affect reliability because calls with dialed numbers that match the problematic route pattern will likely fail.

VoIP Performance Manager alerts you immediately if a route pattern has degraded or failed, and lets you quickly drill down to determine which trunks or gateways have caused the problem. Armed with this critical information—delivered in real time—you can reduce mean-time-to-repair dramatically.

Eliminate voice quality issues and optimize the user experience

The realtime and historical voice quality information in VoIP Performance Manager allows you to summarize data and identify trends across your organization for executive reporting as well as ongoing capacity planning.

For example, you can uncover patterns of unacceptable voice quality and narrow problems down to particular groups of phones, physical locations, route patterns, time of day, and user behavior.

For in-depth troubleshooting, VoIP Performance Manager allows you to identify problems with individual calls as they occur, evaluating measure of service in real time for the duration of the call, and alerting if quality falls outside acceptable limits.

Make informed decisions and minimize TCO

VoIP Performance Manager takes the guesswork out of calculating your capacity requirements by allowing you to differentiate between incoming and outgoing calls, as well as understanding call loading by route pattern, trunk group, and gateway.

Empower your business with flexible, tailored service levels

VoIP Performance Manager lets you map any of its thousands of metrics to your service-level agreements (SLAs).

Using this mechanism, VoIP Performance Manager can alert you to potential or current SLA breaches, while allowing you to offer complex and flexible service levels to your customers.

About EMC

EMC Corporation is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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Take the next step

To learn more about how VoIP Performance Manager and EMC Ionix (formerly Smarts®) solutions can positively impact your business and IT operations, contact your local EMC sales representative, or visit our website at www.EMC.com.