

Cisco Hosted Collaboration Mediation 1.2

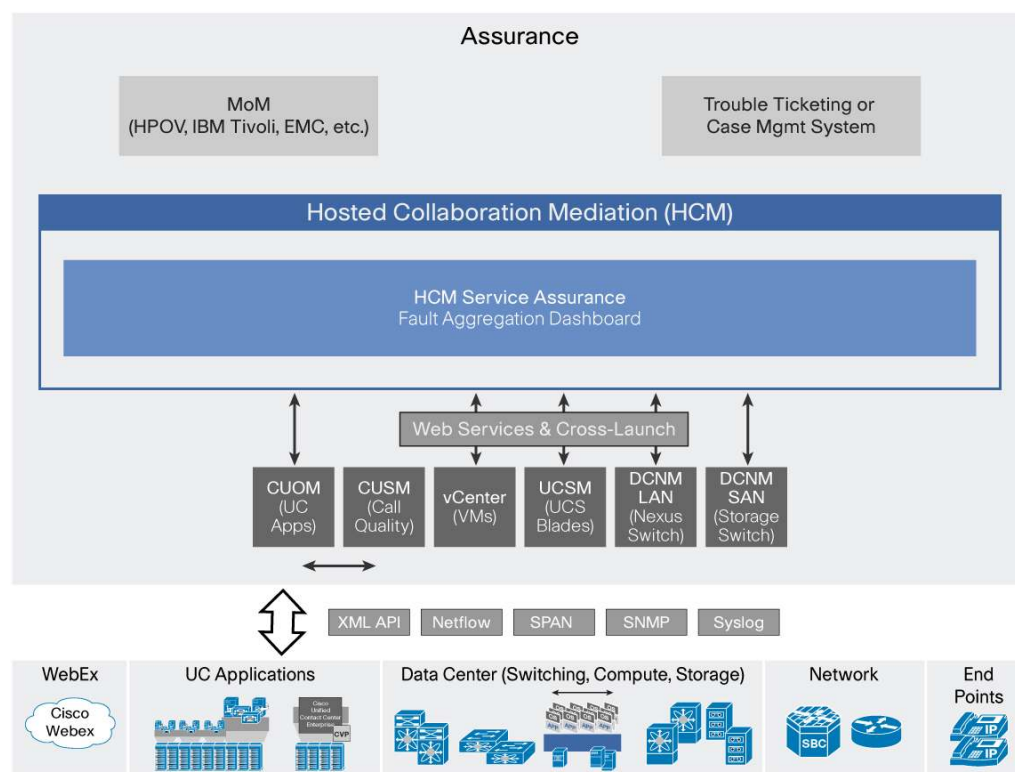
Product Overview

Cisco® Hosted Collaboration Mediation (HCM) provides network operations center (NOC) operators with a single dashboard that aggregates alarms from the underlying domain managers that span both unified communications and data center domains. Operators can quickly get detailed information on faults by cross-launching the domain managers from the dashboard where it displays fault counts by customer and severity level.

Cisco Hosted Collaboration Mediation is part of the management bundle of Cisco Hosted Collaboration Solution (HCS). See Figure 1.

Cisco Hosted Collaboration Solution offers managed service providers the option of deploying Cisco Unified Communications as a hosted service, allowing them to access the full portfolio of Cisco collaboration applications through a subscriber-based, “as a service” offer. You can find more information on HCS at: <http://www.cisco.com/en/US/netsol/ns1086/index.html>.

Figure 1. The HCM Component of the Cisco Hosted Collaboration Solution



Features and Benefits

The HCM dashboard displays an Alarm Summary and a Phone Summary portlet by customer.

- Alarm Summary Portlet
 - Consolidated alarm summary by customer
 - Navigate to view alarms summary by domain manager
- Phone Summary Portlet
 - Displays the number of phones configured, registered, and unregistered by customer

Context sensitive cross-launch of domain managers provides single sign-on capability to contextually cross-launch into a domain manager to view and act upon the appropriate customer alarm.

See Table 1 for a list of features and benefits.

Figure 2. Alarm Summary Portlet

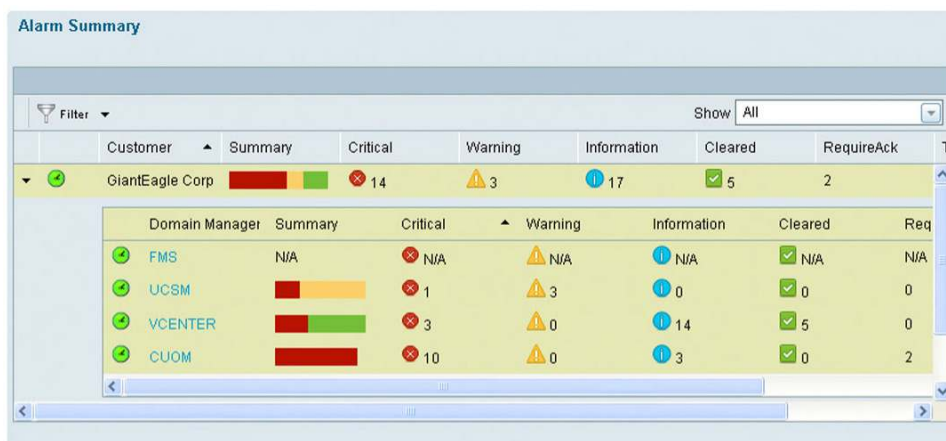


Table 1. Features and Benefits

Feature	Benefit
Hosted Collaboration Mediation Dashboard	
Rule-based filtering on portlets	Search for customer
	Gives you the ability to filter alarms by severity and count across all customers
Context-sensitive cross launch	The following domain managers are supported: <ul style="list-style-type: none"> • Cisco Unified Operations Manager (UOM) 8.6.1 (multi-customer support) • VMWare's vCenter • Cisco Unified Computing System (UCS) Manager • Data Center Network Manager (DCNM)
	Cisco UOM provides Unified Communications application and phone monitoring and allows operators to launch phones, alarms, the service-level view, or diagnostics test pages
	VMWare's vCenter provides virtual machine monitoring
	DCNM provides monitoring of Nexus switches
	UCS Manager provides monitoring of Cisco UCS
Role-based access control	Ability to assign admin or operator roles to users with predefined privileges
	Portlet access privileges based on roles

Feature	Benefit
Admin capabilities	Configuring domain manager polling frequency
	Configuring portlet refresh frequency
	Context-sensitive cross-launch for all customers
Phone diagnostics test	Operator can quickly carry out the following basic tests on a phone for a customer and view the pass/fail status
	Basic tests:
	<ul style="list-style-type: none"> • Call park • Call forward • Call hold • Call conference • Call transfer • Call • Phone status (IP service-level agreement [SLA] ping)

Licensing

Like other HCS components, HCM is based on a per user/subscriber pricing model.

System Requirements

HCM requirements:

- Red Hat Enterprise Linux Server v5.3 64 bit
- UCS B series blade server. For details see the HCS ordering guide
- HCM requires the MySQL database for the dashboard

Ordering Information

See Table 2 for ordering information.

Table 2. Ordering Information

Part Number	Description
HCS-HCM-TIER1	HCS Tier 1 Noncommitment HCM bundle for 5000 to 25,000 subscribers
HCS-HCM-TIER2	HCS Tier 2 Noncommitment HCM bundle for 25,000 to 100,000 subscribers
HCS-HCM-TIER3	HCS Tier 3 Commitment HCM bundle for 100,000 to 250,000 subscribers
HCS-HCM-TIER4	HCS Tier 4 Commitment HCM bundle for 250,000 to 750,000 subscribers
HCS-HCM-TIER5	HCS Tier 5 Commitment HCM bundle for 750,000 to 1,250,000 subscribers
HCS-HCM-TIER6	HCS Tier 6 Commitment HCM bundle for 1,250,000 subscribers and above
UCSS-HCS-HCM-TIER1	HCM Software Subscription for HCS Tier 1 - 5000 to 25,000 subscribers
UCSS-HCS-HCM-TIER2	HCM Software Subscription for HCS Tier 2 - 25,000 to 100,000 subscribers
UCSS-HCS-HCM-TIER3	HCM Software Subscription for HCS Tier 3 - 100,000 to 250,000 subscribers
UCSS-HCS-HCM-TIER4	HCM Software Subscription for HCS Tier 4 - 250,000 to 750,000 subscribers
UCSS-HCS-HCM-TIER5	HCM Software Subscription for HCS Tier 5 - 750,000 to 1,250,000 subscribers
UCSS-HCS-HCM-TIER6	HCM Software Subscription for HCS Tier 6 - 1,250,000 subscribers and above
UCSS-HCS-HCM-PAK	UCSS for HCM PAK

See the HCS data sheet at <http://www.cisco.com/en/US/netsol/ns1086/index.html> for more information.

Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration among people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

For More Information

For more information about Cisco Hosted Collaboration Mediation visit <http://www.cisco.com/en/US/products/ps11243/index.html> and for more information about Cisco Hosted Collaboration Solution visit <http://www.cisco.com/en/US/netsol/ns1086/index.html> or contact your local Cisco account representative.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)