# Cisco Hosted Collaboration Mediation 1.1

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. The dashboard displays fault counts by customer and severity level from the domain managers. The operators can cross-launch into the domain manager from the dashboard to get detailed information on the fault. Cisco Hosted Communication Mediation also provides a Shared Information Data (SID)-based common information model that exposes a set of standardized APIs to invoke the underlying domain managers for service fulfillment. The advantage is that it significantly reduces data integration complexity.

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
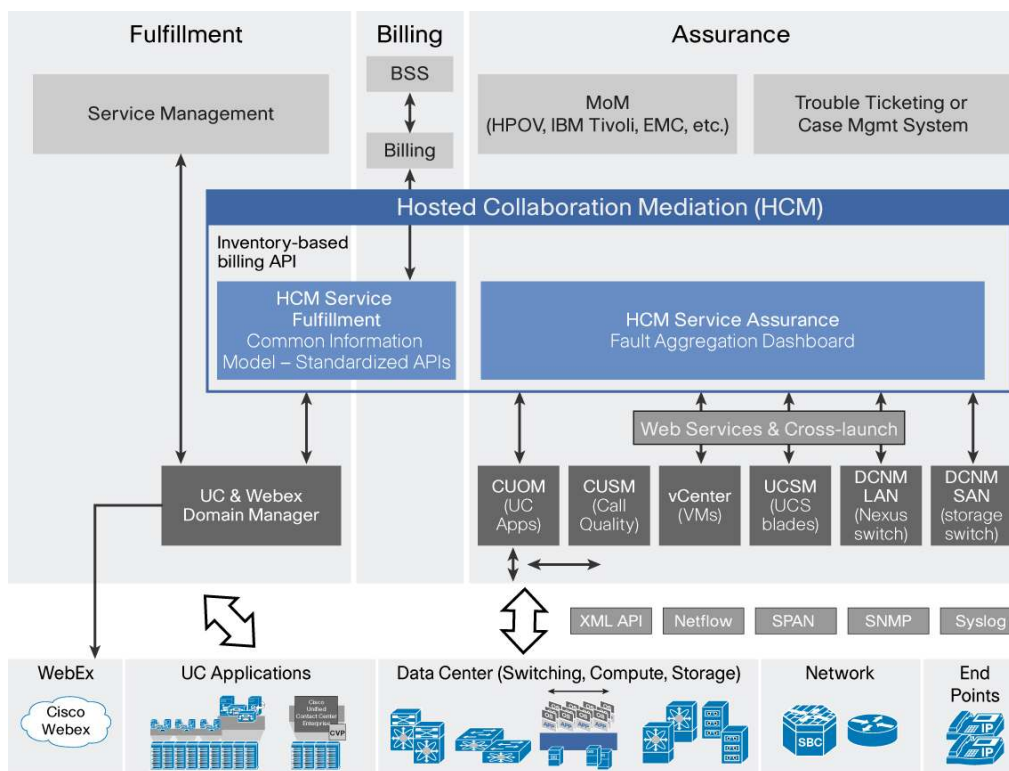
Features and Benefits

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
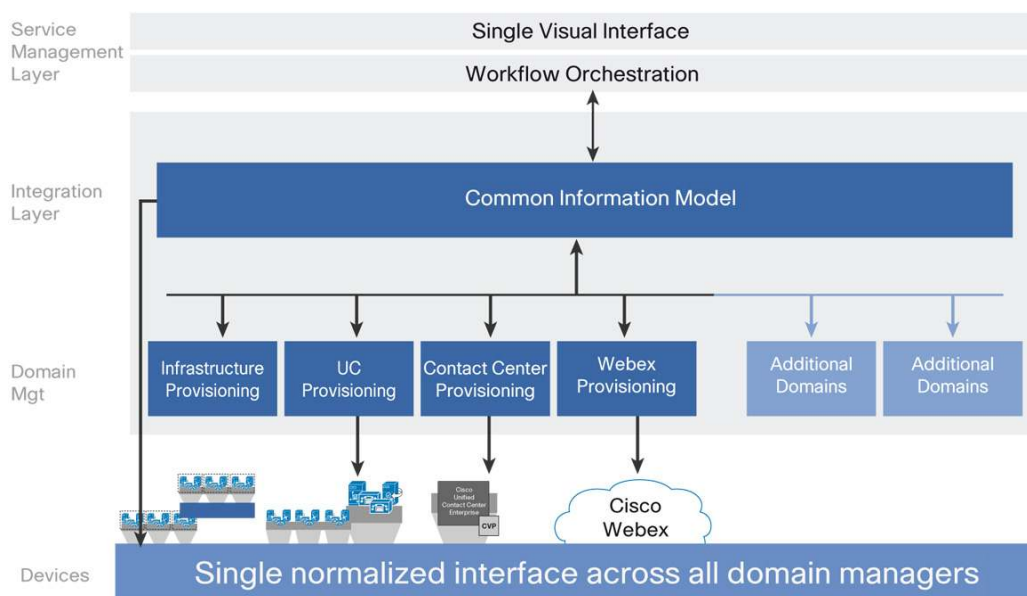 - Displays the number of phones configured, registered, and unregistered by customer

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

The HCM layer for service fulfillment (Figure 3) provides a common information model based on TMForum's SID (Shared Information Data) standard. This capability allows easy integration between the service management layer and the underlying domain managers.

Figure 3.   The HCM Layer for Service Fulfillment

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: • Cisco Unified Operations Manager (UOM) • VMWare's vCenter • Fabric Manager Server (FMS) • Cisco Unified Computing System (UCS) Manager
	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
	FMS provides monitoring of the Cisco MDS 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
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: • Call park • Call forward • Call hold • Call conference • Call transfer • Call • Phone status (IP service-level agreement [SLA] ping)
Hosted Collaboration Mediation Layer	
Data normalization across service	• Normalization of APIs across service domains based on TMForum's Shared Information Data Model

Feature	Benefit
domains	• SID-based web services APIs • Governance environment to manage data model and mappings
Domain Manager Support	VOSS and Webex
Data integration	Point-to-point integration creates complexity. HCM reduces this complexity by providing an abstraction layer by exposing a single set of normalized APIs

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 Cisco ACS 5.1 for user authentication
- HCM requires the MySQL database for the dashboard and Oracle XE for the mediation layer

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

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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 HCM and HCS visit http://www.cisco.com/en/US/netsol/ns1086/index.html or contact your local Cisco account representative.

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