Cisco Unified Service Statistics Manager 1.2

Cisco Unified Communications

Cisco[®] Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, facilitating easy collaboration every time from any workspace.

Product Overview

Cisco[®] Unified Service Statistics Manager (USSM) is a component of the Cisco Unified Communications Management Suite, consisting of Cisco[®] Unified Provisioning Manager (UPM), Cisco[®] Unified Operations Manager (UOM), Cisco[®] Unified Service Monitor (USM), and Cisco Unified Service Statistics Manager. Designed specifically for managing Cisco Unified Communications solutions, the Cisco Unified Communications Management Suite offers comprehensive provisioning, monitoring, troubleshooting, and reporting capabilities throughout the solution lifecycle.

Cisco Unified Service Statistics Manager provides advanced statistics analysis and reporting capabilities for Cisco Unified Communications deployments. It is an easy-to-use, web-based software product that features a variety of advanced reports for executive, operations, and capacity-planning functions (refer to Figure 1). Cisco Unified Service Statistics Manager provides many predefined and customizable reports that provide visibility into critical metrics, including call volume, service availability, call quality, resource utilization, and capacity across the Cisco Unified Communications system, including across multiple Cisco Unified Communications Manager clusters, gateways, and related devices. It helps enable users to view information based on network, service, business, and user criteria. Users can define service-level agreement (SLA) constructs as well as measure and verify them based on collected unified communications statistics. Customizable report templates and automatic report invocation and scheduling provide users with a great deal of power and flexibility.

Figure 1.   Cisco Unified Service Statistics Manager User Interface
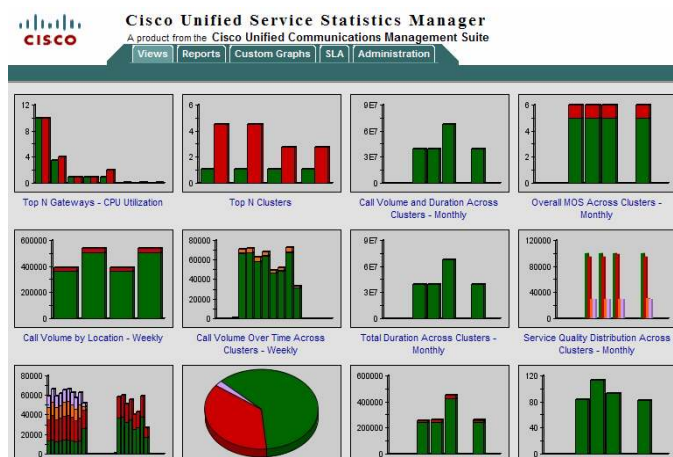
Features and Benefits

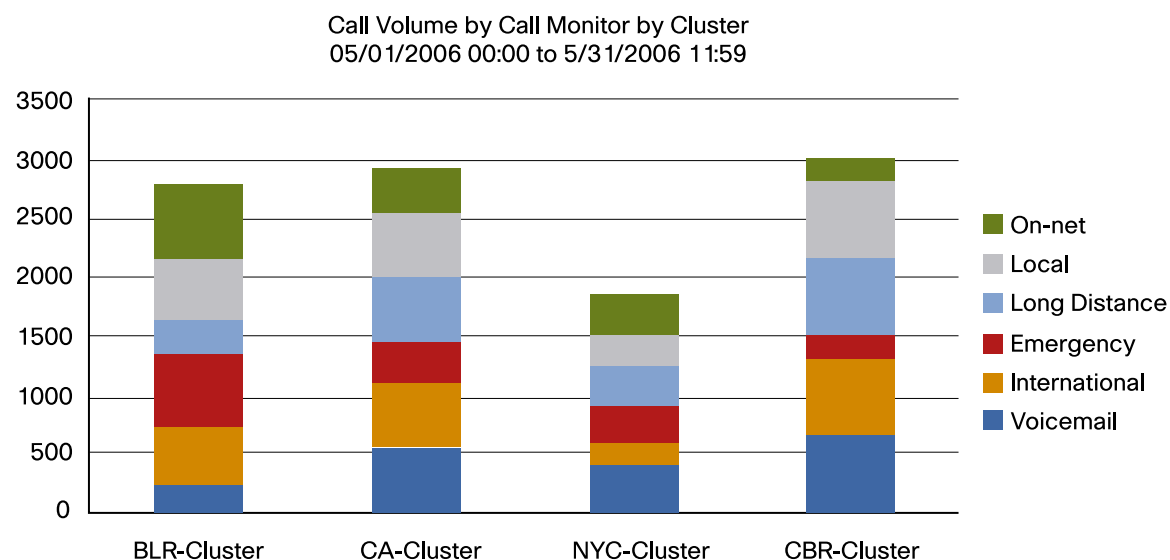### Unified Performance Statistics Analysis and Reporting

Cisco Unified Service Statistics Manager uses the data collection capabilities of Cisco Unified Operations Manager and Cisco Unified Service Monitor to harvest and consolidate performance statistics from a variety of Cisco devices, applications, and systems, including Cisco Unified Communications Manager, Cisco Unified Communications

Manager Express, Cisco Unity® software, Cisco Unity Connection, Cisco Unity Express, Cisco Network Analysis Module, and Cisco IOS® Software–based voice gateways. Through its ability to integrate data from such a wide range of products, Cisco Unified Service Statistics Manager provides a unified performance analysis and reporting window into the Cisco Unified Communications deployment.

A Variety of Predefined Reports for Executives and for Operations and Capacity-Planning Personnel

Cisco Unified Service Statistics Manager comes with more than 40 predefined reports on critical metrics, including call volume (Figure 2), service availability, call quality, resource utilization, and availability across the Cisco Unified Communications system. These reports are designed to help executives gain insight into the overall performance of unified communications services and trends over time. Operations personnel can generate traffic, service quality, availability, and exception reports to proactively focus operations resources on potential issues before they affect service. Capacity planners can generate a variety of gateway and trunk utilization trend reports to estimate at what point in the future upgrades will need to occur. Using this data, staff can proactively allocate budget and resources to perform the upgrades.

Figure 2.   Call Volume Report Across Multiple Cisco Unified Communications Manager Clusters

Call Volume by Call Monitor by Cluster
05/01/2006 00:00 to 5/31/2006 11:59

Customizable Data Partitioning, Analysis, and Reporting

Cisco Unified Service Statistics Manager helps enable users to partition the collected performance data based on a variety of network, service, user, and business criteria for custom analysis and reporting. For example, reports can be generated based on custom time periods, logical groups of trunks on user-selected gateways, user-defined groups of phone extension numbers, Cisco Unified Communications Manager clusters, and so on. This allows users to gain unique perspectives on the performance of their Cisco Unified Communications deployment for executive, operations, and capacity-planning purposes.

SLA Reporting

Cisco Unified Service Statistics Manager provides the capability to define SLAs for logical or business constructs such as locations, departments, branch offices, regions, clusters, and so on, and for relevant attributes, including call quality, availability, jitter, and trunk utilization. User-defined threshold settings can be associated with SLAs, which can be hierarchically structured. SLA violations (and their associated user-defined financial impact) can be rolled up to a master SLA for enterprisewide reporting, executive review, and action. This helps executives and operations personnel to determine whether network issues violate predefined service levels and to estimate the associated business impact and cost.

Table 1 lists features and benefits of Cisco Unified Service Statistics Manager.

Table 1.   Features and Benefits

Feature	Benefit
Unified performance statistics	• Take advantage of a consolidated database of performance and traffic statistics across Cisco Unified Communications devices, systems, and applications
Predefined and customizable reports	• Arrange data based on a variety of network, physical, logical, and business criteria • Gain unique perspectives on network performance • Simplify operations and administration through scheduled, automatically generated reports • Increase productivity through personalized and customized reports
Service-level agreement constructs	• Define and monitor SLAs • Assess the business impact of network issues and service-level violations
Utilization trend reports and top-N upgrade candidate reports	• Gain visibility into network trends • Estimate when key resources need to be upgraded • Control, allocate, and reduce costs
Top-N and exception reports	• Produce reports based on calls, users, endpoints, and so on • Proactively address problems before they affect service • Improve security by identifying unusual activity and fraud
Report distribution through email and a web-based portal	• Quickly and efficiently distribute information • Increase workgroup/user efficiency through a web-based portal that features a customizable dashboard
Selectable data and report formats	• Use HTML, PDF, and comma-separated value (CSV) file formats • Export data and reports to external applications

System Requirements

Table 2 is a summary of the minimum system requirements for Cisco Unified Service Statistics Manager. For complete details on system requirements as well as VMware platform specifications, please refer to the Quick Start Guide for Cisco Unified Service Statistics Manager 1.2.

Table 2:   System Requirements

Server Requirements	Up to 1000 Phones	Up to 10,000 Phones	Up to 45,000 Phones
CPU	Single or dual Pentium 4 greater than 2.0 GHz	Single or dual Pentium 4 or Xeon, greater than 3.0 GHz	Dual Pentium 4 or Xeon, greater than 3.0 GHz
Memory	4 GB RAM		
Disk space	60 GB hard disk, NTFS file system, 4 GB available virtual memory	60 GB hard disk, NTFS file system, 8 GB available virtual memory	
Network	100 Mbps network interface card (NIC)		
System software	Windows Server 2003 with Service Pack 2, Standard or Enterprise Edition (32-bit) or Windows Server 2003 R2 with Service Pack 2, Standard or Enterprise Edition (32-bit)		

Ordering Information

Cisco Unified Service Statistics Manager 1.2 will begin shipping on August 10, 2009. Customers can order these products through normal Cisco sales channels as of June 5, 2009. The base part number includes licensing for the indicated number of phones. Add-on licenses are available to increase the maximum number of phones supported. Cisco Unified Service Statistics Manager can be ordered as part of a management suite bundle or as a standalone product.

Table 3 lists ordering information. To place an order, visit the Cisco Ordering Homepage.

Table 2. Ordering Information

Product Name	Part Number
Cisco Unified Communications Management Suite Bundle for 1000 License UPM 1.3.1, UOM 2.2 Premium, USM 2.2, and USSM 1.2 Premium	CUCMS-A-1K-K9
Cisco Unified Communications Management Suite Bundle for 5000 License UPM 1.3.1, UOM 2.2 Premium, USM 2.2, and USSM 1.2 Premium	CUCMS-A-5K-K9
Cisco Unified Communications Management Suite Bundle for 10,000 License UPM 1.3.1, UOM 2.2 Premium, USM 2.2, and USSM 1.2 Premium	CUCMS-A-10K-K9
Cisco USSM 1.2 Standard Edition 1000 phones	CUSSM1.2-1KS-K9
Cisco USSM 1.2 Standard Edition 2000 phones	CUSSM1.2-2KS-K9
Cisco USSM 1.2 Standard Edition 5000 phones	CUSSM1.2-5KS-K9
Cisco USSM 1.2 Premium Edition 1000 phones	CUSSM1.2-1KP-K9
Cisco USSM 1.2 Premium Edition 2000 phones	CUSSM1.2-2KP-K9
Cisco USSM 1.2 Premium Edition 5000 phones	CUSSM1.2-5KP-K9
Cisco USSM 1.2 Premium Edition 10,000 phones	CUSSM1.2-10KP-K9
Cisco USSM 1.2 Premium Edition 20,000 phones	CUSSM1.2-20KP-K9
Cisco USSM 1.2 Premium Edition 30,000 phones	CUSSM1.2-30KP-K9

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services enhances your technology experience to accelerate true business advantage. For more information about Cisco services, see Cisco Technical Support Services or Cisco Advanced Services.

For More Information

For more information about Cisco Unified Service Statistics Manager, please visit http://www.cisco.com/go/cussm, contact your local account representative, or send an email to the Cisco product marketing group at ask-ipc-management@cisco.com.

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