

# Cisco Unified Service Statistics Manager 9.0

## 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. Part of a comprehensive solution that includes network infrastructure, security, wireless, management, or third-party applications and lifecycle services, Cisco Unified Communications management solutions can accelerate deployment, provide cost savings, and enhance productivity.

## Unified Service Statistics Manager Value Proposition

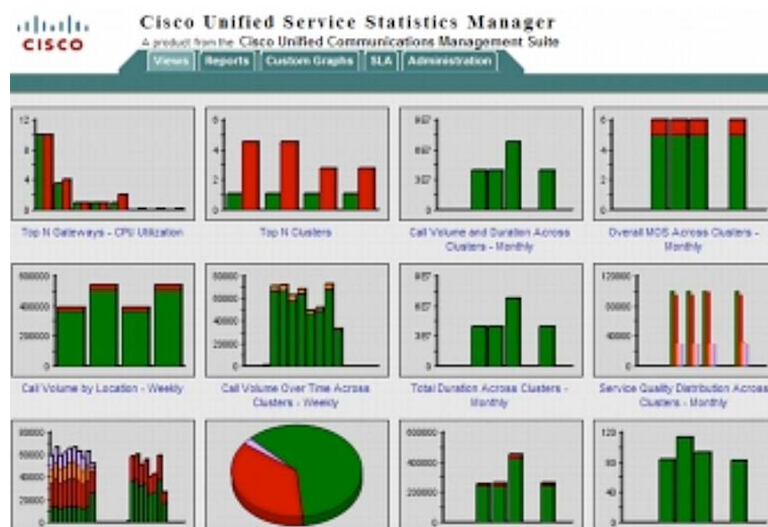
Cisco Unified Service Statistics Manager (USSM) helps fine-tune and optimize the Unified Communications network deployment. It offers three key benefits to customers. First, it helps IT administrator to ensure end-user satisfaction by offering service quality trend reports to identify patterns of emerging call quality issues, thereby offering an opportunity to fine-tune network parameters to smooth the experience. Second, it arms IT administrators with tools to optimize network costs by offering visibility into over- and underutilization of network resources. Third, it helps improve productivity of IT staff by offering off-the-shelf, predefined “Top N” reports that can be automatically generated on a scheduled basis.

## Unified Service Statistics Manager Overview

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 Unified Communications 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.

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

**Figure 1.** Cisco Unified Service Statistics Manager User Interface



## Features and Benefits

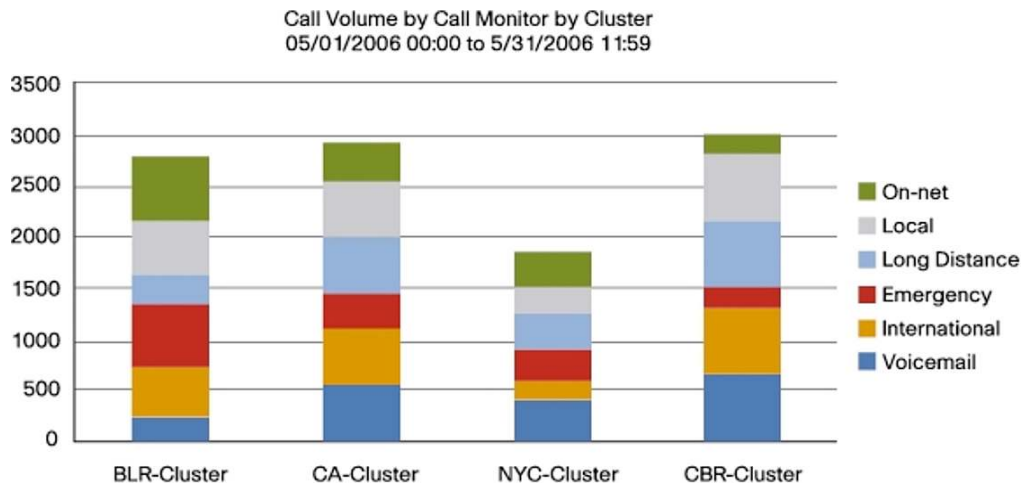
### Unified Performance Statistics Analysis and Reporting

Cisco Unified Service Statistics Manager uses the data collection capabilities of Cisco Prime Unified Operations Manager and Cisco Prime 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<sup>®</sup> software, Cisco Unity Connection, Cisco Unity Express, Cisco Prime Network Analysis Module, Cisco 1040 and Cisco IOS<sup>®</sup> 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



### 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, device pools, 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
<b>Unified performance statistics</b>	<ul style="list-style-type: none"> <li>Take advantage of a consolidated database of performance and traffic statistics across Cisco Unified Communications devices, systems, and applications</li> </ul>
<b>Predefined and customizable reports</b>	<ul style="list-style-type: none"> <li>Arrange data based on a variety of network, physical, logical, and business criteria</li> <li>Gain unique perspectives on network performance</li> <li>Simplify operations and administration through scheduled, automatically generated reports</li> <li>Increase productivity through personalized and customized reports</li> </ul>
<b>Service-level agreement constructs</b>	<ul style="list-style-type: none"> <li>Define and monitor SLAs</li> <li>Assess the business impact of network issues and service-level violations</li> </ul>
<b>Utilization trend reports and top-N upgrade candidate reports</b>	<ul style="list-style-type: none"> <li>Gain visibility into network trends</li> <li>Estimate when key resources need to be upgraded</li> <li>Control, allocate, and reduce costs</li> </ul>

Feature	Benefit
<b>Top-N and exception reports</b>	<ul style="list-style-type: none"> <li>• Produce reports based on calls, users, endpoints, and so on</li> <li>• Proactively address problems before they affect service</li> <li>• Improve security by identifying unusual activity and fraud</li> </ul>
<b>Report distribution through email and a web-based portal</b>	<ul style="list-style-type: none"> <li>• Quickly and efficiently distribute information</li> <li>• Increase workgroup/user efficiency through a web-based portal that features a customizable dashboard</li> </ul>
<b>Selectable data and report formats</b>	<ul style="list-style-type: none"> <li>• Use HTML, PDF, and comma-separated value (CSV) file formats</li> <li>• Export data and reports to external applications</li> </ul>

## 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 9.0](#).

**Table 2.** System Requirements

Server Requirements	
Component	Minimum Requirement
<b>Hardware</b>	Two dual-core processors greater than 2.33 GHz or one quad-core processor greater than 2.33 GHz
<b>Software for Windows</b>	Windows Server 2003 Service Pack 2, Standard and Enterprise editions (32 bit) Windows Server 2003 R2 Service Pack 2, Standard or Enterprise editions (32 bit) Windows Server 2008 Enterprise Edition with Service Pack 2 (32 bit and 64 bit for R1 edition) Windows Server 2008 Enterprise Edition with Service Pack 1 (64 bit for R2 edition) <b>Recommendation:</b> Use Windows 2008 (64 bit R2 edition) for deployments of more than 10,000 phones. VMware ESXi 4.x or 5.x
<b>Available memory</b>	4 GB RAM and 4 GB virtual memory (for deployments up to 10,000 phones) 8 GB RAM and 8 GB virtual memory (for deployments greater than 10,000 phones)
Client Requirements	
<b>Processor</b>	1 GHz minimum (PC or Mac)
<b>Memory</b>	1 GB RAM minimum
<b>Browser</b>	Microsoft Internet Explorer 8 or 9 Firefox 13, 10.0.5 ESR
<b>Resolution</b>	1024 * 768 minimum
Data Sources	
<b>Cisco Prime Unified Operations Manager 9.0</b>	Unified Service Statistics Manager integrates with UOM and is dependent on UOM to obtain the metrics for operational statistics and license scale cross check. For UOM details, refer to <a href="http://www.cisco.com/go/cuom">http://www.cisco.com/go/cuom</a>
<b>Cisco Prime Unified Service Monitor 9.0</b>	Unified Service Statistics Manager integrates with USM and is dependent on USM to obtain the quality of service metrics. For USM details, refer to <a href="http://www.cisco.com/go/cusm">http://www.cisco.com/go/cusm</a>

## Ordering Information

Customers can order Cisco Unified Service Statistics Manager 9.0 through normal Cisco sales channels. The base part number provides access to Cisco Electronic Software Delivery to download the software image. Add-on licenses are available to increment the number of phones managed. The number of phones managed by USSM must match the number of phones managed by UOM and USM. Cisco Unified Service Statistics Manager can be ordered as part of the Cisco Prime Unified Communications Management Suite bundle or as a standalone product. Upgrades from any previous version are minor upgrades that can be downloaded from the Cisco.com software download site, with an active SAS agreement. Upgrades from USSM 1.x to USSM 8.6 require a no charge upgrade license to be ordered.

Upgrades from USSM 8.6 will reuse the existing key to activate the new USSM 9.0 downloaded image. The Cisco Prime UCMS Ordering Guide, available to Cisco employees and partners, provides instructions on how to order management product bundles that deliver significant savings over the individual product pricing. Please contact your account representative for details.

Table 3 lists ordering information. To place an order, visit the [Cisco Ordering Homepage](#).

**Table 3.** Ordering Information

Product Name	Part Number
Cisco Prime Unified Communications Management Suite Bundle for 1000 Phone License UPM 9.0, UOM 9.0, USM 9.0, and USSM 9.0	L-UCMS-STE-B-1K
Cisco Prime Unified Communications Management Suite Bundle for 5000 Phone License UPM 9.0, UOM 9.0, USM 9.0, and USSM 9.0	L-UCMS-STE-B-5K
Cisco Prime Unified Communications Management Suite Bundle for 10,000 Phone License UPM 9.0, UOM 9.0, USM 9.0, and USSM 9.0	L-UCMS-STE-B-10K
Cisco Prime Unified Communications Management Suite Bundle for 20,000 Phone License UPM 9.0, UOM 9.0, USM 9.0, and USSM 9.0	L-UCMS-STE-B-20K
Cisco Prime Unified Communications Management Suite Bundle for 30,000 Phone License UPM 9.0, UOM 9.0, USM 9.0, and USSM 9.0	L-UCMS-STE-B-30K
Cisco Unified Service Monitor 8.6 Software Image plus 9.0 patch - order one to get access to Electronic Software Delivery download image	R-USSM-9.0-K9=
Unified Service Statistics Manager 8.x up to 500 Phone License	L-USSM-B-500=
Unified Service Statistics Manager 8.x up to 1000 Phone License	L-USSM-B-1K=
Unified Service Statistics Manager 8.x up to 2000 Phone License	L-USSM-B-2K=
Unified Service Statistics Manager 8.x up to 5000 Phone License	L-USSM-B-5K=
Unified Service Statistics Manager 8.x up to 10,000 Phone License	L-USSM-B-10K=
Unified Service Statistics Manager 8.x up to 20,000 Phone License	L-USSM-B-20K=
Unified Service Statistics Manager 8.x up to 30,000 Phone License	L-USSM-B-30K=
Unified Service Statistics Manager Upgrade 1.x to 8.x. Maintains existing phone count	L-USSM-B-UPG=

## 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-ucms@cisco.com](mailto:ask-ucms@cisco.com)



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