# SERVICE PROFILE
# VSM FOR UNIFIED COMMUNICATIONS

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Virsae Service Management (VSM) delivers end to end service management for unified communications. It's a cloud-based platform which shines a light on every part of your communications environment, improving service availability and peace of mind.

VSM tells the full story, monitoring, diagnosing and reporting the health of UC systems and applications. Get to the bottom of incidents before users complain. Identify root causes to stop them happening again. Fix bottlenecks slowing down your network. And switch off unused resources to improve your bottom line.

VSM's cloud hosted service makes set up quick and easy, and instantly adds value.

## Benefits

- **Cost Reduction:**
  Gain unique insights into UC resource utilization, allowing you to shed unused capacity and save costs

- **Risk Mitigation:**
  Detect and act on threatening trends early, preventing business disruption

- **Visibility:**
  See the location, utilization and performance of UC assets to understand how they are being used, and how to deliver maximum business benefit



Service Desk

Availability Manager

Capacity Manager

Configuration Manager

Continuity Manager

Release Manager

Change Manager

Security Manager

VIRSAE

# INSIDE VIRSAE SERVICE MANAGEMENT

## Availability Manager

Availability Manager increases application uptime. It goes beyond alarm monitoring – automatically performing corrective actions which greatly enhance availability.

Availability Manager includes an ever-growing knowledgebase which links known problems with proven actions to quickly prevent business interruption. Availability Manager resolves 90% of issues without human intervention, reducing repetitive engineering effort, while increasing systems availability.

## Configuration Manager

Configuration Manager provides a real-time view of your unified communications assets, providing valuable data for asset tracking, design and planning.

Manually gathering configuration management data is time consuming, costly and quickly becomes out of date. VSM automates this function by continually collecting asset information and presenting it in a relevant and easily understandable Configuration Management Database (CMDB). It also includes As-Built Schematics which provide always up to date information as a graphical presentation of your unified communications networks.

## Capacity Manager

Capacity Manager provides real-time and historical capacity information of systems enabling you to forecast system resource needs.

Capacity reports are aggregated from multiple sources then simplified into an easily understood graphical format. Capacity Manager delivers a valuable insight into hardware and software assets, network usage, internal resource utilization and individual component performance.

## Continuity Manager

Continuity Manager assists with rapid systems recovery in the event of a catastrophic failure.

Continuity Manager regularly collects and stores vital back up data which can be used as part of the recovery process. Configuration data is held in our securely hosted facility and can be easily retrieved through the VSM portal.

## Change Manager

Change Manager maintains a common view of system changes. Although communications administration applications hold change logs, Change Manager allows you to capture all changes through a single tool.

Change Manager is the perfect tool for audit purposes and problem resolution. And because Change Manager works across multiple vendor applications it reduces engineering time and complexity when capturing change information.

## Release Manager

Release Manager mitigates risk by managing software version control. Release Manager includes a configurable Definitive Software Library storing the latest releases from the manufacturer.

Any variations between the Definitive Software Library and the CMDB are then reported to you via the Service Desk Portal. Release Manager also ensures you are appropriately resourced with the correct versions of software to quickly restore service in the event of catastrophic outage.

## Voice Quality Management

Voice Quality Manager monitors and reports on the audio clarity of calls across distributed networks. It also isolates components of a network which are causing poor voice quality.

Voice Quality Manager is a critical tool for converged networks as poor voice quality, echo, or distortion, are commonly reported problems by end users and can be very difficult to isolate.

## Service Desk

Service Desk is VSM's centralized interface for communication, escalation, reporting and customer interaction.

Using Service Desk you can perform user administration, communication, SMS and email notification, reporting, and submit on-line service requests.

## Security Manager

Security Manager protects organizations from cyber-attack.

SIP based communication needs counter-measures to prevent hacker intrusion, bandwidth abuse, toll fraud, service hijacking and denial of service attacks. But just as a perimeter fence and locking the doors and windows of your home offer little defense against determined burglars, an unmanaged SBC is next to no match for the blend of threats targeting UC networks.

Virsae brings real-time threat awareness capabilities to turn the tables on attackers. In the same way house alarms and CCTV intruder detection systems activate alarms to instantly alert homeowners, Security Manager watches and flags suspicious activity, keeping UC managers in the picture and one step ahead of the bad guys.

# ABOUT VIRSAE

Businesses around the world use Virsae's cloud-based service, Virsae Service Management (VSM), to keep their unified communications systems performing at their best - so their channels stay open, workers stay productive, and customers always get an answer.

# LET'S GET STARTED

Learn how VSM can make a difference to your business.

Contact Virsae, the cloud-native service management company that processes billions of UC transactions every month.

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