VSM for Unified Communications

XCaaS analytics for flawless communication.

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Virsae Service Management (VSM) XCaaS performance analytics platform delivers end to end service management for on-premise, hybrid or cloud delivered unified communications (UC).

Designed for optimizing customer and user experience, VSM collects data from multi-vendor XCaaS platforms and enabling technologies, in the cloud, across the enterprise, and courtesy of VSM-E in 'unmanaged' Work from Home (WFH) environments, to keep the technology that underpins customer interactions running flawlessly.

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 assess unused resources to improve your bottom line.

VSM's cloud hosted service makes set up quick and easy, and instantly adds value to practically any XCaaS service including Avaya, Cisco, Genesys, and Microsoft Teams.

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 increase adoption to deliver maximum business benefit

Hybrid Workplace
- Optimize Customer Experience and enhance Employee Wellbeing everywhere they work

Event Notifications

Proactively manage event flow with standard or customized views

Powered by AI

Automate manual process with analytics-driven insight

Real-Time Dashboards

Stay ahead of issues with real-time visibility and alerts

Continuous Deployment

Tap into DevOps with service enhancements rolled out every two weeks

Intelligent Insights

Make informed business decisions from captured data and trends

Customer Success

Achieve positive outcomes; customer success is in our DNA

Service Desk

Availability Manager

Security Manager

Capacity Manager

Change Manager

Configuration Manager

Release Manager

Continuity Manager

Virsae
Unrivaled Insight

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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 up to 90% of issues without human intervention, reducing repetitive engineering effort, while increasing systems availability.

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 valuable insight into hardware and software assets, network usage, internal resource utilization and individual component performance.

Change Manager

Change Manager maintains a common view of system changes via a shared calendar.

Change Manager avoids unnecessary interruptions by automatically suppressing alarms during approved change windows.

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.

Configuration Manager

Configuration Manager provides a near real-time view of your UC 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.

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 securely in Microsoft Azure and can be easily retrieved through the VSM portal.

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.

Security Manager

Security Manager protects organizations from cyber attack. SIP based communication as used by SBCs needs counter measures to prevent hacker intrusion, bandwidth abuse, toll fraud, service hijacking and denial of service attacks.

Virsae brings real-time threat awareness capabilities through Machine Learning anomaly detection 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.

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 online service requests.

Build your own customized dashboards using pre-built dashlets to bring your specific areas of concern into sharp focus.

Voice Quality Management

Voice Quality Manager monitors and reports on the audio clarity of calls across distributed and WFH 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.

Solution components

- **VSM** is hosted in Microsoft Azure and delivered to users via an API or web browser.

- **VSM Collectors** retrieve data from solution components, everywhere they are deployed. For example, the Virtual Collector in Azure Kubernetes service collects data from remote worker workstations that are beyond the enterprise network. Collectors compress and encrypt data before sending it to the VSM cloud analytics platform.

- **VSM-E** is a software agent deployed on user workstations and devices. For ease of deployment, VSM-E is delivered as an MSI and runs as a service. The software agent feeds information specific to the workstation and the environment in which it operates back to the VSM platform, via a Virtual Collector.

- **VSM web portal** provides support teams and management with real-time data, AI-driven analytics and historic reporting.

Now there's nothing standing in the way of flawless enterprise communication.

About Virsae

Virsae Service Management (VSM) is the category defining XCaaS analytics platform used by organizations around the world to optimize enterprise communications systems. VSM simplifies the management of complex unified communications (UC) and contact center environments, empowering customers and partners with unrivaled insight and visibility to minimize risk, manage cost, and perform at their best. With thousands of customer sites around the globe, and billions of interactions powering our insights, VSM's data-to-action model brings new clarity to service management.

Let's Get Started

Learn how VSM supports flawless enterprise communication everywhere your people work. Contact Virsae today.

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