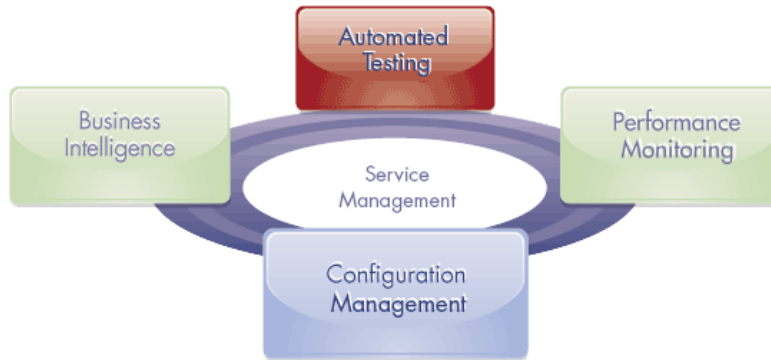




## ClarusIPC® Plus+ 4.1

ClarusIPC Plus+ provides end-to-end Service Management for Cisco Voice, Unified Communications and Telepresence during new deployments, upgrades, and ongoing operations.



ClarusIPC Plus+ now supports Cisco Telepresence Automated Testing, Monitoring and Reporting.

### IN PRACTICE

*A Pharmaceutical Giant manages its global Cisco VoIP deployment using ClarusIPC Plus+.*

Leveraging ClarusIPC® Plus+ to test, troubleshoot and monitor a global network of 30,000 phones:

- ♦ **Nightly Health Checks:** Automated tests that verify voice service every night at 100+ locations globally
- ♦ **Enhanced Visibility:** Into current inventory and status of its global network
- ♦ **Proactive Monitoring:** Integrated alerting on system Key Performance Indicators, Voice Service Availability, and Configuration Changes.

### Why ClarusIPC Plus+?

**ClarusIPC Plus+ Empowers Unified Communications:**

#### Reduce Costs and Increase Efficiency

- ♦ Standardize deployments to reduce errors
- ♦ Test every phone / site to certify "Ready For Business"
- ♦ Re-test after deployments, upgrades or changes

#### Track Configuration Changes

- ♦ No more surprises related to "What Changed?"
- ♦ Change tracking, monitoring and alerting
- ♦ Ensures compliance and rapid response to unanticipated changes

#### "Agent-less" Monitoring and Alerting

- ♦ System Health
- ♦ Trunk and Resource Capacity
- ♦ Voice Service Availability

#### Unprecedented Visibility with over 100 Reports

- ♦ Configuration / Inventory
- ♦ Trunk Utilization / Traffic Analysis
- ♦ On-demand Dashboard Views

#### Increase Support Productivity & Reduce Repair Time

- ♦ Access to phone / line status & configuration
- ♦ Remote Phone control reduces tech dispatches
- ♦ Automates time consuming, line related changes

#### Network Management System Integration

**Compatible with Cisco Unified CM 8.5**

#### SUPPORT FOR CISCO UC APPS

- ♦ Telepresence Testing, Monitoring & Reporting
- ♦ Unity Connection Monitoring & Reporting
- ♦ Unified Presence Server Monitoring
- ♦ Contact Center Express Monitoring

### End to End Lifecycle Management

#### DAY 1 - DEPLOYMENT VERIFICATION

- ♦ Configuration Analysis
- ♦ Registration Monitoring
- ♦ Automated Testing / Regression Testing
- ♦ As-Built Documentation
- ♦ Remote Troubleshooting & Diagnostics

#### DAY 2 - UPGRADES AND ONGOING OPERATIONS

- ♦ Release / Incident / Problem Management
- ♦ Performance & Service Monitoring
- ♦ Call Traffic Utilization Trending & Analysis
- ♦ Remote Troubleshooting & Diagnostics
- ♦ Configuration Change Management
- ♦ Remote Troubleshooting & Diagnostics

#### CLARUS SERVICES FOR UC & VOICE

- ♦ New Deployment Verification Services
- ♦ Upgrade/Migration Verification Services
- ♦ Optimization Services



## Automated Testing, Troubleshooting & Diagnostics

If you haven't tested it, it's probably broken. With a mission critical application such as VoIP, it is imperative to test the functionality after deployment, following upgrades, and during off-hours when problems may go undetected. Additionally, in a multi-site environment, the ability to remotely troubleshoot and diagnose problems is a critical component to scaling your voice IT team.

### AUTOMATED TESTING

- ◆ Agentless, utilizes deployed IP Phones
- ◆ Replaces costly manual testing needs
- ◆ Standardizes testing practices
- ◆ Proactively monitor service availability

### TROUBLESHOOTING & DIAGNOSTICS

- ◆ Collection of current phone configurations, status, and call history
- ◆ Side-by-side comparison of **trouble to reference/recent** phone configurations

### REMOTE PHONE CONTROL (REMOTE HANDS)

- ◆ View phone screen as user does
- ◆ Control features/functions of IP phone
- ◆ Replicate issues/confirm fixes without end user involvement

## Performance Management

Performance Management capabilities provide actionable, near real time insight into what's happening within the Unified Communications environment. It is critical to monitor both the heart of your voice system through key performance indicators (KPI) as well as call setup and voice quality problems encountered by end users.

ClarusIPC Plus+ offers a flexible mechanism to track both critical data sources through a sophisticated policy-based rules engine and interactive views to graphically present relevant information.

### SERVICE MONITORING & ALERTING

- ◆ Voice Quality: Detect poor quality calls leveraging min/max MOS scores observed by phone
- ◆ Setup Failures: Detect rejected, unroutable, failure cause codes
- ◆ Incorrect Call Routing: Detect calls made using wrong service provider
- ◆ Security: Detect suspicious calls made to competitors, international during off-hours, and marked as malicious
- ◆ Emergency 911: Detect calls made to 911, notify local building security team

### PERFORMANCE ALERTING

- ◆ Device Registration: Phone, MGCP Endpoints, Voice Mail Ports, Media Resources, CTI Route Points
- ◆ Server Health: CPU, Memory, Disk Space, Network Interface, Services
- ◆ Call Process: Total Calls by Route List/Group, PRI Span/Channel, FXO/FXS ports
- ◆ Media Resource: Transcoders, Conferencing, Annunciator, MTP

### PERFORMANCE MONITORING

Graphically view your real time KPI or, optionally, search back up to 24-hours in the past to view the performance as it was at the time of the problem. Playback historical performance data and view conditions leading up to threshold violations.

### BENEFITS TO VOIP MANAGERS

- ◆ Improve visibility into core system performance
- ◆ Find and fix end-user impacting problems before they are reported
- ◆ Decrease reaction time and mean time to repair (MTTR)
- ◆ Improve service levels to customers, reduce credits for SLA violations
- ◆ Enable security monitoring to detect toll fraud and other noncompliant calls
- ◆ Analyze service usage over time, eliminate unused gateway, server, and device resources

## Configuration Management

Configuration Management capabilities give users control back over the Communications Manager (CM) configuration, visibility into changes as well as noncompliant settings to correct.

### SCHEDULED UPDATES TO CMDB

Users can choose when to update the Configuration Management Database (CMDB) through scheduled tasks.

### CHANGE TRACKING TECHNOLOGY

ClarusIPC Plus+ provides in depth tracking of nearly all changes made to the Cisco VoIP environment. Unlike other products which focus simply on added or removed phones, ClarusIPC Plus+ takes change tracking to a new level to track add, remove, and updates to all CM configuration elements and their attributes. By tracking these changes, users can quickly identify the root cause of problems introduced through configuration changes.

### CONFIGURATION ELEMENTS

- ◆ System Elements: Servers, Device Pools, License, etc
- ◆ Media Resources: Conference Bridges, Transcoders, MTP, etc.

- ◆ Route Plan: Route/Translation Patterns, Partitions, etc.
- ◆ Routing Devices: Gateways, MGCP PRI & Analog Endpoints, etc.
- ◆ Voice Mail: Ports, Pilots, Profiles
- ◆ Phones: Lines, Appload, Switchport, etc.

## Business Intelligence

Business Intelligence, is defined as the collection, analysis, and presentation of data allowing administrators to make informed decisions and predictions about the availability of the voice service to their end users. ClarusIPC Plus+ is in a unique position to provide visibility into the health of your voice services by collecting raw data from many disparate sources in your Unified Communication environment (CDR, KPI, Configurations) and integrating then into actionable, consumable business reports and views.

### BUSINESS ANALYSIS REPORTS

- ◆ Most Impacted Users: Illustrates users most effected by poor voice quality
- ◆ Call Volume: Graphical chart of inbound, outbound, and internal calls made over time
- ◆ Resource Utilization: Graphical chart of inbound, outbound, and internal calls made over time
- ◆ Call Usage: Listing of top users by calls made, received and call duration
- ◆ Inventory Trends: Describes changes to deployed phone and extension population
- ◆ Device Summary: Phone model totals by Device Pool

## ABOUT CLARUS:

Clarus Systems, Inc. a global leader in enterprise VoIP management software and services, provides integrated testing, troubleshooting, and monitoring for Cisco Unified Communications systems. Clarus' award-winning VoIP management suite, ClarusIPC® Plus+, maximizes Cisco Unified Communications performance and availability through automated testing, performance monitoring, configuration management and business intelligence reporting. Clarus VoIP testing and monitoring ensures the highest voice quality and proactive management that empowers unified communications. The company attributes its success to its roster of customers which includes Global 100 enterprises in financial services, healthcare, energy, communications, as well as system integrators, resellers and managed service partners. For additional information, please visit [www.clarussystems.com](http://www.clarussystems.com).

