

# Cisco Prime Central for HCS Assurance

## What's New

### Cisco Prime Central for HCS Assurance Overview

Cisco Prime™ Central for Hosted Collaboration Solution (HCS) Assurance is a carrier-grade, extensible service assurance management platform for service providers deploying “as a service” solutions composed of Cisco® Unified Communications and collaboration applications in a hosted or cloud environment.

The solution provides a dashboard for a single-pane, multi-customer view of aggregated faults from underlying domain managers that span both unified communications (UC) and data center (DC) domains. This dashboard provides real-time root-cause analysis and correlates events across multiple unified communications and data center domains with customer-related service impact analysis. These fault correlation capabilities help triage issues and reduce mean time to repair (MTTR). Network operations center (NOC) operators also can quickly get detailed, actionable information on faults by performing a single sign-on (SSO) cross-launch from the dashboard to the underlying domain managers. These capabilities are key to helping service providers meet service-level agreement (SLA) requirements and provide the highest quality of experience (QoE) to the end users of cloud-based services. Cisco Prime Central for HCS Assurance is part of a comprehensive management platform for the [Cisco Hosted Collaboration Solution](#).

### What the Solution Offers

- Multi-customer, real-time view of fault information across domains including root-cause analysis and service impact analysis, for an overview of aggregated actionable issues
- Single sign-on cross-launch to underlying domain managers for further impact analysis and expedited troubleshooting
- Support for standard interfaces and APIs for easy integration with a service provider's operations support systems and business support systems (OSSs/BSSs) and a northbound interface (NBI) that provides a mediation layer
- Seamless expansion to support hundreds of end customers and thousands of endpoints
- Support for all Cisco Hosted Collaboration Solution components and integration with the service fulfillment management component for event enrichment with customer information

### Benefits

Cisco Prime Central for HCS Assurance provides the following key benefits:

- Significantly reduces troubleshooting time and MTTR for service issues through cross-domain event management, de-duplication, and enrichment
- Helps enable service providers to meet SLA requirements and provide the highest quality of experience to the end users of Cisco cloud-based services through expedited issue resolution

- Shields the service provider's OSS/BSS from changes to any underlying domain manager or collaboration service and saves the service provider from having to integrate to each individual domain manager through mediation provided by the NBI
- Reduces overhead and time to integrate with BSSs/OSSs and other third-party products
- Provides robust and simplified security through a central point of access/SSO authentication and authorization control

## New in the Current Release

The newest release of Cisco Prime Central for HCS Assurance (formerly Cisco Hosted Collaboration Mediation) adds these significant features and benefits:

- **Web-based interface** to the dashboard
- **Single sign-on access to fully integrated domain managers** for seamless access upon user authentication to the portal and integration with external authentication servers
- **Cross-domain root-cause analysis** that helps enable operators to identify barriers and the causes of problems so that permanent solutions can be found and that drives more rapid fault correction
- **Service impact analysis** that provides visualization of service-level impact by customer and rates the service impact by severity in a way that is easy for the operator to quickly determine what action to take
- **Common user management services with role-based access control (RBAC)** helping to enable the ability to assign user and group rights as well as associate roles and access rights to different components of the suite from a central location
- **Common event/alarm management, normalization, and enrichment** with a variety of features that drastically reduce troubleshooting time and mean time to repair
- **Monitoring of HCS auxiliary applications, including third-party products** as well as virtual machines (VMs), OSs, application processes, and network management applications
- **Standards-based NBI** to eliminate the need to integrate five separate domain managers through a mediation layer that shields the OSS/BSS from changes to any underlying domain manager or collaboration service
- **Significantly enhanced NOC operator and network administrator common dashboard** providing detailed information on faults across all network layers of the transport network for real-time fault management across all domains

Table 1 includes a summary of enhancements and new features of Cisco Prime Central for HCS Assurance.

**Table 1.** Enhancements and New Features of Cisco Prime Central for HCS Assurance

Enhancements and New Features	Description	Benefits
<b>Architecture</b>		
<b>Web-based interface</b>	<ul style="list-style-type: none"> <li>• Intuitive interface to web-based dashboard</li> </ul>	<ul style="list-style-type: none"> <li>• Eliminates the need to install client applications and manage upgrades on multiple client machines</li> <li>• Provides quick and easy access to information anywhere, any time</li> </ul>

Enhancements and New Features	Description	Benefits
<b>Common User Management and Administration</b>		
<b>Single sign-on access to fully integrated domain managers</b>	<ul style="list-style-type: none"> <li>Seamless access to the domain managers upon user authentication through the portal</li> <li>No requirement for further authorization to access the different domain managers</li> <li>Integration with external authentication servers, supporting Lightweight Directory Access Protocol (LDAP), TACACS+, and RADIUS plug-ins</li> </ul>	<ul style="list-style-type: none"> <li>Provides robust and simplified security through a central point of access for authentication and authorization control</li> <li>Accelerates service assurance tasks</li> </ul>
<b>Common user management services with RBAC</b>	<ul style="list-style-type: none"> <li>Ability to assign user and group rights as well as associate roles/access rights to different components of the suite from a central location</li> </ul>	<ul style="list-style-type: none"> <li>Helps enable efficient rollout of role-based assignments</li> </ul>
<b>Event/Alarm Management</b>		
<b>Common event/alarm management, normalization, and enrichment</b>	<ul style="list-style-type: none"> <li>Rules and policies process incoming events from the underlying domain managers and normalize them to a common format for forwarding northbound. The normalized event is enriched with customer information</li> <li>Newly updated single dashboard view and management of full alarm/event lifecycle without requiring the network administrator to access the specific domain manager</li> <li>Ability to navigate to the source domain manager for advanced troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li>Helps network operators anticipate problems before the customer calls by promoting quick identification and diagnosis of the problem</li> <li>Drastically reduces troubleshooting time and MTTR</li> </ul>
<b>Monitoring HCS auxiliary applications including third-party products</b>	<ul style="list-style-type: none"> <li>Monitors the VMs, OSs, and processes of auxiliary applications (for example, an LDAP server or other servers used for security) as well as the network management applications</li> </ul>	<ul style="list-style-type: none"> <li>This self-monitoring capability lets the operator know the state of the system at all times</li> </ul>
<b>OSS Integration</b>		
<b>Standards-based NBI</b>	<ul style="list-style-type: none"> <li>The NBI saves the service provider from having to integrate to five separate domain managers</li> <li>The NBI provides a mediation layer that shields the OSS/BSS from changes to any underlying domain manager or collaboration service</li> <li>Cisco Prime Central for HCS Assurance provides two different types of northbound interfaces - normalized Simple Network Management Protocol (SNMP) trap forwarding as well as web services APIs</li> </ul>	<ul style="list-style-type: none"> <li>Extensibility promotes reduced overhead and time required for integration with BSSs/OSSs and other third-party products (for example, sending traps to ticketing systems)</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>If Cisco Prime Unified Operations Manager (UOM) changes its SNMP trap format, the service provider would have to invest and make the appropriate changes in its OSS. With Cisco Prime Central for HCS Assurance, the service provider OSS is shielded from these changes and no additional integration work is needed</li> <li>When Cisco HCS adds a new collaboration service and introduces a new associated domain manager, integration between the service provider OSS and the domain manager would be required. With Cisco Prime Central for HCS Assurance, there is no new integration involved. The solution automatically recognizes any new events from the new collaboration service and sends normalized events northbound</li> </ul>
<b>SNMP trap forwarding to multiple destinations</b>	<ul style="list-style-type: none"> <li>Traps can be forwarded to multiple destinations/systems simultaneously</li> </ul>	<ul style="list-style-type: none"> <li>Different systems (for example, a ticketing system, a reporting system) that are operated by different teams can receive the same fault information</li> </ul>
<b>Services Dashboard</b>		
<b>NOC operator and network administrator common dashboard</b>	<ul style="list-style-type: none"> <li>Provides detailed information on the faulty situation across all network layers of the transport network for real-time fault management across all domains</li> </ul>	<ul style="list-style-type: none"> <li>Easy-to-visualize format promotes ease of use and the ability to isolate faults quickly</li> <li>Provides predefined views for operator to quickly group, identify, and isolate faults</li> </ul>
<b>Cross-domain root-cause analysis</b>	<ul style="list-style-type: none"> <li>Provides root-cause analysis across both UC and DC domains. A rich data model, the SDR, is the basis for implementing root-cause analysis. Events from the underlying UC and DC domains are correlated based on the data model, which links the service fulfillment system with the service assurance system</li> </ul>	<ul style="list-style-type: none"> <li>Helps enable operators to identify barriers and the causes of problems so that permanent solutions can be found</li> <li>Helps operators develop a logical approach to problem solving for more rapid fault correction</li> </ul>

Enhancements and New Features	Description	Benefits
<b>Service impact analysis</b>	<ul style="list-style-type: none"> <li>The customer service dashboard visualizes service-level impact. Events from underlying domains are translated to service impacts by the customer</li> </ul>	<ul style="list-style-type: none"> <li>Cisco Prime Central for HCS Assurance rates the service impact by severity in a way that is easy for the operator to quickly determine what action to take</li> <li>With a wide variety of services, it becomes essential to ensure that any outage is quickly reported to NOC experts so that MTTR can be reduced</li> </ul>

## About Cisco Prime

The Cisco Prime portfolio of enterprise and service provider management offerings empowers IT organizations to more effectively manage their networks and the services they deliver. Built on a service-centered foundation, the Cisco Prime portfolio of products supports integrated lifecycle management through an intuitive workflow-oriented user experience. The portfolio of Cisco Prime solutions for service providers provides A-to-Z management for IP next-generation networks, mobility, video, and managed services.

## For More Information

For more information about Prime Central for HCS Assurance, visit <http://www.cisco.com/go/prime-hcs>, contact your local Cisco account representative, or send an email to [prime-hcs@cisco.com](mailto:prime-hcs@cisco.com).

For more information about Cisco Hosted Collaboration Solution, visit <http://www.cisco.com/go/hostedcollab>.



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