Cisco Prime Collaboration Manager 1.1

Simplified Management of Video Collaboration Services with End-to-End Application and Network Visualization

Ganesh Rajan, Tejas Shah

22 March 2012
Agenda

• Cisco Prime™ Overview
• Video Management Challenges
• Cisco Prime Collaboration Manager
• Cisco TelePresence® Management Suite and Cisco Prime Collaboration Manager: “better together”
• Demonstration of Cisco Prime Collaboration Manager 1.1
• Customer Success
• Summary
• For More Information
Cisco Prime
Innovative network management

Efficient management with optimized user experience
Integrated workflows and best practices speed operations
Improved delivery and predictability of services

Complete Lifecycle Management
- Design
- Deploy
- Assure
- Optimize

Simplified
Automated
Integrated Best Practices

Infrastructure
Assurance
Collaboration
Some Challenges in Managing Video Collaboration Services

• **Managing expectations:** Video collaboration demands high levels of service and availability

• **Visibility:** Operators need to see what is going on—you cannot manage what you cannot see

• **Inadequate tools:** No comprehensive management tools that monitor both endpoints and network

• **Finding source of problems:** Network, endpoint, or application—where to start looking?

• **Deployment validation:** Verifying inventory and software versions
Cisco Prime Collaboration Manager

Comprehensive Video Service Assurance and Management System

Cisco Prime™ Collaboration Manager helps deliver a first-rate end user experience:

- Visualization and monitoring of video collaboration sessions in real time—timely support to end users when problems arise
- Quick isolation of areas of service degradation with detailed video flow path analyses—significant reduction in operating costs
- Simplified diagnostic and use reports and at-a-glance executive summaries—management of critical assets, improved allocation of resources and increased ROI
Main Value Propositions

**Service and Network Operators**
Gain detailed visibility into the media path and critical fault and performance statistics
Facilitate faster isolation and resolution of service-affecting outages

**CIO and IT Management**
Optimize delivery efficiency and reduce operating costs of video collaboration services
Immediately access critical application use and performance information
Help ensure end-user satisfaction

**Video Collaboration User**
Reduce video collaboration service interruptions for critical end users
Reduce video quality degradation with pre-session and post-session performance analyses
Cisco Prime Collaboration Manager 1.1: Key Attributes

• End-to-end visibility, real-time troubleshooting, and inventory support for EX and C Series (Release 1.0 included Cisco TelePresence® System)

• Support for scheduled meetings from Cisco TelePresence Management Suite (Release 1.0 included Cisco TelePresence Manager)

• At-a-glance executive summaries and out-of-the box, simplified usage and diagnostic reports

• Deeper visibility on medianet-enabled networks into flow-related statistics at hot spots (Release 1.0 introduced mediatrace and IP SLA VO)

• Integration with other Cisco Prime® management systems (Cisco Prime LMS and NAM) offering critical diagnostic information about the network along the video path
## Endpoint and Infrastructure Coverage

<table>
<thead>
<tr>
<th>Category</th>
<th>Models</th>
<th>Software Version</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Endpoints: CTS series</strong></td>
<td>CTS 32xx/3xxx, CTS 500, CTS 1300, CTS 1100</td>
<td>1.7.4, 1.8</td>
</tr>
<tr>
<td><strong>Endpoints: C/EX series</strong></td>
<td>Profile Dual 65 &amp; Profile 65, Profile Dual 52, Profile 52, Profile 42, EX90 &amp; EX60, C20 Quickset &amp; C40 series, C60 series &amp; C90 series</td>
<td>TC 4.1, 5.0</td>
</tr>
<tr>
<td><strong>Call Processors</strong></td>
<td>VCS &amp; VCS Expressway, CUCM</td>
<td>x6.0, x6.1, x7.0, 7.1.3 and later</td>
</tr>
<tr>
<td><strong>Conferencing</strong></td>
<td>4500 MCU series, TS Server 7010, MSE 8510, 8710, CTMS</td>
<td>4.1, 4.2</td>
</tr>
<tr>
<td><strong>Application Management</strong></td>
<td>TMS, CTS-MAN</td>
<td>13.1 and later</td>
</tr>
</tbody>
</table>
End-to-End Monitoring

See Session-Level Details in Near Real Time

- View all sessions end to end whether in progress, completed, or scheduled to occur
- Rapidly determine whether problems are occurring on the network or on the endpoint
- See detailed endpoint and session statistics – latency, jitter, packet loss
Reduce the Time Required to Locate Problems That Affect Service

- View Cisco TelePresence® session paths end to end over Cisco® and third-party devices
- For Cisco devices, view CPU, memory, and interface statistics and locate bottlenecks in the network
- For medianet-enabled devices, view jitter and packet loss statistics and DSCP information to locate hot spots affecting session quality
- With medianet performance monitor integration, gain deeper visibility into flow-related statistics at hot spots
Real-Time Troubleshooting Use Case

Reduce Time to Identify Root Causes

1. Locate a session with a problem
2. Quickly determine if problem is on the network or the endpoint
3. Review detailed endpoint and session statistics
4. By troubleshooting the session, determine areas you need to review
5. With medianet, view detailed information about media flow
6. With Cisco Prime™ LMS integration, collect more information about midpoints
Ease Validation of Readiness Before Deploying New Video Endpoints

• With medianet IP SLA VO, generate synthetic traffic between medianet-enabled midpoints to simulate a Cisco TelePresence® call

• Analyze results for any network degradation

• Take action to correct network degradation (e.g., add bandwidth)

• Run IP SLA VO test again and compare results

• You can also use this feature before virtual IP sessions to determine if they will succeed
Executive Summaries
Simplified Reports

Easily Access Comprehensive Utilization and Problem Reports

- Out-of-the-box, easily accessible, comprehensive utilization and session detail reports
- Easily view ROI and quickly analyze utilization/problem trends through comprehensive reports

No Show Endpoints Summary Report

No Show Endpoints Summary

<table>
<thead>
<tr>
<th>Endpoint Name</th>
<th>Endpoint Model</th>
<th>Total Scheduled Sessions</th>
<th>Scheduled Sessions Occurred</th>
<th>Number of No Shows</th>
<th>No Show (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTS-500-5 (Private)</td>
<td>CTS</td>
<td>61</td>
<td>57</td>
<td>4</td>
<td>6.56</td>
</tr>
<tr>
<td>CTS-500-6</td>
<td>CTS</td>
<td>77</td>
<td>75</td>
<td>2</td>
<td>2.6</td>
</tr>
<tr>
<td>CTS-500-7</td>
<td>CTS</td>
<td>57</td>
<td>42</td>
<td>15</td>
<td>26.32</td>
</tr>
</tbody>
</table>

No Show Sessions of Endpoint: CTS-500-6

<table>
<thead>
<tr>
<th>Scheduled Date/time</th>
<th>Session Subject</th>
<th>Scheduler</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-Sep-14 02:00:00 PDT</td>
<td>MP Scheduled Not Reconnecting</td>
<td><a href="mailto:cts500-6@eta.com">cts500-6@eta.com</a></td>
</tr>
<tr>
<td>2011-Sep-14 00:30:00 PDT</td>
<td>MP reuse</td>
<td><a href="mailto:cts500-5@eta.com">cts500-5@eta.com</a></td>
</tr>
</tbody>
</table>
Centralized Inventory of Video Infrastructure

Quickly and Easily Access Comprehensive Inventory Details

- Inventory dashboard provides comprehensive view of all endpoints, services, and network infrastructure devices
- Quickly access inventory details to identify devices and software versions for upgrades
- Suspend management of specific devices requiring downtime or scheduled maintenance
- Export endpoint and service infrastructure information to CSV for offline analysis
Superior Cisco Solution

No Competitive Telepresence Management Solution

Cisco TelePresence® Management System 13.1

- Real-time conference control
- Scheduling of sessions and phonebook and directory services
- Centralized meeting management and control for scheduled and impromptu meetings
- Powerful, customizable reports
- Provisioning of endpoints and management of infrastructure

Cisco Prime™ Collaboration Manager 1.1

- Real-time visualization and troubleshooting of live sessions
- End-to-end visibility down to media packet level
- Advanced alarming, diagnostics, and trouble isolation
- Executive summaries and easy-to-use reports
Collaboration Manager 1.2
Upcoming Features (May 2012 FCS)

**Personal video endpoints**
- CIUS, 89xx, 99xx, Jabber Video, MXP, MX 200/300, SX20, Polycom HDX endpoints

**Video Infrastructure**
- MCU Utilization
- VCS Conductor
- 4200 MCU

**Feature updates**
- Device Grouping and filtering by group
- Dashboard customization and new dashlets
- Reporting enhancements
- Event Management customization
- Enhanced Diagnostics

---

Upcoming Features (May 2012 FCS)

- Jabber Video
- MX200/300
- Cius
- 89xx
- 99xx
- HDX

![Device Inventory](image)
Summary

Only Cisco Prime™ Collaboration Manager:

• Delivers immediate overview of critical video collaboration problems with little or no training requirements for quick return-on-investment

• Improves overall service levels and end-user video experience:
  • Get complete visibility into end-to-end video sessions, endpoints, and network devices
  • Quickly troubleshoot and isolate problems: endpoints, network devices, and service infrastructure

• Lets you control costs and plan for upgrades using complete discovery and inventory of all video-related assets: endpoints, network devices, and software versions
For More Information

Visit Cisco.com for more information, including presentations, videos, and data sheets:

www.cisco.com/go/cpcm

Evaluation copies are available:

http://www.cisco.com/go/marketplace
Thank you.