



## VSM for Infrastructure

XaaS analytics to monitor IT infrastructure through a single interface.

FOR ENTERPRISE & MANAGED SERVICE PROVIDERS



## VSM for infrastructure.

### Peak performance for IT infrastructure that underpins your business

Is your IT infrastructure a picture of health? **Virsae Service Management (VSM) for Infrastructure puts you in the picture.**

Business runs 24x7. So why tolerate IT infrastructure that runs 23.9x7? VSM closes the gap, so your systems keep working and your workers keep communicating.

Use VSM cloud dashboards and analytics to monitor and control every aspect of your infrastructure. VSM alerts tell you how to respond, highlighting hotspots, 'danger' levels, and remedial action – so nothing breaks.

### Built for server management and device monitoring

A simple sign-up process opens the door to VSM cloud services that monitor Windows and Linux O/S servers and devices, including LAN switches, routers, Wireless Access Points, and almost any other connected device capable of SNMP.



## 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.

# VSM features and benefits



## Remote Access Concentrator

### Need instant remote access to IT infrastructure – without the hassle of VPN, Dialup, or SAL?

Remote Access Concentrator is your instant connection, providing a single interface via telnet, SSH, RDP, and browser.

- Quick, simple remote access reduces connection times and helps engineers work faster
- A single remote access point for multiple servers, applications and generic devices simplifies management and reduces requirements for remote access infrastructure
- Simple dashboards and tools will get your support team up and running faster
- New simplicity and speed will reduce support costs



## Availability Manager

### More than simple monitoring, VSM uses a sophisticated workflow engine to route the right alerts to the right people.

Get the best of both worlds – pinpoint issues that really matter and get the most appropriate engineers working on them fast.

- Alert critical Windows events
- Receive, decode and apply customized work-flow to generic devices
- Consolidate data from different applications, servers and generic devices, and analyze service management data
- Initiate Ping tests
- Determine the health and responsiveness of individual processes within an operating system



## Real-time health dashboards

### Live dashboards show you what's happening in your infrastructure environment. Performance, utilization, events and configuration – everything you need to know flashes brightly on VSM health dashboards.

Simple graphic displays of both Windows Server and Linux Server environments show real-time and historic CPU, memory and disk utilization; network usage and performance; event log entries; process starting and stopping events; and configuration information, including software version, hardware, network information, bios, and serial numbers.

VSM also captures and displays performance information for SQL Server IIS, and Hyper-V (host and client).

- Work with at-a-glance views of critical information that put you in the picture
- Pinpoint potential trouble spots and over-stretched capacity before it impacts systems performance
- Historic data assists forecasting and planning infrastructure upgrades
- Spend less time trying to locate problem root causes and focus on pre-emptive maintenance

## Benefits

- Maintain agreed service levels
- Reduce costs related to maintaining specific service levels
- Impress customers with a better quality of service
- Reduce the number of critical incidents



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

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## About Virsae

Virsae Service Management (VSM) is the category defining 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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