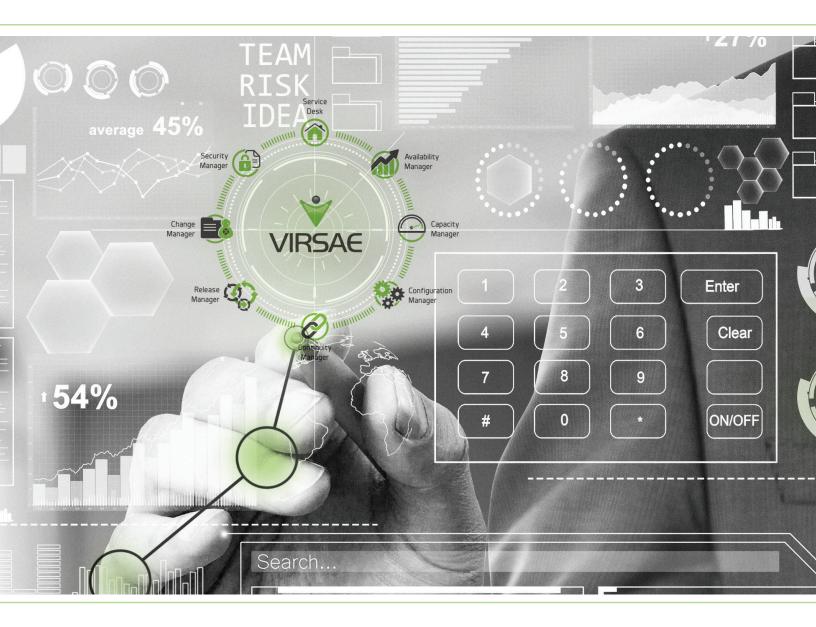# Systems and Application Assessment

Identify valuable improvements to your Avaya UC
and contact center platforms

You don't know what you don't know. But knowledge gaps are expensive in the UC environment. Don't get caught out. There's an easy way to know everything you should about your UC platform.

Say hello to Virsae's System and Application Assessment

Get the full picture with Virsae's UC service management platform, VSM

No one likes paying for unused trunk capacity and software, irritating customers with extended wait times, or making changes that destabilise communications services.

Virsae's System and Application Assessment check helps you fix things fast, scanning your Avaya platform to pinpoint critical improvements and vulnerabilities, so your UC environment keeps performing at its best.

Our 45 point health check covers availability, configuration, capacity, security, and customer experience – all the hard-to-see stuff most manual audits miss.

How it works

1. Meet one of our experts to discuss the details of your UC environment

2. Our engineering team plugs in VSM (our cloud-based UC service management platform) to your UC system

3. VSM collects systems and application data for three months

4. Our team of analysts generate a detailed report highlighting fixes, cost savings and customer experience improvements

5. We present the findings and provide expert advice to help you on your way

Why Virsae's System and Application Assessment is your best form of protection

You could try doing the job yourself, but …

Manually collecting and sifting a mountain of data is no fun. What's more, errors creep in when data is manhandled. VSM automates the process, doing the job faster and more accurately.

And with all that data, who knows where to look? Sometimes the stuff you need to know is buried deep in databases and event logs. VSM knows how to prize it out, turning data into insights and actions.

How's your health?

Put the question of UC systems health beyond all doubt. Let Virsae's System and Application Assessment detect underlying issues before symptoms develop. Identify a range of potential ailments, including:

– System gremlins missed by conventional diagnostic tools
– Unused hardware and software resources
– Risks and single points of failure
– Bottlenecks your customers notice (but you don't)
– Errant call flows and black holes that strand customers

Take the guesswork out of managing UC systems health.

Included in Virsae's Systems and Application Assessment

Configuration analysis:

- Architecture
- Configuration management database
- Control networks with diagrams
- Media gateways with survivability and diagrams
- Network regions and sub-regions with diagrams
- Agent configurations and data
- Multi-media configurations
- Station/phone configurations and locations
- Audio groups
- Servers, modules, and circuits
- Vector and VDN configurations with call flow diagrams
- Trunk configurations

Capacity analysis:

- Announcement board storage
- Announcement last play requests
- Announcement play requests
- Announcement port usage
- Attendant calls, position and time analysis
- C-LAN usage and throughput
- Extension activity
- IP network region usage
- IP Telephony H.323 signalling
- IP telephony media gateway signalling
- IP telephony DSPs media type and usage
- SIP session and signalling
- License capacity, utilization, and trending
- Location bandwidth
- Media resource throughput
- OS free disk space of all UC and application servers
- OS memory usage of all UC and application servers
- OS processor occupancy of all UC and application servers
- Processor link
- TDM bus
- Tone receiver
- Trunk group analytics, consolidation, and trending

Availability and voice quality analysis:

- Intelligent alarm analysis
- UC, Windows and contact center event analysis
- In-depth voice quality analysis on all media and call direction
- VoIP call quality distribution and statistics
- Mean opinion score and distribution
- SysLog analysis
- Security audit
- DS1 performance
- IPSI performance, bandwidth, peg count, and delays
- Media gateway timeouts

What are you waiting for? Call Virsae to arrange an appointment

Call:

America:	1800 248 7080
UK and Europe:	+44 0808 234 2729
APAC:	+64 9 477 0696

Email:
sales@virsae.com

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