# VSM for Unified Communications

Always-on XCaaS analytics for flawless communication.

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Virsae Service Management (VSM) XCaaS performance analytics platform delivers end to end service management for on-premise, cloud or hybrid delivered unified communications (UC).

Designed for optimizing customer and user experience, VSM collects data from multi-vendor XCaaS platforms and enabling technologies, in the cloud, across the enterprise, and courtesy of VSM-E in 'unmanaged' remote and Work from Home (WFH) environments, to keep the technology that underpins customer interactions running flawlessly.

VSM tells the full story, monitoring, diagnosing and reporting the health of UC systems and applications. Combining big data, machine learning, AI-powered diagnostics and automation, VSM delivers the insight to resolve technology issues faster, manage costs through improved productivity and efficiency, and drive revenue.

VSM's cloud hosted service makes set up quick and easy, and instantly adds value to practically any XCaaS service including Avaya, Cisco, Genesys, and Microsoft Teams.

## Manage smarter with data-driven insights and optimization

### Diagnose and act decisively with intuitive dashboards.

- Identify components impacting experience
- Get to the bottom of incidents before users complain
- Resolve technology issues faster
- Identify root causes to stop them happening again
- Fix bottlenecks slowing down your network
- Assess unused resources to improve your bottom line
- Bolster security and compliance.

## Keep critical services up, always

### Monitor integrations to mission critical applications with self-service platforms.

So when things go wrong - a database query fails to return data, or the database is slow to respond – the right people know about it.

## Benefits

### Cost Reduction
Gain unique insights into UC resource utilization, allowing you to shed unused capacity and save costs.

### Risk Mitigation
Proactively detect and act on threatening trends early, preventing business disruption.

### Visibility
See the location, utilization and performance of UC assets to understand how they are being used, and how to increase adoption to deliver maximum business benefit.

### Hybrid Workplace
Optimize Customer Experience and enhance Employee Collaboration and Wellbeing everywhere your people work.

## Proactive automation

### Elevate the capability of your service desk team to that of experienced engineers.

- Work with a live picture of integration performance and faults
- Convert events and notifications into actionable insights - right data, right time, right person
- Send alerts from Linux, Windows, VMWare ESXi or VSphere platform/host and other back end devices to be managed by VSM's customizable workflow
- Use VSM as a destination for syslog files to consolidate data from different applications, servers and generic devices in a central repository. Analyze the contents for specific service management data
- Configure components for connectivity tests and set parameters for response times.

## Event Notifications

Proactively manage event flow with standard or customized views

## Real-Time Dashboards

Stay ahead of issues with real-time visibility and alerts

## Intelligent Insights

Make informed business decisions from captured data and trends

## Powered by AI

Automate manual process with analytics-driven insight

## Continuous Deployment

Tap into DevOps with service enhancements rolled out every two weeks

## Customer Success

Achieve positive outcomes; customer success is in our DNA

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## Availability Manager

Availability Manager increases application uptime. It goes beyond alarm monitoring – automatically performing corrective actions which greatly enhance availability.

Availability Manager includes an ever-growing knowledge base which links known problems with proven actions to quickly prevent business interruption. Availability Manager resolves up to 90% of issues without human intervention, reducing repetitive engineering effort, while increasing systems availability.

## Capacity Manager

Capacity Manager provides real-time and historical capacity information of systems enabling you to forecast system resource needs.

Capacity reports are aggregated from multiple sources then simplified into an easily understood graphical format. Capacity Manager delivers valuable insight into hardware and software assets, network usage, internal resource utilization and individual component performance.

## Change Manager

Change Manager maintains a common view of system changes via a shared calendar.

Change Manager avoids unnecessary interruptions by automatically suppressing alarms during approved change windows.

Change Manager is the perfect tool for audit purposes and problem resolution. And because Change Manager works across multiple vendor applications it reduces engineering time and complexity when capturing change information.

## Configuration Manager

Configuration Manager provides a near real-time view of your UC assets, providing valuable data for asset tracking, design and planning.

Manually gathering configuration management data is time consuming, costly and quickly becomes out of date. VSM automates this function by continually collecting asset information and presenting it in a relevant and easily understandable Configuration Management Database (CMDB). It also includes As-Built Schematics which provide always up to date information as a graphical presentation of your unified communications networks.

## Continuity Manager

Continuity Manager assists with rapid systems recovery in the event of a catastrophic failure.

Continuity Manager regularly collects and stores vital backup data which can be used as part of the recovery process.

Configuration data is held securely in Microsoft Azure and can be easily retrieved through the VSM portal.

## Release Manager

Release Manager mitigates risk by managing software version control. Release Manager includes a configurable Definitive Software Library storing the latest releases from the manufacturer.

Any variations between the Definitive Software Library and the CMDB are then reported to you via the Service Desk Portal.

Release Manager also ensures you are appropriately resourced with the correct versions of software to quickly restore service in the event of catastrophic outage.

## Security Manager

Security Manager protects organizations from cyber attack. SIP based communication as used by SBCs needs counter measures to prevent hacker intrusion, bandwidth abuse, toll fraud, service hijacking and denial of service attacks.

Virsae brings real-time threat awareness capabilities through Machine Learning anomaly detection to turn the tables on attackers. In the same way house alarms and CCTV intruder detection systems activate alarms to instantly alert homeowners, Security Manager watches and flags suspicious activity, keeping UC managers in the picture and one step ahead of the bad guys.

## Service Desk

Service Desk is VSM's centralized interface for communication, escalation, reporting and customer interaction.

Using Service Desk you can perform user administration, communication, SMS and email notification, reporting, and submit online service requests.

Build your own customized dashboards using pre-built dashlets to bring your specific areas of concern into sharp focus.

## Voice Quality Management

Voice Quality Manager monitors and reports on the audio clarity of calls across distributed and remote networks. It also isolates components of a network which are causing poor voice quality.

Voice Quality Manager is a critical tool for converged networks as poor voice quality, echo, or distortion, are commonly reported problems by end users and can be very difficult to isolate.

## Solution components

- Virsae Service Management (VSM) is securely hosted in Microsoft Azure and delivered to users via an API or web browser.

- VSM Collectors, Virtual and On-premise, retrieve data from solution components, everywhere they are deployed.

- VSM Web Portal provides support teams and management with real-time data, AI-driven analytics and historic reporting.

- VSM Everywhere (VSM-E) is a software agent deployed on user workstations. 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.

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

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## About Virsae

Virsae Service Management (VSM) is the category defining XCaaS 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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## Virsae
### Unrivaled Insight