



TRAVERSE VOIP MONITORING SOLUTIONS

CISCO, BROADWORKS, KAGOOR

Traverse

Zyrion's Traverse is a breakthrough application that provides real-time visibility into the performance of end-to-end IT services. Traverse's innovative Business Container technology enables IT and business personnel to create unique virtual views of discrete IT services, and makes the alignment of infrastructure technology with business outcomes a reality. Traverse facilitates decentralized remote infrastructure management that is pro-active and preventive rather than reactive, giving all employee-levels the control and information they require based on their specific responsibilities and permissions. Traverse provides an easy-to-use web-based user interface and is a distributed, scalable, real-time, and easy-to-manage platform.

VOIP MONITORING

VoIP presents special IT challenges to meet the expectation that IP phones must work as reliably as traditional land lines. The network must meet exceptionally high quality and performance standards and you have to continue to monitor your network proactively even after deployment to ensure that network changes do not adversely impact the quality of VoIP.

Zyrion's Traverse rapidly identifies the cause of the problem using its built-in topology-aware root-cause engine. Auto discovery of customer networks and transactions simulation as well as current, historical and projected performance ensures a level of proactive VoIP management unmatched by other point solutions. Zyrion's unique "container" technology allows you to create 'Service Containers' to correlate all the underlying components of your VoIP network so that you can see the impact of any performance degradation directly on your VoIP service.

Status	Events	Name	Device Health
ⓘ		Exchange Server (Backend)	▶
ⓘ		Cisco Call Manager (Secondary)	▶
ⓘ		Operator Station	▶
ⓘ		Demo Traverse Server	▶
ⓘ		Distributed Sniffer Probs	▶
ⓘ		Email Relay	▶
ⓘ		Cisco Meeting Place	▶
ⓘ		Plano Core Router	▶
ⓘ		Cisco Call Manager (Primary)	▶
ⓘ		Oracle 10g Database	▶
ⓘ		Web/Application Server	▶
ⓘ		Exchange Server (Frontend)	▶
ⓘ		LAN Switch (1-128 Net)	▶
ⓘ		WAN Router	▶
ⓘ		Wireless Gateway	▶

CISCO CALL MANAGER

CCM Component	Sample List of Metrics
Cisco Call Manager	<ul style="list-style-type: none"> • CCM Health Status • Active Phones • Active Gateways • Active Media Devices • Active Music-On-Hold Devices • Active Transcoder Devices • Active Voice Mail Devices • Registration Failures • Gateway Registration Status • Voice Mail Registration Status • Device Registration • Number Of Active Calls • Number Of PRI Channels/Trunks • SQL Server Metrics (see SQL datasheet for complete list)
CCM Server	<ul style="list-style-type: none"> • Log space util • Disk Space Utilization • CPU Utilization • Physical Memory Utilization • Virtual Memory Utilization • Number of Processes • Number of Threads • System Context Switches • File I/O Operations
CCM Network	<ul style="list-style-type: none"> • Packet Loss (Reachability) • Bandwidth Utilization • Packets Discarded • CRC Errors • Packets Transmitted • Traffic Volume • Trunk/peer
Services	<ul style="list-style-type: none"> • CCM Service • CTI Manager Service • Call Dispatcher • CTL Provider • SQL Server • Windows Services
Reports	<ul style="list-style-type: none"> • Availability: CCM, Server, Network • Utilization: Calls, Network • Trend Analysis • Capacity Planning: CCM Metrics, Server, Network

CISCO IP-SLA

Component	Metrics
Cisco IP-SLA	<ul style="list-style-type: none"> • Cisco IP-SLA IcmpEcho Response • Cisco IP-SLA UdpEcho Response • Cisco IP-SLA TCP Connect Response • Cisco IP-SLA HTTP Query Response • Cisco IP-SLA DNS Query Response • Cisco IP-SLA Jitter Analysis • Cisco IP-SLA Traffic Error • Cisco IP-SLA One Way Latency • Cisco IP-SLA Mean Opinion Score • Cisco IP-SLA Planning Impairment Factor • Cisco IP-SLA DHCP Lease Response • Cisco IP-SLA FTP Query Response
Network	<ul style="list-style-type: none"> • (See Network datasheet)

CISCO ITP

Component	Sample List of Metrics
Cisco ITP	<ul style="list-style-type: none"> • SpLink State • SpLink Queue Depth • SpLink Congestion Level • SpLink FIBR/BSNR Error • SpLink Alignment Error • SpLink Signal Unit Error • SpLink Negative Acknowledgement • SpLink Automatic Changeover • SpLink MTP3 Traffic • SpLink Dropped Packets • SpLink Link State Signal
Network	<ul style="list-style-type: none"> • (See Network datasheet)

OTHER VOIP DEVICES

Vendor	Sample List of Metrics
Broadworks	<ul style="list-style-type: none"> • SIP Metrics • Number of users & groups • Network Originations, terminations • TimesTen database metrics
Kagoor	<ul style="list-style-type: none"> • Active Calls • Average Call Duration • Ended Calls • Packets through Classifier • License Rejected calls • Bandwidth Rejected Calls

Business Service Assurance



BUSINESS SERVICE MONITORING & ITIL

Zyrion's Business Service Management (BSM) solution is designed to align IT with the needs of the business by providing IT information that is relevant to managing the day-to-day operations of the business. Zyrion enables quick identification of impacted services (what is affected), trouble areas (where to look) and problem sources (what to analyze further).

With BSM, process owners can directly monitor the health of their business services using a variety of real-time dashboards for IT services monitoring. Zyrion's Traverse offering presents a service oriented view of the IT infrastructure and helps align with ITIL v3 best practices. Zyrion's Business Container technology is unique in its ability to automatically correlate the behavior of end services to the behavior of related networks, systems, and applications.

Solution capabilities include:

- Automatic container creation based on business rules
- Rules for defining redundancy and fault tolerance
- N-level nesting and drill-down capability
- Topology and dependency aware business containers
- Instant business visibility

Zyrion's BSM solution enables:

- Monitoring the performance of business services and their dependency on applications, networks, and servers
- Monitoring response times of service transactions simulating the end user experience
- Managing the infrastructure against service level objectives of business services

About Zyrion Inc.

Zyrion is a spin out of one of the largest publicly traded network management companies. The founders and key executives have over 20 years of experience in the IT infrastructure management space, including service providers such as Verio (acquired by NTT). Zyrion's flagship Business Service Assurance product - Traverse, is based on technology being used by hundreds of large enterprises across the world, and within environments as large as 20,000 routers and servers in large service provider datacenters. Zyrion has its corporate offices in Sunnyvale, California. For more information, go to www.zyrion.com or call +1-877-7-ZYRION

Business Service Assurance