



vAnalytics

Cloud Edition

Analytics as a cloud service for Video and UC

Solution Benefits:

- Subscription-based enterprise reporting services for comprehensive analysis of video and unified communications
- Gain actionable insight for more effective management and configuration of your enterprise video communications environment to best support business needs
- Present relevant information for all levels of users - from technical to business
- View information in an easy to use format
- Allocate resources more effectively
- Manage the quality of the user experience
- Augment Cisco TelePresence Management Suite (TMS) reporting capabilities

Contact us for more information

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Drive greater value from your communications investment

Why Use vAnalytics as a Cloud Service?

- Eliminate upfront capital investment requirements
- Decrease implementation time and costs with cloud service versus traditional on-premise solution model
- Reduce IT management and human resource costs
- Utilize Vyopta cloud services for reliability

Key Features:

Vyopta's vAnalytics cloud service using standard views can be implemented within two days and provides:

- Access to reporting data through web-based graphical interface
 - Ability to view reports on devices regardless of operating system
 - Mobile access to reports from iPhone and iPad devices
- A standardized dashboard with reporting views
 - Interactive reports
 - ◆ utilization trends
 - ◆ quality analysis
 - ◆ capacity planning
 - High quality visualizations and charting for easy analysis
- Ability to export reports in a variety of formats (CSV, PDF, TIFF, Excel and more)
- Indefinite retention of historical data for comprehensive trending, data mining and analysis
- Click-through charts to see detail views and to drill down/up or across customer hierarchies
- Access to account and management functions

Dashboard and Reports

Vyopta's vAnalytics portal presents a standardized dashboard that provides a fast "at-a-glance" view of your organization's utilization. These quick views provide a high level view that can quickly present relevant information such as utilization, capacity, quality and business metrics.

The dashboard can be viewed across various "trailing" time periods and provides visual representations and charting of the data. Samples of basic reports available in standard implementations of vAnalytics are: (i) video endpoint utilization, (ii) call quality, (iii) Cisco TelePresence VCS license utilization, (iv) Cisco TelePresence MCU port utilization, and (v) call patterns.

Most of the visualizations and charts in vAnalytics are interactive. You can click them to drill deeper into the underlying data. How the data is presented depends on your organizational hierarchy. As an example, you may be able to view utilization by geographic location, department, endpoint or down to the individual user.



Impact to Your Organization

Information Technology:

Traditionally, business intelligence and reporting requests are handled by IT departments which consume substantial IT time. Using a cloud-based service:

- IT staff involvement is reduced
- Reports are readily accessible
- Web portal interface means relevant information can be accessed anywhere and from most web-browsers

Finance:

Enterprise integration of business intelligence usually requires up front capital expenditures. Using a cloud-based service:

- Cost and time to deploy are substantially reduced
- Reporting can be accessed quickly and used with business data for analytics, such as return on investments

Operations (sales/marketing/services):

Using cloud-based services, faster access to utilization information can help operational management make faster and better decisions.

- More efficient and effective allocation of communications resources
- Better understanding on equipment usage (who, where, when)
- Analysis of data on multiple levels and dimensions

Customer Examples

Customer 1—Fortune 500 technology manufacturer

Challenge

How to manage Cisco video communication infrastructure capacity and utilization of assets more efficiently to deliver the best business results.

Solution

Implementation of Vyopta vAnalytics in two phases. Phase one consisted of a basic implementation with standard views. Phase two includes development of key performance indications and advanced reporting for better metrics.

Results

- Reduced to time aggregate data and generate reports by at least 50%
- Increased accuracy of reporting by removing human errors that occurred in aggregation of data

Customer 2—Fortune 500 energy services company

Challenge

How to manage utilization and capacity of Cisco video and voice communication assets together with Microsoft OCS more efficiently using one solution. Required to measure effectiveness of enterprise-wide communications technology restructuring.

Solution

Implementation of Vyopta vAnalytics using standard reporting views and additional adapters/views for voice and unified collaboration (ie, Microsoft OCS) information.

Results

- Reduced time spent to collect and aggregate data for reporting by 10-15 hrs per report
- Reduced time to generate reports from 8 weeks to instantaneous
- Will allow comparison of before and after impacts of technology change/implementation.