Agenda

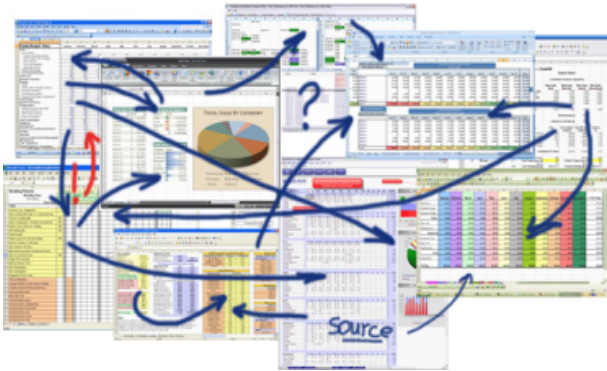Vyopta is now a Cisco SolutionsPlus partner that will drive the adoption and use of video collaboration.

- Vyopta value proposition

- Vyopta customers

- How Vyopta can help grow your accounts

- How to get started and learn more

Better User Experience, Still a Management Challenge

Complex environments

Fragmented and inaccurate data

- **Reactive support**

- **Performance issues**

- **Less adoption & ROI**

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Vyopta: Analytics to Accelerate Video

Comprehensive Cisco coverage
(infrastructure, endpoints, cloud, hosted, or on-premise)

Multi-vendor: single pane of glass
(e.g., Skype for Business, Polycom, Zoom, more)

Insights to improve user experience, adoption, and ROI

Easy to use and aligned with Flex

Results Proactive, data driven decision-making that *drives 39% average yearly growth* with better performance.

Over 1500 Global Enterprise Customers

Financial
VISA · WESTERN UNION · Cigna · TIAA CREF · AXA · Bloomberg · Swiss Re

Technology
EMC² · intuit · Adobe · Cognizant · workday · Gartner · Symantec · accenture · servicenow · BROADCOM

Government
U.S. Department of Veterans Affairs · FDA · UNITED STATES COURTS · NATIONAL INSTITUTES OF HEALTH · UNITED STATES FEDERAL RESERVE SYSTEM · DHA Defense Health Agency · FINRA

Healthcare & Education
Stanford University · HARVARD · UNIVERSITY of VIRGINIA HEALTH SYSTEM · SPECIALISTS ON CALL Stronger Hospitals – Better Lives · UAMS UNIVERSITY OF ARKANSAS FOR MEDICAL SCIENCES · AstraZeneca · abbvie · KAISER PERMANENTE

Other
COX · bp · UPS · Unilever · Stanley Black & Decker · COMCAST · vistaprint · vyopta
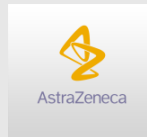
Vyopta drives more Cisco sales

Average Vyopta customer grows 39% YoY
by improving user experience and adoption.

Gain share and accelerate refresh cycles
With comprehensive legacy and competitive insights.

Easy to deploy at any customer, today
Cloud, on-premise, or hosted set up in a day or less; aligned with Flex.

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How Vyopta Works

Comprehensive Analytics for Cisco Video Collaboration

On Premise, Cloud or Hosted

+

Vyopta's capabilities

| Skype for Business	Unified, Accurate Data	Business Intelligence	Room Reporting	Enterprise Benchmarks	Competitive Insights

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Vyopta's comprehensive Cisco monitoring/analytics

	TMS Provisioning Monitoring	Prime Provisioning Monitoring Analytics	ProPack Provisioning Monitoring Analytics	Vyopta Monitoring Analytics
Messaging					
Spark Message			✅	✅
Calling				
UCM + Phones + Endpoints + Jabber		✅		✅
HCS + Endpoints + Jabber		✅		✅
TP Infrastructure + Endpoints	✅	✅		✅
Spark Calling + Endpoints			✅	✅
Meeting				
Spark Meetings			✅	✅
Meeting Server (CMS)				✅
TP MCU	✅	✅		✅
WebEx			✅	✅

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Key Vyopta Features

Customizable interface with analytics and alerts that can be automated.
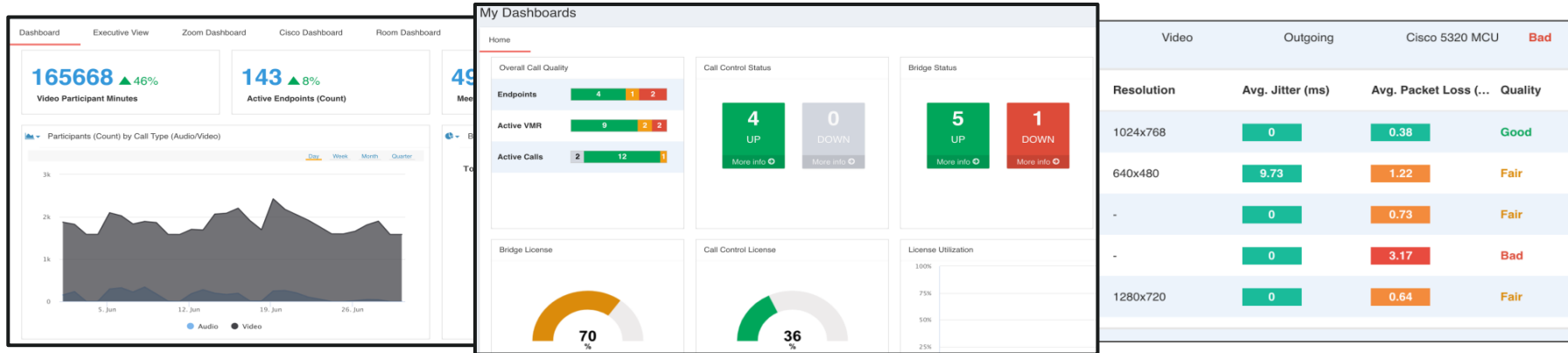
Improve user experience
- Call Quality
- Device Status
- System Capacity
- Call failure analysis
- Alerts and Analytics

Increase adoption
- By users, devices, etc.
- Type of communication
- Technology
- System
- Custom (geo, dept, etc.)

Optimize resources
- Asset Utilization
- Cost and pricing
- Return on investment
- Device vulnerabilities
- SIP Toll Fraud analysis

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Flexible Alerts

Flexibility to create alerts for your entire network or for individual devices

Select the duration: Continuously checks to prevent false positives

Choose custom subject line and send to multiple recipients

Alert Configuration

Enabled

Device Type: Endpoints ▾

Should tell me when: ⓘ Quality is Bad ▾

For these devices: (no filter) ▾

For(Minutes): ⓘ 5

Sent as: ⓘ HTML ▾

With subject line:

To(Recipients): ⓘ jacob.borgeson@vyopta.com

Active Schedule (CDT) : ⓘ 00:00 to 23:59

Frequency: ⓘ All Occurrences | Only Once

Days: S **M T W T F** S

Send Test Alert   **Save**   Cancel

Trigger Alerts for Endpoints, Bridges, or Call Control

Create alerts for:
Call Quality
Infrastructure Capacity
Endpoint Status
Infrastructure Status

Send as custom email with custom body text to enable HelpDesk integration like ZenDesk, Remedy, or ServiceNow

Choose your time of day, email frequency, and days of week

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Data Integration and Custom Reporting

Generate reports and trends based on user-defined segments.

Use Cases:

- Understand utilization and adoption based on user defined groups (Geo, BU)
- Allow business units to get their reporting instead of asking IT
- Data integrated from customer system to save time (TMS, HR, Custom)

Endpoint Utilization By Sales

Day Week Month Quarter

1500

1000

500

0

5. Dec   19. Dec   2. Jan   16. Jan   30. Jan   13. Feb

Video Minutes

Bad Calls By Location

Total: 64

13 (20.3%)
24 (37.5%)
9 (14.1%)
3 (4.7%)
1 (1.6%)
4 (6.3%)
10 (15.6%)

Austin Berlin New York San Francisco Sydney Tokyo
Unknown
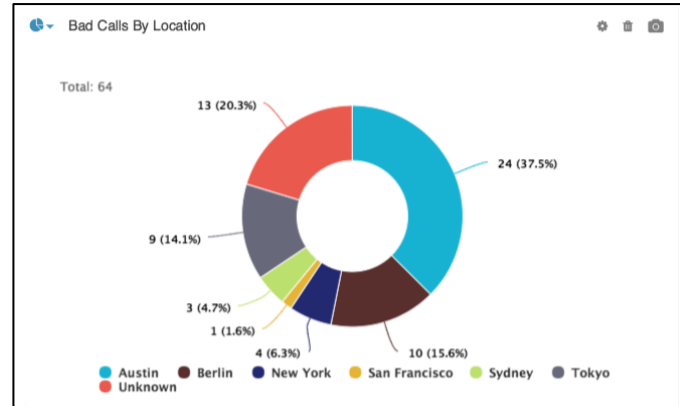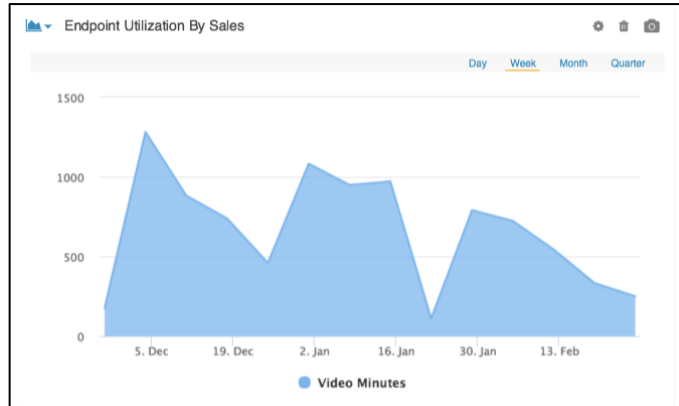
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Vyopta Architecture - Cloud Based Deployments

Fast, Comprehensive Data

Simple deployment in < ½ a day

Broadest & deepest data

Flexible & lightweight

Cloud Intelligence

Accurate, unified data

Apply business information

Secure, long-term storage

Largest UC Data Set

Integrated Insights

Monitoring and Alerts

Reporting and Analytics

Business Insights and Benchmarks

Security and compliance tools

Note: Vyopta can also support on premise deployments when required.

Architecture Details

Vyopta Cloud Architecture

Reports and Analytics

Monitoring and Alerts

Cloud Platforms
(*Spark, WebEx*)

Management Systems
(*TMS, CUCM*)

Call Control / Gateway
(*CUCM, VCS, Spark*)

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Unified Cloud Platform
Performance - Adoption - ROI

AES 256 BIT

Vyopta (VM) Data Collector

Bridging
(*MCU, TPS, CMS*)

On-Premise Infrastructure

Software
(*Skype, Jabber, WebEx*)

Endpoints
(*Cisco TP Devices, Phones*)

Advantages of API-based data collection

Comprehensive: Get more data from APIs than packet sniffing, probes, or SNMP.

Lightweight: SOAP and RESTful APIs means only change state information is sent over the network - resulting in less network traffic and load on monitored devices.

Simple Install: Simple Windows VM to host the collector and data and then connection to monitored devices is done through read-only Admin login.

Flexible: Firmware updates create compatibility challenges, but also open up new features in the future - without any changes in Vyopta deployment.
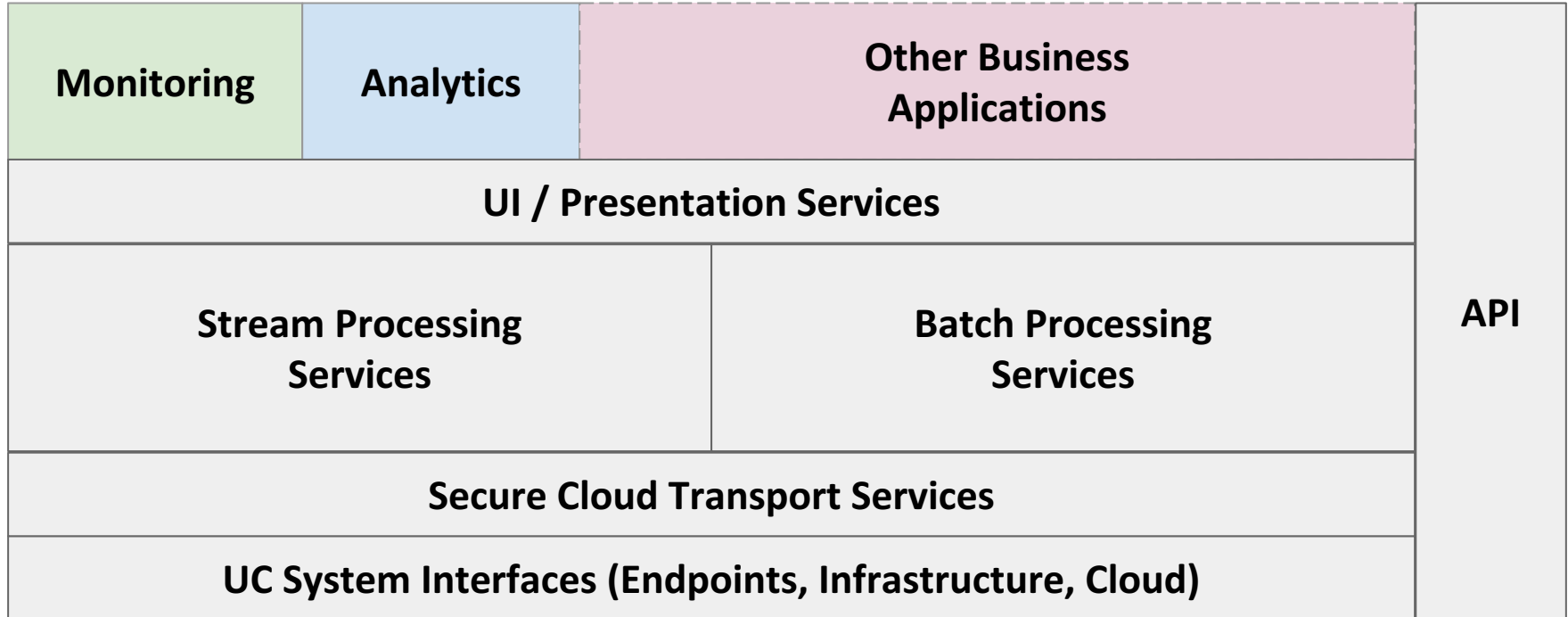
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Vyopta Supported Platforms

Cisco Infrastructure	Supported Versions
Collaboration Meeting Server (CMS)	Acano 1.7 - CMS 2.0.0 or above
Unified Communications Manager (UCM)	10.5 or above
WebEx	28 or above
TelePresence Conductor	3.1 or above
TelePresence Management Server (TMS)	13.2 or above
TelePresence Server (TPS)	3.1 or above
Codian Bridges (MCU)	4.1 or above
Expressway Core & Edge	8.5 or above
Video Communication Server (VCS)	7.2 or above
Unified Border Element (CUBE)*	TBD
ISDN Gateway	2.1 or above

Cisco Endpoints/Software	Supported
JabberUC	All
JabberMovi	All
Spark	All
TP Endpoints (C, DX, E, EX, IX, MX, SX, TX, Spark Room)	TC 7.1 to CE 9

Other Platforms

Microsoft Skype for Business
Polycom infrastructure and endpoints
Zoom
Vidyo
Pexip
BlueJeans

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Vyopta UC Platform

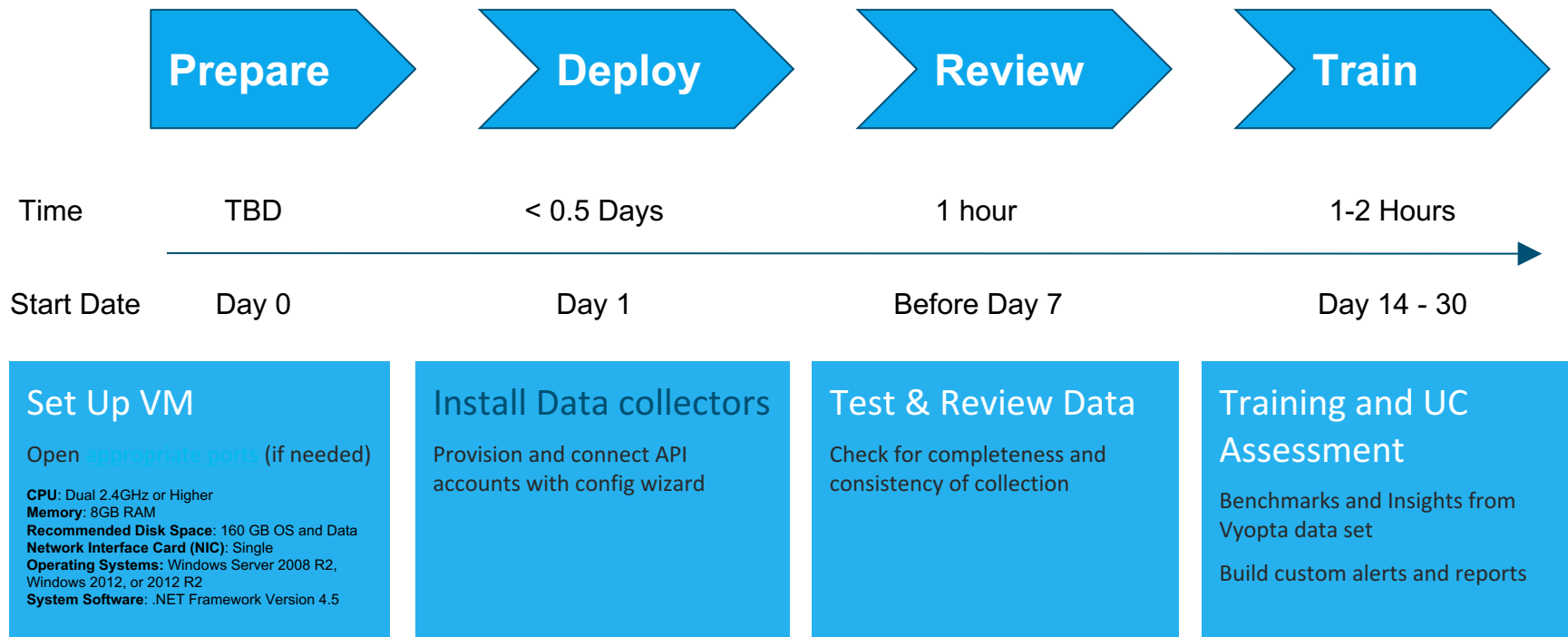| Monitoring	Analytics	Other Business Applications	API
UI / Presentation Services			
Stream Processing Services		Batch Processing Services	
Secure Cloud Transport Services			
UC System Interfaces (Endpoints, Infrastructure, Cloud)			

Powerful Unified Data in the Cloud

Accuracy: Industry-leading data set enables us to accurately organize, merge, and de-duplicate any UC data. Algorithms updated daily.

Unified Data: Segment, pivot, and drill through powerful visuals and correlate performance and adoption across modalities and platforms. Apply your business data to generate relevant BI.

Benchmarks: Find out what "good" is. Create targets for adoption and performance for customers based on our large data set.

Insights: Pattern analysis combined with decades of UC experience means we can identify problems in your data like SIP Toll fraud or configuration issues.

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Simple User Interface

Customizable, unlimited users:
Any user can build their own view of live data or reports. Any customer gets an unlimited number of logins as well.

Live Data:
Accelerate troubleshooting with real time data to immediately identify and investigate any issues in device status, capacity, and call quality.

Flexible Alerts:
Get proactive with alerts that can be delivered via email, SMS, or integrated with HelpDesk software.

Interactive Analytics:
Filter, segment, or drill through charts and assemble unlimited dashboards to simplify data sharing with other departments.

Automated Reporting:
Schedule and share reports easily so other teams can interact with the same data.

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Deployment & Assessment Process

Prepare → **Deploy** → **Review** → **Train**

Time	TBD	< 0.5 Days	1 hour	1-2 Hours

Start Date	Day 0	Day 1	Before Day 7	Day 14 - 30

Set Up VM

Open appropriate ports (if needed)

CPU: Dual 2.4GHz or Higher
Memory: 8GB RAM
Recommended Disk Space: 160 GB OS and Data
Network Interface Card (NIC): Single
Operating Systems: Windows Server 2008 R2, Windows 2012, or 2012 R2
System Software: .NET Framework Version 4.5

Install Data collectors

Provision and connect API accounts with config wizard

Test & Review Data

Check for completeness and consistency of collection

Training and UC Assessment

Benchmarks and Insights from Vyopta data set

Build custom alerts and reports

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Technical Resources and Documentation

www.vyopta.com/support - Main resource
- Documentation - Deployment Guides
- KnowledgeBase - User Guide
- How To Videos
- Latest Collector files
- Getting Started
- FAQ
- Partner Portal (Internal Content)
- COMING SOON: Vyopta University Certification Program

Cisco@vyopta.com for any questions

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Next steps

Schedule a demo and learn more

Contact cisco@vyopta.com to set up a demo or ask a Spark question

Go to www.vyopta.com/cisco-demo to try our online demo.

View the ordering guide for pricing and selling info

Provide a Collaboration Assessment

No cost Collaboration Assessment, provides:

- ○ Measure and benchmark KPIs for performance and quality
- ○ Identify systemic call quality issues
- ○ Benchmark adoption and utilization to similar companies
- ○ Review potential security problems
- ○ Identify long term trends to support data driven decision making
- ○ Custom-built dashboards and alerts to automate collaboration insights

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Appendix

How Vyopta is Different

Technology:
- Accurate, efficient, comprehensive data aggregation across all major UC platforms and modalities (voice, video, message, share)
- Cloud-based, fast to deploy, and easy to use

Insights:
- Broad UC experience with hundreds of enterprises
- Billions of minutes monitored provide benchmarks and best practices

Support:
- Sales Engineers and Product Experts on call from discovery through renewal
- NPS of 58 (2x average for SaaS) and MTTR <8 hours
- Custom training and development available

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