



Businesses Depend on Webex to Collaborate & Operate, and Webex Runs Better with VOSS

The VOSS team has worked extensively with Cisco for over a decade providing reliable UC automation, migration, and management to its customers.

This collaboration carries forward with Cisco Webex, as we continue to enhance and evolve API and integration features to support the latest capabilities.



DEEP CISCO EXPERTISE

Whether you are running Cisco Webex exclusively or in parallel with other collaboration solutions, we can help.



Migrate all or a subset of your users and devices to Cisco Webex (from virtually any other platform).



Integrate Cisco Webex into your ITOPS environment and automate the day-to-day management of voice, video, meeting rooms, numbers, dial plans, and more.



Manage the performance and usage of your environment.



Access key dashboards and reports to provide technical and business stakeholders with actionable data.

Challenges solved

Complex environments: Automate the administration and management of Cisco Webex in a complex environment – e.g. multi-tenant, multiple levels of administration, multiple UC solutions, multiple locations.

Add to Current Solution: Add Webex Teams to your current Cisco on-premises solution.

Migrate environment: Migrate all or part of your current environment to Webex Teams.

Get real-time visibility: Deep dive and get real-time visibility into your Webex environment – e.g. license usage, unused numbers and devices, service quality.

System integration: Integrate your Webex administration with other IT systems.

User management: Manage on-premises and Webex users simultaneously.

Self-service: Unlock self-service capabilities to Webex users.

Provisioning and management: Provision and manage meeting rooms, workspaces, and associated video devices.



VOSS for Cisco – An overview

VOSS is a multi-node system with no single point of failure. It is hosted in either a public cloud (Azure, AWS), a private cloud data center, or on-premises, and is integrated and fully synchronized with the existing Webex Teams collaboration service. VOSS provides a single point for control and management of the underlying collaboration service – through a web portal, bulk-loading facilities, or a REST API. The latter is suited where the system serves as an integration and automation layer, connecting into adjacent platforms, tools, and business processes (e.g., ITSM platforms such as ServiceNow).

During deployment, critical business processes and workflows can be identified and automated, and the system can be adapted through template configuration; no traditional coding is required.



VOICE BLUEPRINT

Operator control & instrumentation

Customer Access

Operator Portal

- Customer
- Bulk
- Migrate
- MACDs

Operator - Business and Operational Systems

- Incident/Fault
- Change/Release
- IT Catalog
- Asset Mgmt
- Ordering & billing
- Reports & Analytics
- Configuration
- Service mgmt/SNOW

Order Mgmt & Billing

- API

Self-service



VOSS AUTOMATE

Automation, workflows & administration



VOSS INSIGHTS

Insights, dashboards, reporting framework



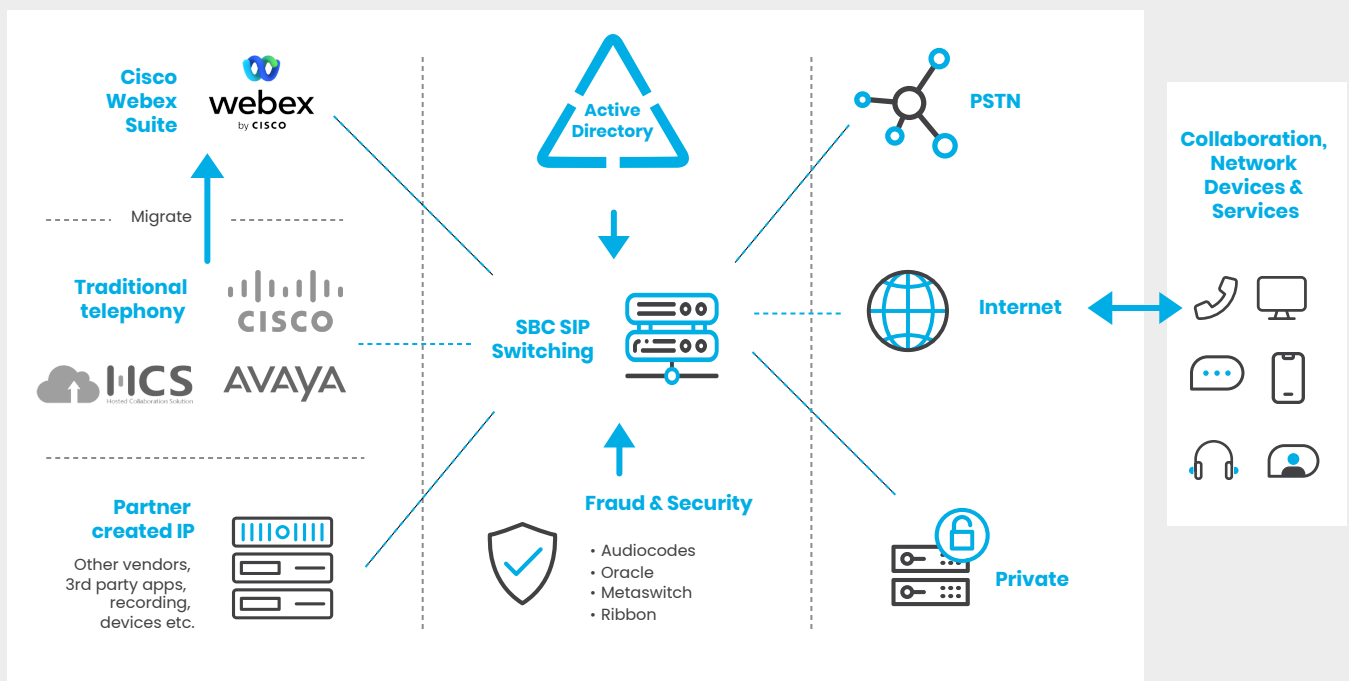
VOSS MIGRATE

Discovery & migration toolset and rules engine

Application Suite

Switching

Interconnect



Single point of management

VOSS Automate provides a single point of control for fast and immediate access to manage Webex Teams, including users, devices, calling details (numbers, dial plans), video, meeting rooms, and supporting components (SBCs). VOSS Automate is available through an intuitive web portal, loaders for bulk operations, or through your existing IT systems connected to the VOSS API.

Access controls, branding, data visibility, and presentation are all configured to suit the various types and levels of administrators and other users.

This interface also allows management of multiple customers through a single portal, controlling access to the required entities under a flexible management hierarchy.

Multi-step workflows enable administration through a service desk without the need for advanced technical skills. Workflows are underpinned by automation and operate across several underlying sub-components, promoting driver flexibility.

VOSS Automate: On demand customer self-service

With a management system in place, increasingly customers are looking to encourage end user self-service and delegate control to departmental managers, closer to where users consume a service. Self-service requests range from ordering new services through to the day-to-day management and change of services that are already in use. With an integration point into billing and charging (VOSS NBI) and a near real-time feed, a wide range of services can be accessed through the self-service portal, and customers are assured that any charges that are levied are accurate and up to date.



Reliability and deliver to commitments

VOSS Insights offers an integrated solution providing advanced and actionable business intelligence and monitoring, covering voice and service quality used to operate the collaboration service against business service level agreements (SLAs). Data is contextualized on fully customizable dashboards along with dynamic reports for additional detail. For critical locations or proactive services, synthetic testing of endpoints can be deployed to generate test traffic, diagnose faults, and assure critical connections.

The connection into Webex Teams is seen as particularly important given this part of the service operates over the Internet, providing end-to-end coverage of public cloud, on site, and data center services.

End-to-end assurance data is collected and if proactively detected issues or events are found, corrective automated 'self-healing' action may be undertaken.

VOSS Insights: Accelerating adoption and usage

VOSS Insights also provides powerful business context and visibility on usage of the Webex Teams services – calls, meetings, and chat – along with user experience, which can be tracked, monitored, and used for trend analysis to assist in improving the user experience and accelerating adoption across the organization.



Automated data discovery and transformation

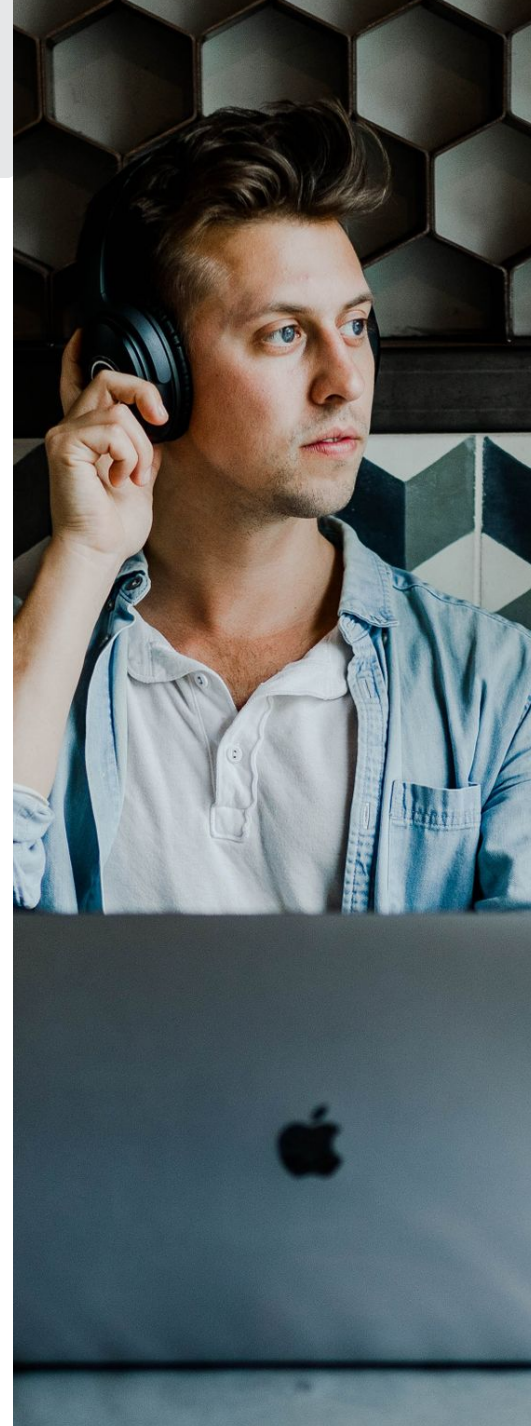
Migrating to a new service is daunting. VOSS has years of experience and innovative software to manage large datasets and help you orchestrate a migration with no impact to service.

Once connected into both the existing telephony platform (Cisco, Microsoft, Avaya, etc.) and Webex Teams, all users and associated numbers, services, and configuration can be synchronized and presented in a consistent way through VOSS. Workflows are provided to assist with the migration of users to Webex Teams.

VOSS Discover: Not sure about migration? Determine the scope of the project

If you are assessing your options, you can engage with VOSS on a short-term project to discover all details about users, devices, numbers, and services, to assess the effort to migrate.

With some additional effort you can discover devices, numbers, licenses that aren't being used. This will eliminate cost from your existing system and reduce the complexity if you decide to migrate.



VOSS MIGRATE

Automate mass data management processes,
typically the largest cost when migrating.

SOURCE PLATFORMS



CSV / Excel file | LDAP or Active Directory | Legacy UC / PBX



TARGET PLATFORMS



VOSS FOR WEBEX TEAMS

Technical Details**Architecture**

The cluster contains multiple nodes for robustness and scalability; flexible deployment options are provided. The nodes can be installed on premise, into private geo-redundant data centers, or onto a cloud service (such as Microsoft Azure, Amazon AWS, or Google Cloud services). Access to intuitive web portal, bulk load, or REST API. Overbuild to integrate and synchronize with existing Webex tenants.

Drivers

VOSS drivers are included and activated during the workflow process. Access to Webex is primarily through AXL API scripting. Scripts are short to avoid issues with timeouts imposed due to business security policies.

Drivers available for Cisco AXL, Microsoft (PowerShell), Avaya Aura, and generic sub-components (REST).

Security and segmentation

RBAC, AD authentication, Single Sign-On.

Multi-tenant with hierarchy - a tree representing customers/companies, departments, and sites - administrators configured at a hierarchy node to secure data visibility (they have no access outside of their node).

Audit and transaction log - all actions taken by an administrator or user (via self-service) are logged for audit purposes into the transaction log. The log also serves as the point to roll back commands should they fail and offers the ability to 'edit and replay' under these conditions.

Privacy and security notices - configuration of warnings, notices and links to cookie and privacy policies for best practice and compliance with regulatory requirements such as GDPR.

Extensibility

Adaptation template framework for rapid development of new features, optimization of workflows and alignment with business processes.

Technical Details

VOSS is designed to operate in large, complex enterprise environments where performance working at scale, robustness, multi-tenancy, and concurrent access are important requirements.

Industrialization

- Multi-node architecture cross data center, no single point of failure
- Multi-threading of requests – fast / parallel processing of requests
- Full backup and recovery capabilities
- Warning and security notices / banners presented at login
- Alarming, reporting into assurance platforms / NOC (SNMP, Syslog)
- Complete transaction logging for traceability and audit purposes
- Detailed logging and diagnostic tools

Choice of clients to meet user needs

Flexibility to manage a wide variety of clients with Webex allowing a choice of client suited to a user's needs. Support for Cisco and Avaya IP phones and soft clients, analog devices, Webex Teams clients, third party SIP devices. Clients can be freely mixed and matched depending on user needs irrespective of their location and can communicate using internal extension dialing. This simplifies the deployment alongside an existing telephony estate.

Fast user provisioning through VOSS quick add subscriber workflow.

Number management

Single view and inventory of E164 and internal numbers.
Allocation of numbers as part of service provision for users.
Number cooling for an amount of time – leavers from an organization.

Multi-vendor management

Cisco Webex can be extended to integrate with existing telephony systems (Microsoft, Legacy Cisco, Avaya) in a hybrid configuration – with dial plan management coordinated across systems, providing seamless dialing between any client, number management, call controls and call routing.

Billing and reporting

Where changes are made and these result in a billable change, these are reported dynamically and automatically northbound into a suitable billing platform for timely and accurate raising of charges. This capability requires the VOSS NBI Module (optional). Included with VOSS Automate is a reporting feed (SDE) for the combined estate that can be consumed by higher level reporting systems.

Analytics and assurance

- Broad range of dashboards and reports covering:
- License consumption vs. inventory
 - Active users, teams, workspaces
 - Call behavior, call quality
 - Guest activity
 - Device usage
 - Service status and health
 - Resource utilization (memory, disk, CPU)
 - Active connections (SIP)
 - Loading, latency, throughput through the solution

VOSS licensing

Licensed on a per-user-per-month basis (subscription based on usage).

Managing Webex licenses

Support for multiple license subscriptions per user.
Automated license association