



## Ensure a seamless transition from Prime Collaboration Assurance to VOSS

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Cisco has announced the end-of-sale and end-of-life for Cisco Prime Collaboration Provisioning, Assurance, and Analytics.



**VOSS will carry out a seamless transition from Cisco Prime, ensuring zero-impact on your customer experience.**

The VOSS product suite offers an enhanced replacement for all of your collaboration migration, provisioning, and performance management requirements.



VOSS is the ONLY vendor that provides both types of management tools; manages multiple vendors across UC, contact center, SBCs, and ITSM; and also manages both on-premises and cloud platforms.

## **Metrigy Research**



# Unlock a host of benefits with VOSS

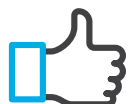
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Single, integrated platform for all your collaboration tools



Reduced operational costs of up to 40%



Increase user experience and adoption of new collaboration tools for hybrid working



Protect against vulnerabilities



# W H Y V O S S

## Replacing PCA

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VOSS delivers end-to-end UC migration, service fulfilment, provisioning, assurance, and analytics from a single pane of glass - eliminating the need for multiple disconnected tools.

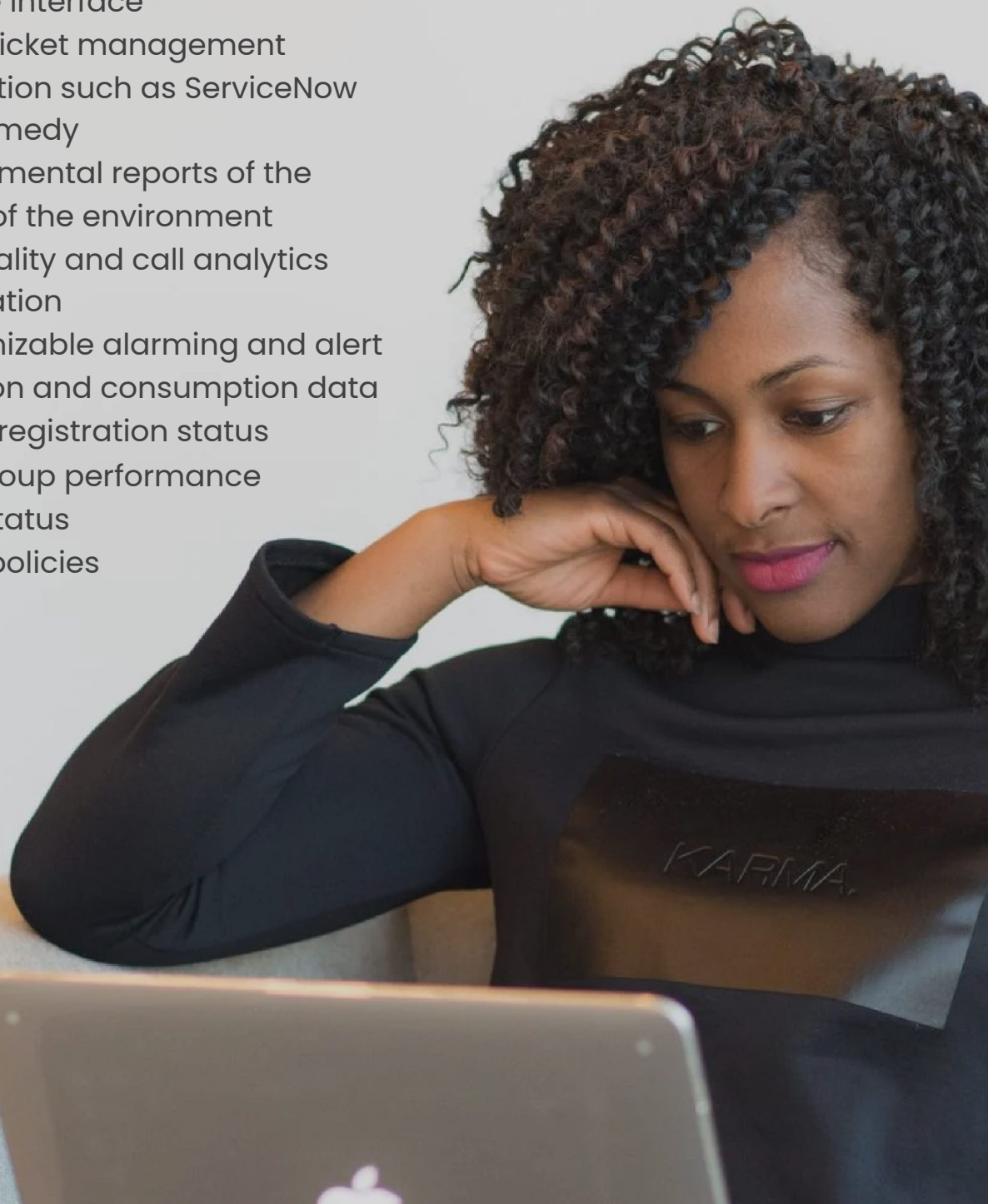
- Consolidate multi-vendor collaboration data into one unified, actionable view, hosted in the cloud or on-premises
- Enrich Cisco UC application data with VOSS intelligence to align with your specific operational and business requirements
- Gain visibility into call quality across CUCM and SBC environments
- Manage Cisco licensing alongside other collaboration platform licenses in a single interface
- Monitor SBC performance as part of a fully integrated solution
- Customize dashboards and workflows to suit your business processes and governance model



# Features

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- Response procedures to improve operational workflows
- Searchable alarm and log data in the one interface
- Inbuilt ticket management
- Integration such as ServiceNow and Remedy
- Environmental reports of the status of the environment
- Call quality and call analytics information
- Customizable alarming and alert
- Adoption and consumption data
- Device registration status
- Hunt group performance
- Trunk status
- Alarm policies



# Fixing business problems

Collaboration tools generate vast amounts of data across multiple systems. Businesses need to extract, analyze, and understand this data in an efficient manner from a single solution.

VOSS enables you to do this through your collaboration transformation lifecycle. Ingesting data based on big data principles through VOSS log analytics gives the visibility required for all your collaboration tools across your environment.

## **Some problems our customers benefit from:**

- Missed calls at a user, hunt group and site level = missed revenue opportunities
- Ad-hoc and scheduled reports to stakeholders in the business and with customers
- Deeper insight into employee productivity and employee experience
- A single pane of glass across your entire estate
- Proactive alerting on quality issues across the business with custom configuration of alarm thresholds
- Adoption and consumption data
- Multi-tenancy access



## A D V A N T A G E S

# VOSS vs. Cisco PCA

Features	Cisco PCA	VOSS
<b>Alarms and events</b> Customization alarms and events per alarm. Customize descriptions and details.	✓	✓
<b>Inventory management</b> Management of the inventory	✓	✓
<b>Device status summary</b> Registration status of devices both voice and video. With VOSS Automate see device status at customer and site level.	✓	✓
<b>UC device status / performance</b> Manage capacity and UC asset performance for CUCM, IMP, Unity, Expressway, CER, TMS, CMS.	✓	✓
<b>Device log collection</b> Collect data via different data collection methods such as api, SNMP, Syslog, CDR, Axl, Scripts, RTMT.	✓	✓
<b>Synthetic tests</b> Use Raptor to schedule calls and proactively identify issues that might affect the user experience.	✓	✓

# A D V A N T A G E S

## VOSS vs. Cisco PCA

Features	Cisco PCA	VOSS
<p><b>Customizable reports and dashboards</b> Several chart types such as line, bar, table, and scorecard are supported.</p>	✓	✓
<p><b>CDR and CMR reports</b> Rich call quality and analysis dashboards that identify service issues and with integration with VOSS Automate provides additional contextual information.</p>	✓	✓
<p><b>System performance centric data visualization</b> Understand and visualize the capacity and system performance to proactively identify and trends and rectify any issues.</p>	✗	✓
<p><b>Integrate with VOSS data</b> See performance management data alongside UC automation data to unlock additional context (such as customer or site).</p>	✗	✓
<p><b>Scheduled reporting</b> Export data at a widget or dashboard level or schedule reports to be produced.</p>	✓	✓
<p><b>Customizable dashboard designs</b> Fully customizable interface enabling a user to design and organize the data to their requirements.</p>	✗	✓
<p><b>Trunk status</b> See the calls and trunk status for the cluster.</p>	✓	✓
<p><b>Multi-vendor reports</b> One tool across multiple vendors and technologies.</p>	✗	✓
<p><b>UC application onboarding</b> When adding UC apps and customers to VOSS Automate the assets will be added to VOSS, the UC apps will be set up, and the devices will be monitored as soon the first device is built.</p>	✗	✓

# A D V A N T A G E S

## VOSS vs. Cisco PCA

Features	Cisco PCA	VOSS
<b>Response procedures</b> Pre-built and custom scripts to define response procedures to alarms without engineers having to take extra steps.	✗	✓
<b>ITSM tool integration</b> Integration to ServiceNow and Remedy.	✗	✓
<b>Single pane of glass</b> Critical and high severity issues will be easily visible.	✓	✓
<b>License reporting</b> Provide license counts. With VOSS Automate provide the license type based on the user and the associated devices.	✓	✓
<b>Video devices</b> Monitor video endpoints and the user experience.	✓	✓
<b>Headset quality</b> Provide statistics around quality of headsets.	✗	✓
<b>Resiliency</b> VOSS has an architecture that allows probing and collection, and can be architected to reduce failure.	✗	✓