



# OpenScape Management

Bring automation, visibility and control to  
your enterprise network

# Your network needs the right set of management tools

A simple formula for calculating the hourly cost of an operational outage is:

$$N \times A \times C$$

Where:

N = the number of people affected

A = average percentage of time they are impacted

C = average employee cost (salary)

The transition of the enterprise communications to an all IP network, along with the introduction of unified communications applications has made a big impact - delivering cost effective, reliable solutions that make employees and virtual teams more productive. The change has also impacted how operation teams are able to manage this new network.

For operation teams, the number one goal is keeping services and the network up and running. A service or network outage can have a big impact on business. The cost of an outage varies widely across different businesses. A brokerage firm with hundreds of traders may suffer greater financial loss in missed opportunities than an educational institution might (see sidebar for a simple calculation on the cost of an outage). Intangibles and liabilities also figure into the cost of an outage - e.g. impact to the company reputation or fines when not meeting regulatory requirements for availability of services.

The IT budget has not grown with the new challenges of running an enterprise communications network. In many cases just the opposite - it is under constant pressure to do more with less.

Some important factors in reducing the risk of a services or network failure are:

- Reducing manual activities or manual steps
- Reducing management complexity
- Reducing human error
- Having detailed view of network performance
- QoS statistics down to the device level
- Being able to respond quickly in the event of a critical fault

The network tools needed to address these most critical factors should be designed to provide automation, visibility and control. Providing a comprehensive set of enterprise management tools allows operation teams to deliver a more reliable network at a lower overall cost.

## Comprehensive and Unified Network Management

The OpenScape Management applications are a set of unified management applications designed on the ISO and ITU Network Management Model and include a common set of services and Element Managers. The OpenScape Common Management Platform (CMP) integrates all management applications into a single consistent user interface. There is a unified single sign-on access for all other management applications. This means no more swivel chair administration for disparate network elements, no more multiple logons and passwords to access key network and user data. Complexity is reduced.

OpenScape Branch office and OpenScape Session Border Controller are an integrated part of the network management solution. Integration of these network elements reduces the number of administration systems needed to manage the network. And “zero-touch” administration for the network becomes a reality.

OpenScape Management interfaces are based on an open set of standards (Service Oriented Architecture or SOA) allowing for integration into umbrella management systems. This enables the development of specialized management applications dictated by customer needs, or simple off the shelf integration into an existing umbrella management system. OpenScape Identity Lifecycle Assistant from Unify is an example of a management application built on top of the OpenScape Management applications.

## Automation leads to efficiency

Reducing manual activities creates speed and efficiency in network operations. It also reduces the risk of human error. The process of creating a single user should not be a series of resource allocations, assignments, and location mapping exercises. It should all be automated, part of a workflow, and template driven. It should integrate with the corporate directory - ensuring all users are equipped properly. Considering today's regulatory requirements for emergency calling, getting a user's location right is quite important. With OpenScape User Management that happens seamlessly.

Automation is also required in getting critical system or network faults to the right person as quickly as possible. OpenScape Fault Management completely automates this process with a Service Workbench. Any event, as it happens, generates a ticket automatically. Tickets are directed to those teams or individuals responsible to get things fixed - without delay. Automatic escalation happens if tickets are not resolved within times specified by service level agreements.



Automation in user provisioning can mean a big savings in time and effort. A manual, step by step deployment of 5,000 users is estimated to take up to 31.3 weeks. Automation brings this down to 6.9 days – a huge savings in effort.

### Visibility makes you proactive

Knowing what's happening in the network on a moment by moment basis enables teams to be proactive. Network and device status should be easy to understand. A multi-level graphical overview of the network is needed to provide an 'at a glance' view into system and network status. Visibility needs to go down to layers 2/3 of the network in order to make things crystal clear. Having this type of visibility allows for quick identification of critical network issues. Teams can then move quickly to resolve problems - before they become service impacting. When response times are part of a Service Level Agreements, or Key Performance Indices, operations teams need visibility into the network in order to help meet their goals.

Some networks are now running applications in a virtualized environment. This means additional visibility for monitoring the status of host systems and virtual machines is needed. OpenScape Management applications deliver this type of visibility.

### Control keeps costs in check, makes networks secure

Oversight and management of communication resources are key factors in the control of costs. Operation teams should be able to assist financial teams in the alignment of costs with network and resource utilization. Collection and analysis of Call Detail Record brings into focus who, where, when and how assets are being utilized. There is a payback for this. Ensuring proper use of network resources reduces the chance for an end of month surprise. Billing irregularities can be addressed, before they become overly damaging to the financial health of the company.

OpenScape Management offers a profession accounting package that helps drive unwarranted communication costs out of the enterprise network.

Control also helps keep the network secure. OpenScape Management provides single sign-on and manages user authorization levels - a key component in developing a robust security policy.

### Running Smoothly – OpenScape Management

A comprehensive and unified management solution can get you to a point beyond daily firefighting, where the operation teams become more strategic and more involved in the planning process. They are better equipped to resolve problems quickly, and more efficient with the resources at hand - increasing network reliability and lowering the costs of managing the network.

Automation that increases efficiency and reduces the chance of human error, visibility that makes your teams proactive and not reactive, and controls that keeps costs in check and makes your network more secure. All this moves operations teams out of the firefighting mode and into the role of strategic partner contributing to the success of the business.

OpenScape Management applications cover you - with a comprehensive set of management tools that deliver automation, visibility and control for your enterprise network. To learn more about OpenScape Management applications please visit us at [www.unify.com](http://www.unify.com).

# OpenScape Management Applications

## Common Management Platform

- Licensed free with OpenScape Voice and UC, includes 50 free User Management licenses
- Browser based administration platform for OpenScape Voice and OpenScape 4000 voice OpenScape SBC and Remote Office platforms
- Unifies multiple management applications and functions into a single interface
- Supports Single Sign-On for access to multiple management applications
- Standards based open interfaces for integration with umbrella management systems (North and Southbound)
- Integrated User Management

## Deployment Service

- Central configuration management for IP devices, IP clients, OpenStage desktop phones, and IP Gateways
- Plug and Play on device installation – initialization of telephony parameters
- Update software, distribute security certificates, and data collection of QoS parameters
- Connector for Microsoft certification systems
- Support for “hot desking” users (mobile office workers)
- Open Web Services interfaces
- GUI based user interface

## Accounting

- Professional Accounting Package
- Call Accounting and Billing fixed network, mobile and data services

- Asset Accounting and Billing for IT assets – Integrated shopping cart
- Operational Accounting and Billing, Moves, Adds, Changes (MACs)
- Traffic Measurements for operational down to the organizational usage level

## User Management

- User Management for OpenScape Voice and OpenScape 4000 voice platforms
- Simplifies user manage with predefined configurations assigning user and multiple resources
- Automatically assigns location based user information – remote branch office support
- Supports corporate directory (LDAP) integration

## Fault Management

- Monitors the operating condition of the enterprise network, and states of individual network elements
- Fault analysis down to Layer 2/3 network physical elements
- Display network topology in a hierarchical form with maps and sub-maps
- Automatic update of network topology
- VMware monitoring – status of host and virtual machines for virtualized environment (Private/Hosted Cloud)
- Performance Management plug-in for VoIP quality analysis
- Stand-alone, and Web-based client
- Mobile Client support supporting distributed (virtual team) workplace
- Service Workbench and Event Correlation Engine for ticket specific workflows



## About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.



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