

NetIQ AppManager for Microsoft Office Communications Server

Monitor and manage Unified Communications and IP telephony to meet customer expectations

PRODUCT BRIEF

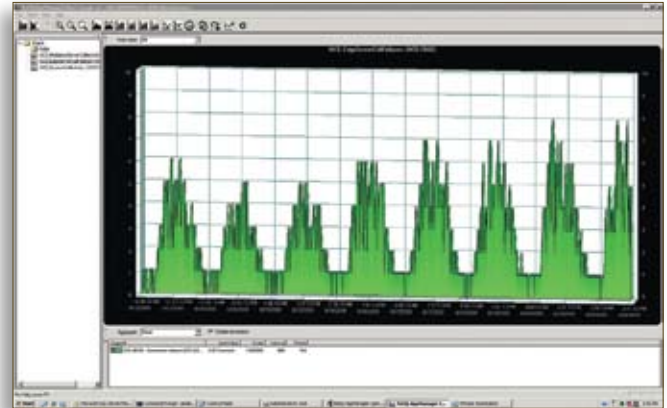
Introduction

Enterprise organizations are seeking to improve business processes and employee productivity through Unified Communications (UC). As adoption of converged voice and data networks increases, organizations are realizing the benefits of UC through the deployment of Microsoft Office Communications Server.

Product Overview

NetIQ® AppManager® for Microsoft Office Communications Server (OCS) enables organizations to proactively monitor and manage business-critical communications on their converged voice and data networks.

Built on a robust architecture, NetIQ AppManager for Microsoft OCS delivers comprehensive systems management, including monitoring, alerting, and reporting. Through real-time monitoring of call activity, call failure, system usage, and server health, NetIQ AppManager delivers the end-to-end visibility IT organizations need to ensure that end users are experiencing consistent, high-quality communications. Leveraging system status and call activity reporting, NetIQ AppManager for Microsoft OCS empowers organizations to track performance and proactively plan for future business goals and needs.



NetIQ AppManager for Microsoft OCS provides data collection and charting for a variety of metrics, including call failure.

Capabilities

NetIQ AppManager for Microsoft OCS allows you to:

- > **Ensure communications performance and availability** – deliver proactive health monitoring in real time to help ensure issues are captured and addressed prior to performance-impacting events, thereby maintaining application uptime.
- > **Manage converged systems through a single pane of glass** – gather key data points about application usage and receive automatic alerts when usage metrics reach critical levels that could contribute to application performance degradation.
- > **Monitor performance with powerful reporting** – generate detailed reports in order to better understand and apply trends to application usage, activity, and performance.

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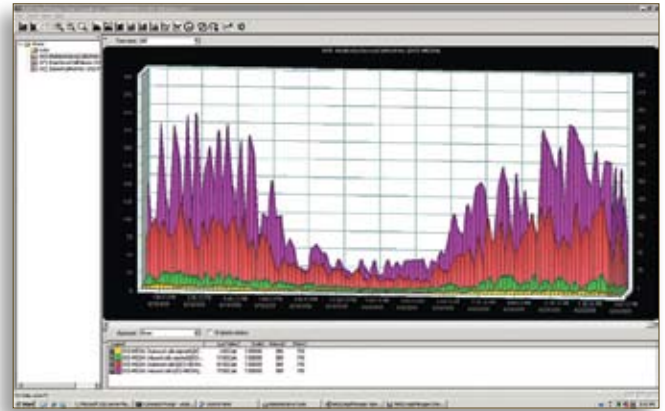


NetIQ AppManager for Microsoft Office Communications Server

Features and Benefits

- > Leverage NetIQ AppManager Knowledge Scripts®, which create jobs to monitor the health, performance, and availability of key communication applications. Each Knowledge Script can be easily customized and is designed to send proactive alerts based on configured thresholds, as well as collect data for comprehensive reporting.
- > Monitor the disk, network I/O, memory, and CPU usage of your OCS servers; track server uptime; and monitor the number, duration and users for each session occurring on your OCS server.
- > Monitor critical indicators for messaging sessions, call activity, call failures, redirected calls, and the load placed on servers by ongoing conferences and sessions, including instant messaging, voice and video and Web.
- > Extend monitoring and management beyond communications to additional systems across your data center, including Windows, Linux and Unix systems, applications, and hardware. Consolidate metrics into a single repository that generates alerts and predefined or custom reports built off correlated metrics.

To learn more about NetIQ AppManager for Microsoft OCS, or to start a trial, go to www.netiq.com/am_MS_OCS.



NetIQ AppManager for Microsoft OCS offers data collection and charting for a variety of metrics, including call activity by type over time.

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