Monitoring Video Conferencing Solutions

Do You Have Great Quality, Drop-Free Video Conferences?

In today's global economy, relationships are more important than ever, requiring face-to-face communication with colleagues, partners, and customers. Yet, new economic realities often prohibit travel schedules that are costly in time, resources, and budgets. Video conferencing powers the new way of working where everyone, everywhere, can be more productive with face-to-face collaboration through telepresence solutions. The problem: how do you ensure quality video, connectivity, and call quality for vital conferences?

Instant — Automatic Discovery of All Video Conferencing Assets
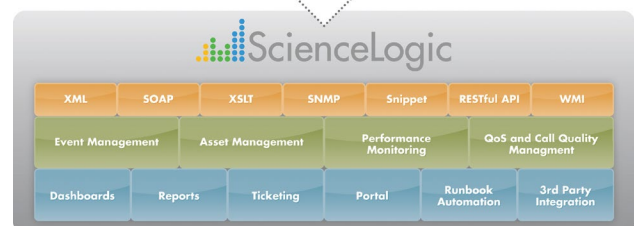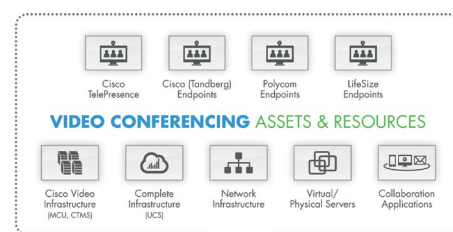
ScienceLogic can help you avoid service issues and interruptions, ensure your video conferencing solution is available when you need it, and police call quality. ScienceLogic's Video Conferencing & Cisco TelePresence Monitoring capabilities were built to work automatically and immediately, discovering all video conference and telepresence assets on the network, as well as apply the recommended monitoring policies for the best availability and performance.

Intelligent — Best Practices Based Management Templates Ensure Quality

Our built-in support for Video Conferencing & Cisco TelePresence Management provides best practices based templates for proactive monitoring of all the assets and resources that comprise and support video conference service delivery. We monitor the video infrastructure, endpoints, and underlying IT infrastructure — to ensure superior video and call quality, high availability, and seamless connectivity.

KEY FEATURES

- Best-practices based monitoring for video conferencing endpoints: Cisco (Tandberg), Polycom, LifeSize, Cisco TelePresence

- Auto-discovery of video endpoints with creation of asset records

- Extensive reporting for availability, Quality of Service, and usage

- Near real-time and historical call quality reporting for trending / capacity planning

- Single, integrated solution for video and IT operations management

- Central repository for historical call quality stats

- Multi-tenancy to monitor video conferencing systems for different customers, units, and department

The ScienceLogic platform includes multiple management capabilities for seamless management of video conferencing, telepresence, and all infrastructure assets that support superior delivery of video conferencing, telepresence, and collaboration.

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Integrated — All-in-One Monitoring and Management Tool

Proactive monitoring and management are essential to ensure Quality of Service. The ScienceLogic monitoring platform comes fully integrated with fault management, configuration monitoring, asset management, multi-tenancy, customizable portals, and much more. Our all-in-one, comprehensive solution extends readily and easily to heterogeneous, multi-vendor video deployments.

ScienceLogic Monitors and Manages All Aspects to Ensure Superior Video Conferencing

In-Call Performance Statistics

While a video conference is active, the ScienceLogic system proactively monitors the call, collecting call quality statistics each minute and providing alerts when call quality drops below an acceptable threshold. Sample data collected includes:

- Packet loss
- Jitter
- Bit rate

When supported by the endpoint, data is collected for both directions of transmission as well as for all media streams — including video, audio, and presentation.

Historical Call Quality Statistics

The call quality data is stored in the ScienceLogic central repository to enable rapid troubleshooting of problems after they have occurred. Additionally, the data is consolidated for trending, capacity planning, and service level reporting.

Portal Capabilities

Managed video service providers can easily create branded portals that offer each customer secure views into the operation of their own video conferencing equipment and network. Moreover, customers can be offered the option to create and track tickets via the same portal.

Multi-Tenancy

Video service providers can use a single instance of the ScienceLogic solution and a single console in their VNOC to monitor individual customers whose data is kept secure and separate from others. Similarly, enterprise IT staff can take advantage of multi-tenancy functionality to monitor and manage video conferencing systems in different departments, business units, or geographies.

Reporting

ScienceLogic reports provide valuable information, including usage stats that can be instrumental in determining ROI. Sample reports:

- Usage reports
- Call Data Records (CDR) reports
- Call quality reports
- Availability reports

Fault Management

The ScienceLogic solution monitors and manages all aspects of the endpoints to ensure that the devices are fully operational and ready to participate in the next video conference. The system generates an event immediately when it detects a problem. Sample events:

- Loss of communications to an endpoint
- Monitor disconnected
- Misconfigured Ethernet
- Camera offline
- Endpoint not registered to call control (gatekeeper or SIP registrar)
- Call control services disabled (H.323 and/or SIP service disabled)
- Abnormal call clearing
- Call quality threshold breached

Configuration Monitoring

ScienceLogic retrieves the most important configuration data from the endpoints to enable quick troubleshooting of configuration-related issues. Sample configuration data collected includes:
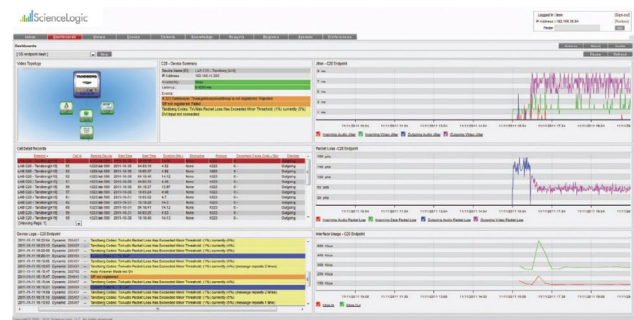
- System Information
- SIP related information
- H.323 related information
- QoS, Call and Interface Settings

Asset Information

The ScienceLogic asset database is automatically populated upon discovery and provides the capability to track assets, generate asset inventory reports, and validate the software release level.

Customization

ScienceLogic's very flexible platform can be tailored to meet your business's individual needs and grow with you as you expand and add new hardware, software, and customized applications. Easy-to-use tools allow your engineers to do it themselves — set call quality thresholds, enable or disable events, change severity levels — and easily extend management to new video technologies and gear.

ScienceLogic's intuitive, interactive dashboards provide summary views of availability and performance for video infrastructure, video endpoints, and the underlying IT infrastructure.