VSMDocumentation

VSM Service Management

For the Modern UC Engineer

Managed versus Unmanaged Environments

Platform management forms a key overlay to the maintenance strategy and should be viewed as a separate but enhanced service over and above basic break-fix. Management services provide business focused information that represents a higher value to End User Customers through such enhancements as maximizing availability and providing detailed information that enables informed technology investment decisions to be made.

When used as an overlay to maintenance, effective management of technical environments translates to a reduction of reactive maintenance activities by up to 80 per cent.

Useful links

Link
VSM Release Notes
VSM Support
Blogs

Latest Media

Enterprise Connect Webinar now available On Demand

Driving Pro-activity

VSM provides a never before seen view of the inner-workings of UC and Contact Center environments, enabling a proactive approach to delivering services. VSM Capacity reporting works at both an infrastructure and application level to effectively forecast problems before they arise and become service impacting.

Technology departments fully understand that it is always much easier (and less stressful for engineers) to undertake planned changes to an environment to prevent a future incident as opposed to reacting to a reported incident.

Maximizing Availability

Reported incidents usually occur with little or no notice, and more often than not put staff under severe pressure due to the business disruption. VSM empowers Partners and End User Customers to forecast many different types of issues so they can be dealt with in a planned fashion, increasing Availability and minimizing business disruption.

Improving Efficiency in Reactive Services

Using VSM Capacity Management provides a wealth of information useful in reactive services such as fault investigation or Root Cause Analysis activities.

VSM retains at least 12 months of data mined from many different sources. This enables engineers to 'travel back in time' to when the incident occurred to look at the circumstances in intricate detail. Often the information provided by VSM is not otherwise accessible or in its raw form is difficult to reconcile.

In addition, the ability for VSM to depict a myriad of text-based data in a graphical format enables problems to be recognized at a glance.

Direct Benefits of Platform Management

In the following pages there are many examples of reports taken from real-world platforms encountering real-world issues. Virsae Partners and Customers providing supporting services to these platforms have been able to:

- Provide design validation and tuning following an implementation
- Predict and address incidents before they arise
- React more quickly to restore service through ready access to information
- Access detailed information to enable detailed root cause analysis
- Identify opportunities for Service Improvement Planning
- Identify in business as usual conditions opportunities for consolidation of assets

- Provide solid information to improve accuracy of forecasting and budgeting

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