

# HP vAnalytics

Proven collaboration performance management.



## Solution Overview

HP vAnalytics is a self-hosted software-based analytics and monitoring solution designed for on-premises unified communications (UC) environments. The system provides a centralized interface for accessing data across one or more UC platforms.

## Software Highlights

The service includes the following functional components and capabilities:

- **Real-time Monitoring and Alerting:** Near real-time system monitoring with configurable alerts to facilitate early identification and resolution of UC-related issues.
- **Historical Diagnostics:** Access to historical call quality data for the purpose of diagnosing and analyzing prior performance issues.
- **Usage Analytics:** Tools for evaluating user adoption trends and identifying opportunities for increased utilization of UC resources.
- **Resource Optimization:** Data-driven insights to support decisions related to allocation and utilization of technology assets.
- **Productivity Support:** Customizable alerting mechanisms intended to reduce the volume of technical support requests by enabling proactive issue resolution.
- **Decision Support:** Aggregated and structured data outputs designed to inform operational and financial decision-making processes.
- **Data Management Efficiency:** Automated data collection and normalization features that reduce manual effort in multi-vendor UC environments.
- **Deployment and Interface:** Software installation procedures and user interface designed to facilitate straightforward implementation and usage, with integrated views of usage metrics, and user experience quality.

## Delivery Specifications

HP vAnalytics is provided to customers as a downloadable product and activated using license keys. Once an order is received and the primary customer contact is identified, HP facilitates a kickoff meeting to share instructions for downloading the software and accessing the license keys. This process takes place during the initial onboarding. Any future HP vAnalytics software upgrades are not delivered automatically but are instead handled through support cases.

## Plans<sup>1</sup>

Features	Optional Add-Ons
<ul style="list-style-type: none"> <li>▪ Monitoring and Analytics</li> <li>▪ Custom Tagging</li> <li>▪ Alerting</li> <li>▪ Report scheduling and delivery</li> </ul>	<ul style="list-style-type: none"> <li>▪ Endpoint Monitoring (EPM)</li> </ul>

HP vAnalytics helps simplify the troubleshooting process in your unified communications environment through a four-step process of Detection, Investigation, Remediation, and Validation:

### Detect

- See a real-time view of calls and meetings
- Measure quality of experience Collaboration's meeting and call quality algorithms
- View status and availability of infrastructure, endpoints, and peripherals
- Configure custom alerts

### Investigate

- Single-pane view for call data records (CDRs) (each call leg and participant)
- View analyzed CDRs for anomalies and errors
- Visualize call failure and discount reasons
- Monitor the status and performance of devices
- Track collaboration network performance
- Examine resolution and frame rate

### Remediate

- Leverage reports, records, and diagnostics to escalate to internal teams or external partners
- Define notifications to route issues to correct personnel

### Validate

- Dashboards show the overall health of the UC environment across technologies
- Track issues over time with meeting diagnostics, and historical analytics

# Roles and Responsibilities

Tasks	HP WXP	Customer
Onboarding project management / status reporting	Responsible	
Install vAnalytics software	Support	Responsible
Validate the software installed	Support	Responsible
Configure data collection	Support	Responsible
Configure initial monitoring	Support	Responsible
Configure initial analytics	Support	Responsible
Basic remote training - Up to 4 hours	Responsible	Support
Transition from onboarding to post-sales support	Responsible	

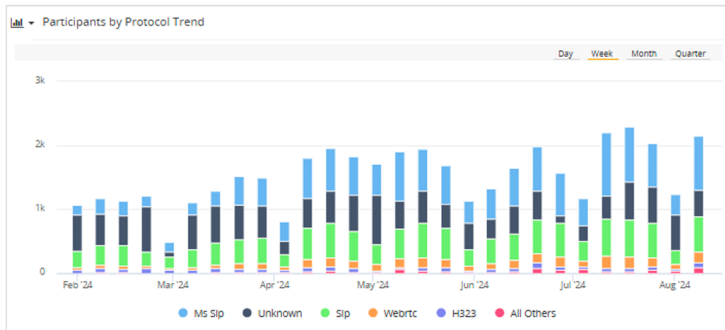
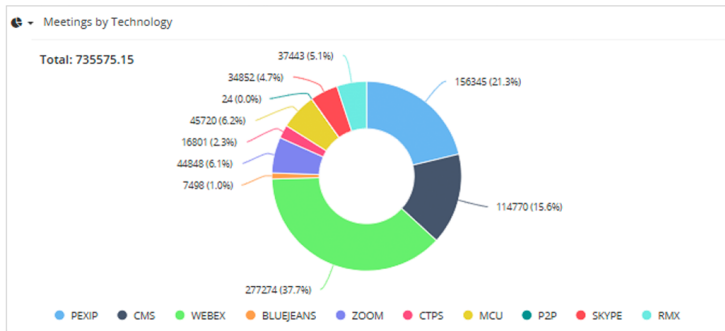
# System Requirements

## Platforms

- Cisco Unified Communications Manager (CUCM)
- Cisco Meeting Server (CMS)
- Cisco Expressway
- Cisco Video Endpoints and Room Kits
- Pexip Infinity

## Web browsers

- Google Chrome - latest version
- Microsoft Edge (Chromium-based) - latest version
- Firefox - latest version
- Safari - latest version



<b>27</b> IN CALL	<b>467</b> AVAILABLE	<b>3</b> NOT AVAILABLE	<b>497</b> TOTAL
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Endpoint Status - In Call													
Name	SIP	H323	E164	Dir#	Model	Firmw...	Status	H/W	Host	Num C...	Quality	Custom Tags	TMS Tags
ACL	5810@v...				SX10	ce8.2.2...	In Call		10.100...	0	Good	juan.haresh.davi...	
Atlanta Zoom Ro...	atlanta...				Zoom Room		In Call			0	Good	Zoom,juan.exec	
ATX South Spark ...	5675@v...				Spark Roo...	ce9.0.1...	In Call		10.100...	0	Good	Exec.Conference...	
ATX West Spark R...	512891...	512891...	512891...	4042	Spark Roo...	ce9.0.1...	In Call		172.100...	1	Good	Clinical,Telemed	
Austin Zoom Room	austinz...				Zoom Room		In Call			1	Good	Zoom	
Blake EX90	marc@v...	marc@v...	310502...	4030	EX90	TCT7.3.6...	In Call		172.130...	0	Good	New2016	
Boston Zoom Ro...	boston...				Zoom Room		In Call			0	Good	Zoom	
Dallas Zoom Room	dallasz...				Zoom Room		In Call			0	Good	Zoom	

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Endpoint Status - Available													
Name	SIP	H323	E164	Dir#	Model	Firmw...	Status	H/W	Host	Num C...	Quality	Custom Tags	TMS Tags
ATX East Exec Sp...	4970@v...	512891...	512891...	4049	Spark Roo...	ce9.0.1...	Availa		172.147...			Clinical,Test	Austin,TX,USA,NA
ATX North Spark ...	5235@v...				Spark Roo...	ce9.0.1...	Availa		10.100...			exec	
Austin Spark Room	4940@v...	srk@v...	512891...	4025	Cisco Spar...	ce9.0.1...	Availa		172.4.2...				
Avalon - Immersive	5143@v...				IX5000	IX 8.2.0...	Availa		172.110...			test,test2	
Boston Spark Ro...	5222@v...				Cisco Spar...	ce9.0.1...	Availa		10.100...			Exec	
Boston West Spa...	5227@v...				Spark Roo...	ce9.0.1...	Availa		10.100...				
Castle von Doom...	5113@v...				CTS 1300-65	CTS 1.1...	Availa		172.22...				
Chris EX90	4982@v...	inop@v...	512891...	4032	EX90	TCT7.3.6...	Availa		172.20...				

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## Additional HP Services

Add-on services such as HP support services, managed solutions, collaboration solutions, endpoint security, digital workspaces, and more are also available. Please contact your HP representative or Channel Partner.



For more information, visit [www.hp.com/wxp](http://www.hp.com/wxp) and [www.hp.com/us-en/privacy/ww-privacy.html](http://www.hp.com/us-en/privacy/ww-privacy.html)



1. HP vAnalytics is available through a 1- to 5-year access subscription.
2. HP vAnalytics supports Windows®, Linux® and macOS® host environments and Windows, Linux, macOS, iPad®, Android®, and Chrome OS® end-user devices.

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