



ClarusIPC® Operations™

Lower IPT operations costs and increase visibility and availability

Overview

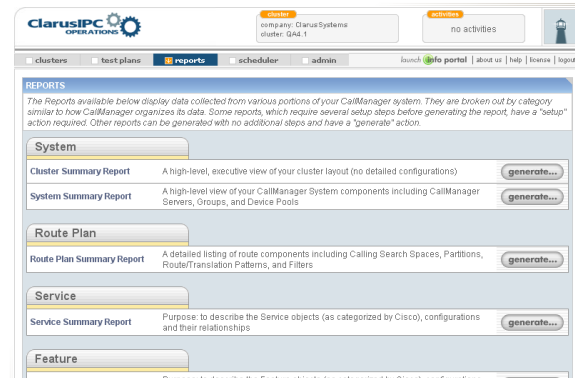
Clarus Systems, the leader in Cisco IP Telephony testing and documentation solutions for systems integrators, now offers operations software for the enterprise. ClarusIPC Operations is the only software solution available to validate that aspects of a Cisco IP telephony environment work together to meet user functionality requirements at deployment and during ongoing operations. Tests can be scheduled during the day or nightly as health checks to identify and correct issues before they impact end-users. Now large and distributed organizations can save operations testing and management costs and ensure an available IP telephony deployment. Gain management visibility into and confidence in the network with:

- ...Deployment and operations configuration verification
- ...True end-to-end IPT functionality testing
- ...Automated, scheduled and customized testing
- ...Automated, standardized reporting
- ...Open APIs for integration with network management and reporting solutions
- ...Remote troubleshooting
- ...Trouble identification and isolation tools for the enterprise help desk

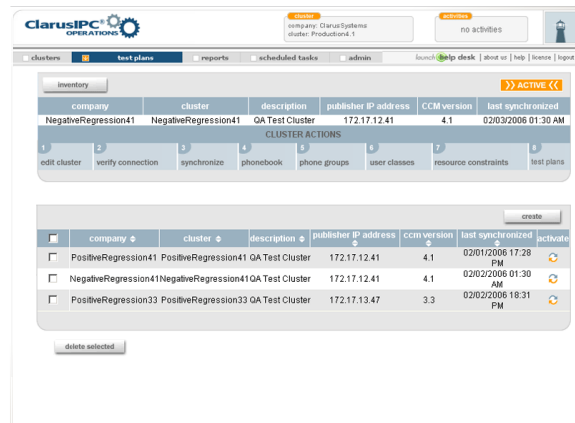


Deployment and Operations Configuration Verification

Manual nightly health checks have been a best practice for the management of telephony environments for decades because only actually making phone calls phone to phone can absolutely verify that an entire telephony deployment is working correctly. Now, with ClarusIPC Operations, IT operations managers can pro-actively schedule automated tests to run outside of business hours to document that the user's requirements are met. The impact of any changes or new deployments is reported and may be evaluated before users are effected. Any conflicts are found and alerts sent to IPT operations engineers via email or SNMP trap before users notice any problems. Pro-active health checks ensure the deployment is performing as designed and give users confidence in their IPT solution.



ClarusIPC's extensive reports aid in tracking, diagnosing and troubleshooting the health of an IP Telephony deployment.



The ClarusIPC Cluster Management interface provides a centralized workspace to manage CallManager clusters.



ClarusIPC® Operations™

True End-to-End IPT Testing

ClarusIPC is the only solution available that performs true end-to-end testing of actual user requirements throughout the life cycle of the IPT network.

Enterprise IP telephony functionality testing typically requires operations engineers to manually test the performance of a subset of IP phones on the network and infer that the remaining phones are operational. Physical testing of phones is time consuming and a non-optimal allocation of expensive engineering resources. It is physically impossible to manually test the full functionality of every phone on the network.

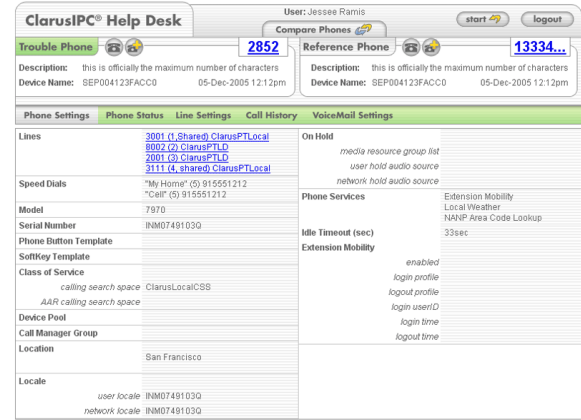
ClarusIPC is unique in its ability to run tests that prove that the real experience of local and remote users, including on and off-network calling, meets requirements. ClarusIPC utilizes actual IP phones to exercise the functionality of the IPT system, including phone configuration, conference bridge, call routing and more. Other solutions claiming to test the IPT network do not address functionality, merely emulating but not taking control of actual phones. Reporting on system, network and element performance may not tell you anything about whether non-optimal configurations or other common issues are impacting your end users.

Automated, Standardized Reporting

Test results of all data collected are aggregated and presented in clear, useful and standardized reports in predetermined formats. As Built documentation reports can be created. Time previously spent by engineers trying to gather distributed information can now be spent on inventory assessment and configuration management. Test results can be integrated via SNMP trap into third party network management solutions to ensure that network management decisions are based on the experience of users of the IPT deployment. Issues can be identified and business logic supported or corrected using actual data.

Help Desk Tools including Remote Troubleshooting

Enterprise help desk engineers are typically spending valuable time researching user problems and managing resolution. ClarusIPC Operations employs tools to quickly streamline trouble ticket data collection and escalation. With the Remote Hands feature, help desk engineers can remotely control or observe end-users' actions in recreating a problem and verifying a solution. Able to quickly access a user's relevant data, help desk engineers can compare working and non-working configurations, pre- and post-trouble configurations, recreate a reported problem and resolve simple user error problems, all without visiting the user's desk or impacting the user.



Use the ClarusIPC Operations Help Desk module to quickly streamline trouble ticket data collection and escalation.

ABOUT CLARUS SYSTEMS

ClarusIPC Certification and ClarusIPC Operations are the only products available to validate that all aspects of a Cisco IPT telephony environment meet actual user functionality requirements at deployment and throughout the life of the network. Systems integrators deploying and enterprises managing large, distributed IP telephony networks use Clarus Systems' solutions to save testing and management costs, to ensure an available IP telephony network and increase user confidence and satisfaction.



Clarus Systems, Inc.
 50 First Street, Suite 509
 San Francisco, CA 94105
 415.543.5223 TEL
 415.543.0280 FAX
 info@clarussystems.com
 www.clarussystems.com