

# The Science of IT Management

## Business Benefits

- Reduces the skill level required to make changes to complex IP telephony environments
- Empowers employees to quickly self-provision IP telephony service requests
- Facilitates fast provisioning of bulk moves, adds & changes in Cisco Call Manager™ environments<sup>(1)</sup>
- Frees up highly skilled IT staff for important productivity improvement projects
- Improves IT service levels to the business

## Features

- Flexible and scalable provisioning of IP telephony service requests
- Minimal impact on Cisco Call Manager™ call processing
- Creates an auditable trail of changes that have been provisioned
- Simple and flexible provisioning of tasks to the user desktop via the corporate intranet
- 100% web browser user interface
- Out of the box integration with Cisco Call Manager™ web services API
- Supported on Opalis™ Integration Server 6.

<sup>(1)</sup>Cisco Call Manager is now known as Cisco Unified Communications Manager™

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## Service Request console for Cisco Call Manager™



### Service Request Console for Cisco Call Manager™ (CCM)

#### The Business Challenge

The deployment of complex technologies, such as voice over IP (VoIP) requires companies to make significant commitment in terms of capital and highly skilled resources.

Today most companies acknowledge the benefit of a converged IT infrastructure and are some of the way down the road to a full VoIP deployment. However a large scale problem still exists: how do you reduce the ongoing cost of ownership of such a complex technology without impacting service to the business?

#### The Solution

Service Request Console for CCM allows companies to significantly improve the speed and accuracy of VoIP moves, adds and changes whilst reducing the associated costs.

It achieves this by empowering non technical users to make approved changes quickly and easily; whether it is a level 1 operations engineer migrating an entire campus building or an employee configuring her own speed dial settings.

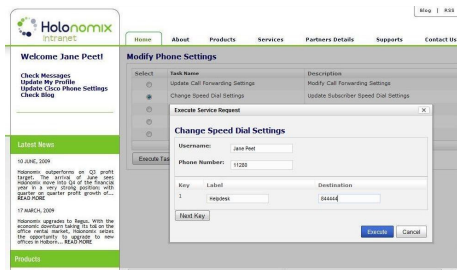


Figure 1: Service Request Console initiated via the corporate intranet provides an employee with a list of approved self provisioning tasks.

The end results are an improved level of service from IT to the business, lower cost of ownership for business-as-usual IT tasks and a step change for highly skilled resources - away from servicing a backlog of mundane and repetitive service requests.

#### Simplicity is the Key!

Whilst the end users only see a simple and easy to use front-end and can execute a change at the click of a button, behind the scenes there are a number of complex moving parts.

Service Request Console for CCM brings together 3 components; the off-the-shelf Java objects available within the CCM integration pack for Opalis™, out-of-the-box integration with the web services API of Cisco Call Manager™ and the intuitive Holonomix web front end.

The solution combines these elements to ensure that repetitive and mundane IT tasks can be defined in simple workflows at the back end and then made available to end users as simple, easy to understand tasks at the front end.

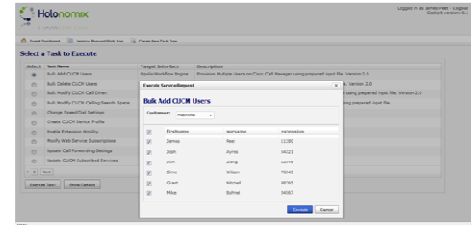


Figure 2: Service Request Console allows non-technical operators to bulk provision users into Cisco Call Manager™ - in significantly less time, with significantly less system overhead.

#### The Service Delivery Challenge

Some of the main challenges experienced in managing Cisco Call Manager™ environments are:

- you need experienced, skilled engineers to perform basic moves, adds and changes
- understanding IP telephony service requests and then provisioning them is a very time consuming and mundane task
- the lead time to action a service request is dependent on the availability of the correct resource; sometimes delaying simple changes by weeks
- the system overhead of bulk changes can impact Cisco Call Manager's ability to process calls

#### Improving the Delivery

In our bench test we captured a very experienced Call Manager consultant provisioning one new user via the Call Manager GUI. He took just over 5 minutes to complete the task.

We then captured a non technical person using Service Request Console to provision 10 users into the same environment. This was completed in less than 30 seconds ... and of that the operator was only needed for the first 5 seconds.

This equates to each user being added 100 times faster and by non technical operator!

Further investigation showed that the load placed on Cisco Call Manager™ during bulk provisioning was less than half of that placed on the system during the single manual provisioning task. This reduced load means Call Manager is available to carry out its primary function – call processing.

#### In Summary

Service Request Console for Cisco Call Manager™ will help you free up your highly skilled IT resources and empower your user base while improving IT service levels to the business.

Contact Holonomix to find out how.