Proven video conference management software for Cisco Meeting Server

VQ Conference Manager (formerly Acano Manager) is your key to dependable, scalable, self-service video conferencing

Increase service take-up and deliver higher returns on your investment in Cisco Meeting Server

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VQ Conference Manager at-a-glance:

- Sustainably scale your video conferencing service from one Cisco Meeting Server to full global clusters
- Deliver a dependable, consistent service that users trust
- Integrate seamlessly with your Cisco licensing model
- Understand system usage patterns and plan for future growth
- Proactively identify problems with your service
- Hosts many of the largest Cisco Meeting Server deployments

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Why you need VQ Conference Manager

- Leading management platform for Cisco Meeting Server
- Proven in small and large-scale video conferencing systems

Without VQ Conference Manager, setting up, managing and operating your video conferencing service usually involves a complex, manual and time-consuming process using the Cisco Meeting Server API.

If you're investing in enterprise-grade video conferencing, why risk the success of your service by trying to create your own management tools? Why spend time designing, building, maintaining and scaling your own management software when there's a proven alternative?

VQ Conference Manager is an enterprise-grade management tool that supports Cisco Meeting Server implementations from a single call bridge to full global clusters supporting hundreds of thousands of calls per month.

It underpins large numbers of services, including at some of the world’s biggest users of video conferencing.

Multi-tenancy for maximum ROI

VQ Conference Manager helps you achieve maximum ROI from your video conferencing investment by using the same Cisco Meeting Server hardware to deliver bespoke services to different customers or parts of your business.

Set up each customer or business unit in its own secure area, with tailored user profiles, call operators, call settings and reports.
Self-service and managed video conferencing

✓ Self-service enables sustainable growth
✓ Managed calls for priority users

Self-service that works the way people expect

The Cisco Meeting Server is designed to scale from a single call bridge to large global clusters. VQ Conference Manager enables you to sustainably take advantage of this scalability by enabling fully self-service video conferencing.

It does this by giving your call operators one place where they can easily monitor large numbers of calls (see ‘Control your video conferencing service with ease’) and providing each user an automatically created, always-available, coSpace/virtual meeting room that they can dial into.

There’s no centralised scheduling required: to hold a call, users simply tell others where and when to meet.

VQ Conference Manager also integrates with familiar productivity tools such as Microsoft Outlook, making it even easier for users to plan and join calls.

A global self-service deployment (audio and video calls) now delivering over one million calls per month

In the 23 months following its launch, one customer’s self-service video conferencing has seen relentless growth in usage with thousands of concurrent participants now in call at peak hours every working day, over one million calls per month and over 33 million call minutes per month (and still growing – see graph).
Importing and managing video conferencing users

- Integrates with corporate LDAP/Active Directory user management systems
- High-speed, automated user provisioning
- Automatically creates template-driven coSpaces/virtual meeting rooms for every user
- Keeps up to date with moves and changes
- Set up your service to work the way people expect
- Import user and virtual meeting room configuration data from existing Cisco Meeting Servers and Call Bridges

Integration with your corporate user management system

VQ Conference Manager links with your organisation’s central LDAP/Active Directory user management system to import video conferencing users into your Cisco Meeting Servers.

By automating this process and using your corporate master list of user details, VQ Conference Manager cuts the risk of manual data entry errors and reduces the time taken to add each user from minutes to a few seconds.

This enables you to sustainably scale your service to tens of thousands of users.
Multiple user types and pre-defined settings

For each tenant on your video conferencing system, you can create multiple user groups or service tiers, based on information from your corporate LDAP server, such as job role, location or business unit.

User groups could include:

- Audio service: audio-only calls
- Standard service: video calls with lower participant limits
- Premium service: video calls, multiple meeting roles (chair, attendee) and higher numbers of participants
- General call operators
- High-priority call operators: e.g. senior operators dedicated to overseeing Premium users’ calls

For each user group, you can define settings, such as:

- User type (user, operator, administrator and custom)
- coSpace/virtual meeting room options, including number of participants permitted per call

This enables you to offer each group a service tailored to its needs, while pre-defined settings help deliver consistent in-call experiences that encourage increased video conferencing usage.
A service that works the way people expect

VQ Conference Manager can use LDAP data to configure your video conferencing service to work the way people expect – such as using existing extension numbers to dial in.

By making video conferencing easy for people, more will use your service.

Import data from existing Cisco Meeting Servers:

If you already have Cisco Meeting Servers or Acano Call Bridges set up with tenants and LDAP configurations, VQ Conference Manager can typically import these settings, speeding up the installation process.

Dealing with LDAP data issues

LDAP data isn’t always perfect. VQ Conference Manager’s logs and error messaging help you identify where your corporate data needs to be improved, to help you deliver a high-quality video conferencing service.
Manage your licensing

- Integration with Cisco PMP, SMP and ACU licensing
- Assign licenses during user provisioning
- Monitor license usage

VQ Conference Manager integrates with Cisco Personal Multiparty Plus (PMP), Shared Multiparty Plus (SMP) and Acano Capacity Unit (ACU) licensing.

Assign the right licenses to the right users when you import their details, then use the system-level dashboard to monitor how your licences are being used in real time.
Control your video conferencing service with ease

- Single view of call activity for operators
- Enables your team to support high call volumes
- Manage your coSpaces/virtual meeting rooms

Everything your operators need

VQ Conference Manager’s operator dashboard uniquely combines everything your operations team needs to deliver a reliable video conferencing service and efficiently support large volumes of calls.

It means you can grow your service without constantly increasing the size of your team.

Alongside the operator dashboard, a dedicated user dashboard enables individuals to view and control their own calls.
**Vital information at your operators’ fingertips**

Operators can view the active calls they’re responsible for (across multiple Cisco Meeting Servers, where applicable), search for specific calls and pin high-priority calls so they’re always visible.

And if something goes wrong in a call, alerts enable your operators to proactively triage it.

VQ Conference Manager enables you to assign specific calls to specific operators; ideal for multi-tenanted systems or when certain users’ calls require special attention.

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**View and control calls**

For each call and its participants, the operator(s) responsible can see real-time information, including:

- Video layout
- Bandwidth use
- Frame rate
- Packet loss
- Jitter
- Device types in use

Operators can then:

- Add participants quickly, with Google-style instant auto-complete
- Remove participants
- Mute/unmute participant audio
- Change video layout

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Manage your coSpace virtual meeting rooms

coSpaces are the virtual meeting rooms in which video calls take place. Without VQ Conference Manager, managing these coSpaces can quickly become complex.

VQ Conference Manager makes this process simpler. A set of ready-to-use templates helps most organisations get started quickly.

Administrators and operators can:

- Create new coSpaces
- Edit existing coSpaces
- Delete coSpaces
- Add members to coSpaces
- Remove members from coSpaces
- Create different user roles within a coSpace

Custom dashboards

As well as the main operator and user dashboards, VQ Conference Manager enables you to create bespoke dashboards. These can be configured to show a variety of data relating to your system, calls, the network and individual Cisco Meeting Server nodes.
Reporting and analytics

- Demonstrate ROI
- Understand how your video conferencing service is being used
- Monitor usage trends and plan for growth
- Proactively identify problems

Demonstrate ROI, plan for future upgrades and address service issues

VQ Conference Manager’s built-in reports and analytics tools enable you to demonstrate ROI, plan for future capacity upgrades, justify budget requests and iron out service issues.

Visualise complex call data

The Cisco Meeting Server produces comprehensive data about state change events. This can be transformed into call detail records (CDRs), but doing so is often complex, particularly when you have a clustered system. VQ Conference Manager automatically captures this data and turns it into CDRs containing in-depth information about each call made on your system.

VQ Conference Manager then provides powerful tools to manipulate, visualise and then export this CDR data. This includes a set of ready-to-use graphical and tabular reports:

- Calls where an alert triggered
- System-wide call volumes
- Call volumes per tenant
- Call volumes by coSpace
- Call detail records
Create your own reports

VQ Conference Manager enables you to customise the ready-made reports, as well as create, view and share your own, using tools that will be familiar to administrators with database and business intelligence experience.

This means you can create a high-level management report for your senior executives, showing overall trends, alongside deeper-dive reports for your technical teams, for example.

Choose the right version of VQ Conference Manager for your needs

Implement a high-quality service that meets your requirements, wherever you are on your video conferencing journey. Choose from our Standard, Advanced and Pro editions. If you’re not sure which is best for your needs, give us a call and we’ll help you make the right choice.

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<th>Standard</th>
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<td><strong>Perfect for getting started with video conferencing and for small-scale services</strong></td>
<td>Benefit from unlimited analytics and video support</td>
<td>Grow your video conferencing service to enterprise scale, receive priority support and more</td>
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*For previous 7 days
Extending VQ Conference Manager

Advanced users who require custom functionality from their video conferencing platform can access VQ Conference Manager’s REST-based API and C# code wrappers. These enable developers to access VQ Conference Manager and Cisco Meeting Server features directly from their own applications.

To explore the possibilities, please get in touch with us.

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Keeping ahead of the game:
The future of VQ Conference Manager

VQ Conference Manager is enabling some truly massive systems, successfully supporting usage rates that often exceed expectations.

We’re currently focussed on performance and further scaling, to ensure VQ Conference Manager stays ahead of usage growth on the biggest systems.

2018 sees us adding functionality and enabling users to make calls more easily, with integration into Exchange and updated Outlook plugins/add-ins.

We continue to work closely with our customers to help them deliver the best-possible video conferencing services. If there’s a feature that would help increase take-up of your service, please let us know.

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Register for a Product Demo at
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About VQ Communications

Our goal today is the same as when we were founded in 2001: create the world’s best video conferencing management platform.

We helped the early adopters of video conferencing deliver their pilot schemes and then scale these to become key parts of their global, multi-billion dollar turnover businesses.

The success of these large, managed, deployments led to the requirement for very large, self-service solutions. We have been at the forefront of enabling third-generation, very large, self-service video conferencing deployments. Some of the largest Cisco Meeting Server deployments are hosted by VQ Conference Manager.

We know what it takes to deliver successful, large-scale video conferencing services.

We designed and built VQ Conference Manager in full collaboration with Acano (now part of Cisco), to give our customers an assured, ready-made way to take full advantage of the Cisco Meeting Server’s scalability and dependability.

By combining software engineering excellence with a constant desire to innovate, our outstanding team continues to deliver best-in-class products for our customers.

It’s why some of the world’s biggest users of video conferencing rely on VQ Communications’ software every day.
Register for a Product Demo at
www.vqcomms.com/register