Cisco TelePresence Management Suite
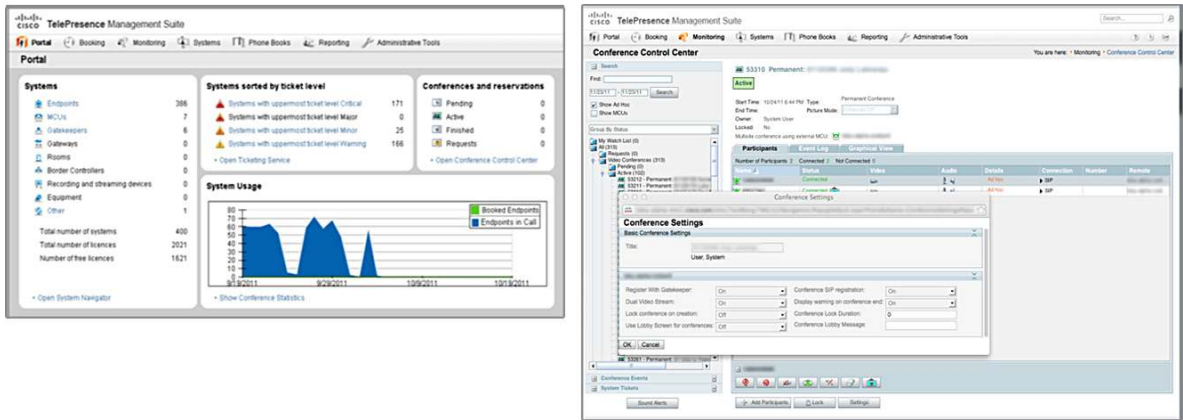
Product Overview

Figure 1.   Cisco TelePresence Management Suite

Cisco TelePresence® Management Suite (Cisco TMS) provides complete control and management of telepresence conferencing and media services infrastructure and endpoints, enabling enterprises to improve productivity, reduce costs, and maximize return on their telepresence investment (Figures 1 and 2).

With Cisco TMS, you can schedule conferences quickly and easily, accommodating effective collaboration while providing scalable, multivendor support across the telepresence network. Cisco TMS integrates phone books from various external information sources and existing directories. It also delivers a comprehensive set of usage and activity reports for informed business decisions. Network administration is simplified through powerful configuration and provisioning capabilities, making Cisco TMS vital to any telepresence deployment.

Figure 2. Cisco TelePresence Management Suite Applications

Features and Benefits

Benefits:

- **Centralized administration:** Cisco TMS simplifies management and orchestration of conferences and reduces resource costs, helping ensure optimal payback from telepresence infrastructure investment.

- **Ease of scheduling:** Cisco TMS One Button to Push makes conference scheduling quick and easy across an increasing range of endpoints, reducing network administration overhead and increasing adoption of telepresence.

- **Easy directory management:** Cisco TMS offers effortless integration with directories for fast and accurate conference creation.

- **Efficient resource management:** Cisco TMS provides complete visibility into the entire telepresence network for optimizing resource availability and allocation while reducing operational overhead.

- **Powerful analytics:** Cisco TMS offers comprehensive data accessibility combined with customizable reporting and analytics to provide insights to emerging trends that support critical business decisions.

Features:

Cisco TMS:

- Provides centralized management of all conferences, impromptu and scheduled, in real time

- Features a flexible user interface designed to meet the needs of basic users for quick conference creation and to provide advanced conference booking and scheduling for sophisticated users

- Offers robust and flexible phone book management that supports synchronization with a wide range of directories, including external sources to easily manage contacts

- Enables centralized control of all telepresence infrastructure systems and endpoints with graphical views

- Delivers a large selection of ready-to-use reports and supports the creation of fully customizable reports to answer specific business questions

- Provides centralized provisioning and configuration of endpoints for easy system management

Table 1 lists features and benefits of Cisco TMS.

Table 1.   Features and Benefits

Product Feature	Benefits
Conference Management	
Conference control center	• Manage scheduled and unscheduled conference activity. • Manage point-to-point and multipoint control unit (MCU) and Cisco TelePresence Server-hosted conferences. • Monitor conference events for all connectivity, alarms, and changes.
Diagnostics and alarms	• Intelligent diagnostics interrogate configurations and status of managed devices for errors.
Ticketing service	• This service gives you a centralized view of all statuses and configuration errors for managed devices, sorted by severity. • It then suggests fixes for error conditions.
Event notification	• Cisco TMS notifies you by email of system events on a per-event, per-device, and per-user basis. • Cisco TMS supports Simple Network Management Protocol Version 2 (SNMPv2) traps for sending events to third-party SNMP management platforms.
Graphical monitoring	• Cisco TMS offers an animated graphical view or geographical map view for visualizing all call activity and device status.
Centralized provisioning	• Cisco TMS increases availability of telepresence infrastructure, helping ensure the highest possible quality of telepresence conferences, and delivers the latest software updates for endpoints.
Agnostic telepresence support	• Cisco TMS smoothly integrates with Cisco® Unified Communications Manager and third-party vendor devices to help ensure harmonious conferencing resource allocation to all users in an enterprise, regardless of the capabilities of the individual endpoints.
Booking and Scheduling	
Conference scheduler	• A simple scheduling interface allows automated or user-initiated conference creation and room reservations. • Cisco TMS notifies you by email of conference details, with updates sent to meeting organizers.
Call routing	• Cisco TMS supports scheduling across nonhomogenous networks with mixed vendors and mixed protocols (H.323, H.320, Session Initiation Protocol [SIP], V.35, and telephone). • Intelligent call routing automatically handles all dial plan and infrastructure requirements to facilitate a user's conferencing request.
Multiple scheduling interface options	• The robust web-based scheduler offers planner views and integrated status and detail displays.
Extension products	• Cisco TMS supports custom-built scheduling interfaces or integration with other calendaring products through the Cisco TelePresence Management Suite Extension Booking API (Cisco TMSBA). • Cisco TMS supports scheduling for Microsoft Outlook (through Microsoft Exchange Server 2003, 2007, and 2010) through the Cisco TelePresence Management Suite Extension for Microsoft Exchange (Cisco TMSXE). • Cisco TMS supports scheduling for IBM Lotus Notes (through IBM Lotus Domino Server) through Cisco TelePresence Management Suite Extension for IBM Lotus Notes (Cisco TMSXN).
Advanced scheduling features	• Cisco TMS supports popular standalone telepresence servers, MCUs, and the multisite capability of Cisco TelePresence endpoints. • MCUs are not required for scheduling automation. • Cisco TMS offers supports automatic handling of time zones and daylight savings rules. • Cisco TMS supports web conferencing for Cisco WebEx® conferencing.
Directories and Phone Book Management	
Phone book	• Cisco TMS supports centralized phone book and directory services for Cisco and select third-party H.323 and SIP endpoints. • Cisco TMS supports automatic import of directory records and synchronization with many data sources, including Microsoft Active Directory, H.350 Lightweight Directory Access Protocol (LDAP), gatekeepers, and file-based imports. • Cisco TMS supports hierarchical phone book structures, enabling easy browsing of contacts on the endpoint user interface.

Product Feature	Benefits
Customized Reporting and Analysis	
Auditing	• Cisco TMS supports integrated audit logging to monitor system changes.
Standard reports	• Cisco TMS provides asset management reports including ticket logs, device events, device alarms, and connectivity. • Cisco TMS provides detailed call history reports for managed endpoints and infrastructure. • Cisco TMS provides scheduling activity reports including user-based, scheduling interface used, conference event logs, and conference reports.
Business Intelligence Integration	• Microsoft SQL Server Analysis Services-based (MDI crossover [MDX]) application programming interface (API) is available through the Cisco TelePresence Management Suite Analytics Extension (Cisco TMSAE). • Business Intelligence Integration extends Cisco TMS Reporting to other Business Intelligence tools for fully customized reporting through Microsoft Excel, Crystal Reports, or other Microsoft SSAS-compatible products.
Infrastructure Management	
Asset management	• There is a single management console for all Cisco and select third-party telepresence devices, including endpoints, call controls servers, MCUs, Cisco TelePresence servers, and other infrastructure across the organization. • Cisco TMS offers a "secure only" mode for select Cisco applications using Secure HTTP (HTTPS) full X.509 certificate validation for both client and server communications, disabling all unsafe communications protocols.
Manage dial plan	• You can administer dial plan settings through an intuitive interface.
Configuration backup and restore	• You can retrieve and back up configurations of all supported devices. • You can compare current and previous device configurations. • Cisco TMS provides single or bulk restoration of saved configurations to all supported devices.
Software upgrades	• Automated software upgrade helps ensure the latest software updates and license key retrieval for supported managed devices with minimum administrator intervention. • Bulk software upgrades for multiple systems are available in a single request.
Provisioning and Configuration Management	
Provisioning	• Distributed, redundant architecture with the Cisco TelePresence Video Communication Server (Cisco VCS) clustering technology supports up to 10,000 devices. • Synchronization with the enterprise directory provides for automatic user account creation and maintenance. • Cisco TMS supports provisioning of Cisco Jabber™ Video for TelePresence (formerly Cisco TelePresence Movi), Cisco IP Video Phone E20, Cisco TelePresence System EX90, and Cisco TelePresence System EX60 devices.
Account management, security, and permissions	• Microsoft Active Directory integration allows the use of enterprise logins. • User groups for controlling permissions are customizable. • Cisco TMS supports automatic group membership using Microsoft Active Directory.

Product Specifications

Table 2 lists platform and language specifications of Cisco TMS.

Table 2.   Platform and Language Specifications

Platform	
Web-based interface	• Customizable email notification templates • Customizable web interface with company logo • Available as software for installation on customer server
Server flexibility	• Flexible database configurations, including local-server and dedicated-server database tiers
Redundant and resilient configurations	• Support for Microsoft SQL Server Clustering • Support for dedicated Microsoft SQL Server installations • Support for multiple deployment scenarios, including multiple application servers with or without load balancing for high availability

Language Support	
Language support in asset management and phone book	• International name support (UTF8) for devices in asset management and phone books • Ability to select language preferences
Language support for primary Cisco TMS interface	• English (U.S., U.K., and Australian) • French • German • Japanese • Russian • Korean • Chinese (Simplified)
Language support for Simplified Cisco TMS Scheduler Interface	• English (U.S., U.K., and Australian) • Norwegian (Bokm and Nynorsk) • Chinese (Simplified) • Chinese (Traditional) • Spanish • French • Japanese • Russian • Portuguese • Italian • German • Swedish • Korean • Catalan • Finnish • Thai • Czech • Danish • Turkish • Polish • Romanian

System Requirements

Table 3 lists system requirements for Cisco TMS.

Table 3.   System Requirements for Cisco TelePresence Management Suite

Cisco TelePresence Management Suite	

Product specifications	• Base software product includes license for up to 10 managed devices.
	• Base capacity may be extended through additional purchased licenses:
	  ◦ Additional system licenses (up to 2,000 managed devices or 10,000 large-scale provisioning users and devices)
	  ◦ Additional Cisco Jabber Video for TelePresence (formerly Cisco TelePresence Movi) up to 10,000 users
	• Base product functions may be extended through feature licenses or accessory products:
	  ◦ Cisco TelePresence Management Suite Extension for Microsoft Exchange
	  ◦ Cisco TelePresence Management Suite Extension for IBM Lotus Notes
	  ◦ Cisco TelePresence Management Suite Extension Booking API
	  ◦ Cisco TelePresence Management Suite Analytics Extension
	  ◦ Cisco TelePresence Management Suite Network Integration Extension
	  ◦ Cisco TelePresence Management Suite Application Integration Extension

Application server requirements	• Windows Server 2003 32-bit or Windows Server 2008 32- or 64-bit • Pentium 2-GHz or higher Pentium compatible CPU • Minimum 2 GB of RAM (minimum 4 GB for 64-bit servers) • Minimum 4 GB of disk space for application installation • Microsoft SQL Server 2005 or 2008 (free Express Edition included with Cisco TMS)

Client user requirements	• Supported web browsers:
	◦ Internet Explorer 7.0 or later on Windows XP, Vista, and Windows 7
	◦ Firefox 3.6 or later on Windows XP, Vista, 7, and Mac OSX
	◦ Sun Java Runtime Engine 1.5.0 or later

Ordering Information

To order Cisco TMS, refer to the [Cisco Ordering Home Page](#) and Table 4.

Table 4.   Ordering Information

Product Name	Part Number
Cisco TelePresence Management Suite	CTI-TMS-SW-K9
Initial Ordering Options for the Cisco TelePresence Management Suite	
Cisco TMS - additional 25 systems	LIC-TMS-25
Cisco TMS - additional 100 systems	LIC-TMS-100
Cisco Jabber Video for TelePresence - 25 user additional licenses	LIC-MOVI-25
Cisco TelePresence Movi - 100 additional user licenses	LIC-MOVI-100
Cisco TelePresence Movi - 500 additional user licenses	LIC-MOVI-500
Cisco TelePresence Movi - 2000 additional user licenses	LIC-MOVI-2000
Cisco TMSAE - Analytics Extension	LIC-TMS-ANLYEXT
Cisco TMS Network Integration Extension (Polycom, MGC, Radvision VialP, Cisco 3540)	LIC-TMS-NETINT
Cisco TMSBA - Extension Booking API - per 25 system registrations	LIC-TMS-BAPI-25
Cisco TMSXN - Extension for IBM Lotus Notes - per 25 system registrations	LIC-TMS-LOTUS-25
Cisco TMSXE - Extension for Microsoft Exchange - per 25 system registrations	LIC-TMS-MSEX-25
Cisco TMS Application Integration Package - per server integrated	LIC-TMS-APPINT
Add Device Licenses or Optional Features for Existing Installations	
Electronic delivery license PAK for Cisco TelePresence Management Suite installations	L-TMS-SW-PAK
Cisco TMS - additional 25 systems	L-TMS-25
Cisco TMS - additional 100 systems	L-TMS-100
Cisco Jabber Video for TelePresence - 25 user additional licenses	L-MOVI-25
Cisco TelePresence Movi - 100 additional user licenses	L-MOVI-100
Cisco TelePresence Movi - 500 additional user licenses	L-MOVI-500
Cisco TelePresence Movi - 2000 additional user licenses	L-MOVI-2000
Cisco TMSAE - Analytics Extension	L-TMS-ANLYEXT
Cisco TMS Network Integration Extension (Polycom, MGC, Radvision VialP, Cisco 3540)	L-TMS-NETINT
Cisco TMSBA - Extension Booking API - per 25 system registrations	L-TMS-BAPI-25
Cisco TMSXN - Extension for IBM Lotus Notes - per 25 system registrations	L-TMS-LOTUS-25
Cisco TMSXE - Extension for Microsoft Exchange - per 25 system registrations	L-TMS-MSEX-25
Cisco TMS Application Integration Package - per server integrated	L-TMS-APPINT

Cisco Services and Support

Cisco offers a wide range of services programs to accelerate customer success. These innovative services programs are delivered through a unique combination of people, processes, tools, and partners, resulting in high levels of customer satisfaction. Cisco Services help you protect your network investment, optimize network operations, and prepare your network for new applications to extend network intelligence and the power of your business. For more information about Cisco Services, visit Cisco Technical Support Services or Cisco Advanced Services online.

For More Information

For more information about the Cisco TelePresence Management Server, please visit http://www.cisco.com/go/telepresence or contact your local Cisco account representative or authorized Cisco partner. Product specifications are estimates and subject to change without notice.

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