

Six Key Benefits of Vyopta over Cisco Webex Control Hub



- 1** **Single-pane-of-glass for Cisco and multi-vendor UC.** See all Cisco: On-prem (CUCM, CUBE, Expressways), hosted UCM Cloud, and Webex.
- 2** **User tagging to create actionable reporting** on the metrics you care about the most (e.g., VIPs, business unit, department, location).
- 3** **Customizable and dynamic dashboards** to identify issues quickly and avoid having to wade through static reporting to find potential problems.
- 4** **Configurable alerts that integrate into ServiceNow** and other IT support systems to proactively resolve issues before they escalate.
- 5** Purpose-built **workflows that scale your Help Desk Team** and reduce issue resolution time. IT and UC staff use Vyopta with minimal training.
- 6** **Endpoint monitoring** provides an end-to-end view from your on-premises network to the cloud for more accurate troubleshooting.

“The best decision making comes from Vyopta.”

The real value, understanding, and best decision making comes from Vyopta's ability to provide **fast, easy-to-digest, and granular analytics** for our global environment.



“Freaking fantastic!”

Vyopta shows me Webex data that I was looking for all along: What meetings are active **right now**? Who is **currently** experiencing quality issues.



Vyopta vs. Webex Control Hub

Detailed Comparison



Value	Vyopta CPM Monitoring®	Vyopta	Control Hub
Proactively Manage & Improve Performance, Reliability	Generate alert tickets for unreported call issues	✓	limited
	Gauge overall health and status of call and meeting experience	✓	
	Easily identify whether an issue is isolated or systemic	✓	limited
	Get alerted to device status changes and issues	✓	✓
	Track endpoint status and quality by department, VIP user, model, location	✓	✓
Quickly Locate Call/Meeting Issues for Troubleshooting	Investigate quality for participants joining from non Webex clients/endpoints	✓	
	Investigate issues with on-premises registered endpoints	✓	up/down
	Locate a reported bad call without full call information details	✓	
	Get a quick view of quality and participants on all calls	✓	limited
Accurately Diagnose Issues	Understand and diagnose quality metrics via time-series charts	✓	limited
	Get participant join information details and client CPU usage	✓	✓
	Identify and accurately diagnose issues in call within mixed UC envir.	✓	
	See status of endpoints and peripherals	✓	
	See CDR/CMRs after a call ends	✓	

Value	Vyopta CPM Analytics®	Vyopta	Control Hub
Adoption & Usage	Track meeting and participant usage	✓	✓
	Detailed endpoint usage, top/bottom used, etc.	✓	limited
	Flexible filtering to slice usage by different categories	✓	
	Technology transition planning and usage	✓	
Systemic Performance Issues	Performance management across On-prem infrastructure	✓	
	Performance management across Cloud Infrastructure (Webex)	✓	✓
	Performance management across On-prem reg endpoints	✓	roadmap
	Performance management across Cloud reg endpoints	✓	✓
Business Reporting & Automation	Basic reporting	✓	✓
	Flexible custom business integration - e.g. view by location, department, BU	✓	
	Flexible dashboards, cross UC modality views - not silos	✓	
	Automate and schedule reports	✓	limited