Top Pain Point of Unified Communications

Are you prepared for what comes next?

The term 'Best of Breed' has been over played in the technology sector. To differentiate a solution unified communication manufacturers often lead with coined declarations without mentioning known post deployment complications. Organizations, regardless of business classification, will all make decisions to replace existing communication infrastructure in its entirety or simply augment their network with interoperable UC components.

Business stakeholders weigh the immediate benefits against short and long term costs including;

Pros of a Complete Replacement – A complete technology replacement is incredibly expensive and represents a significant investment for any organization. Often stakeholders lean on what is most comfortable by maintaining core technologies yet the ability to start with a 'clean slate' and permanently leave all baggage behind has significant upside. Next, by replacing all infrastructure broader choices become available, as well as, increased value propositions.

Cons against a Complete Change – Many have stated that 'change is not always a good thing' and they are correct. Consideration should be given to higher overall costs, integration / inoperability issues, and lack of familiarity. Each has a direct impact on the success of the implementation when measured against the overall business plan.

As the adoption of unified communications has accelerated in recent years stakeholders have shifted their focus to trying to comprehend how their UC investment is being utilized. Complicating this is that many organizations leverage voice, video, and collaboration technologies from multiple manufacturers. What is lacking is the ability to collect, normalize, and correlate to address basic business requirements around capacity planning, traffic management, service adoption, employee productivity, and expense allocation.

PREDICTIVE UC ANALYTICS™

TELEMATE.NET SOFTWARE IS THE MARKET LEADER IN PROVIDING SECURE, ROLE-BASED VISIBILITY INTO ORGANIZATIONS UNIFIED COMMUNICATIONS INVESTMENT.

TELEMATE HAS TAILORED PREDICTIVE UC ANALYTICS TO PROVIDE MISSION CRITICAL INSIGHT AND BUSINESS INTELLIGENCE THRU COLLECTING, CORRELATING, AND ENHANCING COMMUNICATION ACTIVITY. WHETHER TRADITIONAL VOICE OR ROOM / DESKTOP VIDEO, IM/PRESENCE, APPLICATION SHARING OR EMAIL, PREDICTIVE UC ANALYTICS PROVIDES SEAMLESS VISIBILITY ACROSS THE UC STACK REGARDLESS OF THE TECHNOLOGY MANUFACTURER. THEREFORE PROVIDING A SINGLE BIG DATA REPOSITORY.
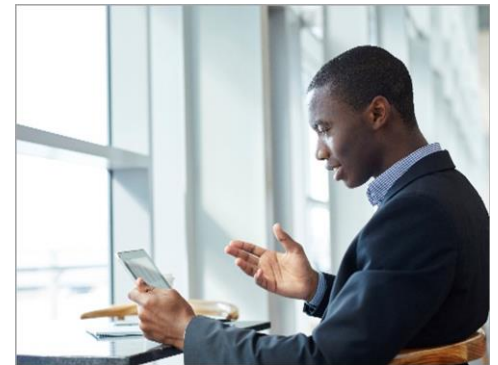
TELEMATE'S ON PREMISE, CLOUD, AND HYBRID ANALYTIC SOLUTIONS ARE UTILIZED BY ORGANIZATIONS INCLUDING

GLOBAL ENTERPRISES
SERVICE PROVIDERS
FINANCIAL SERVICES
HEALTHCARE
TRANSPORTATION / LOGISTICS
TECHNOLOGY
HIGHER EDUCATION
FEDERAL & STATE GOVERNMENT

FOR LEADING UC TECHNOLOGY MANUFACTURERS AND HOSTED UC PROVIDERS INCLUDING

CISCO	MITEL	POLYCOM
MICROSOFT	ALCATEL	VERIZON
AVAYA	ACANO	AT&T
UNIFY	VIDYO	WINDSTREAM

PREDICTIVE UC ANALYTICS™

Quick Reference

All features provide integrated visibility across all media type data through secure, role-based user interfaces.

BUSINESS INTELLIGENCE

ADOPTION FORECASTING	EXCEPTION ALERTS
ACTIVITY TRENDING	SLA ANALYSIS
CAPACITY PLANNING	QUEUE ANALYSIS
QoS ANALYSIS	AGENT STATE ANALYSIS
WORKFORCE PLANNING	COST ALLOCATION
EMERGENCY NOTIFICATION	COMPLIANCE AUDITS

MEDIA TYPES

VOICE
CONTACT CENTER
VIDEO – ROOM / DESKTOP
IM/PRESENCE
APPLICATION SHARING
EMAIL

COLLECTION MECHANISMS

STREAMING PROTOCOLS
DATA PEERING
REMOTE API

DATA ENHANCEMENT

COMPLEX DATA BINDING
STATISTICAL MODELING
GEOIP INTEGRATION
V&H / GLOBAL DIALING
LDAP INTEGRATION

VISUALIZATION INTERFACES

INTERACTIVE DASHBOARDS
HEAT MAPS
REAL-TIME MONITORS & ALERTS
REAL-TIME / HISTORICAL REPORTING

ALERT & PUBLICATION MECHANISMS

AMAZON WEB SERVICES	CRM SYSTEMS
MICROSOFT SHAREPOINT	EMAIL & TEXT MSG
CISCO SPARK	SECURE ARCHIVES
DROPBOX	CAMPUS ALERT SYSTEMS

Predictive UC Analytics™ provides comprehensive insight into an organization's unified communication investment by delivering secure, role-based access stakeholders require to maximize value.

Capacity Planning Visibility - UC Analytics provides comprehensive insight into available measurements so that system architects can build sufficient network capacity to dynamically handle changing business environments while retiring excess bandwidth from legacy technologies. Configurable quality of service notifications ensure service delivery and the added benefit that business stakeholders benefit from the UC investment.

Adoption Analysis - UC Analytics delivers both a historical repository and real-time trending of communications by media type. Providing business stakeholders value and ROI justification by delivering visibility that they don't have today. With the high cost of components like video conferencing and collaboration technologies, the insight gained from trending UC adoption is critical, if not priceless.

Productivity & Experience Management - UC Analytics enables management to peel back the productivity layers giving insight to the capabilities of the organization and engagement points including oversight, communication, collaboration, activity management, knowledge management, and workflows.

Predictive UC Analytics provides business stakeholders a smart approach to linking their unified communication investment with business processes to drive efficiencies and cost saving.