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FOR IMMEDIATE RELEASE

TeleMate's Innovative Release is a Welcomed Answer for Overwhelmed IT, UC and Telecom Professionals in 2023

Vendor Neutral UC&C Monitoring, Analytics, and Reporting

Atlanta, GA USA – January 26, 2023 – TeleMate, the leading developer of vendor neutral unified communications, collaboration and contact center monitoring, analytics and reporting solutions, announces general availability of its *Predictive 7.8* release. The release delivers a number of ground breaking advancements that focus on enhanced customer journey visibility along with superior application and infrastructure monitoring for the hybrid and remote workforces.

“Our team spends countless hours each week with customers,” said Steve Tabaska, TeleMate’s CEO, “that critical time spent is welcomed by our customers as they recognize we are not just another vendor... we are a technology partner that listens and delivers critical results against some of their most pressing UC&C challenges. Our *innovation focus group* compiled of IT, UC and Telecom professionals, has confirmed release 7.8 has raised the industry bar by delivering the distinct ability to successfully bind session activity and traffic types as it crosses multiple platforms, applications and manufacturers.”

The binding of session detail across these once isolated systems and tools enable a host of prescriptive value points that range from instant troubleshooting to enhanced monitoring and correlated analytics that can benefit an entire organization.

According to recent *Tech Decisions* article, “72% of enterprises currently support between three and nine UC&C tools.” These tools are critical pillars in each organization’s communications landscape yet a large majority of enterprises state that they are *extremely concerned* about their organization’s UC&C challenges. Much of the concern is based on having to support thousands of users that are distributed across in-office, hybrid and home-shored environments. To add fuel and absolute chaos to the fire, these environments can exist across as many as nine different UC&C tools which can be a combination of on premise, cloud or hybrid in nature.

Tabaska goes on to say, “The great news, for the industry, is that we are absolutely positioned to help alleviate many of the challenges and daily angst that enterprises are facing. The innovative strides that we’ve implemented in the latest *Predictive 7.8* release enables **TeleMate** to deliver proactive and prescriptive visibility across in-office, hybrid and remote workforces and, in many cases, regardless of the UC&C technologies that are used. We take a special type of pride in enabling our customers to be our north-star. Their challenges are our challenges, their wins are our wins and their peace of mind is our peace of mind.”

TeleMate’s *Predictive 7.8* release enables automation, reliability and flexibility in a single vendor neutral platform to ensure deep alignment with customer’s monitoring, analytics and reporting needs.

To learn more about TeleMate’s *Predictive 7.8* platform, please download the [TeleMate 7.8 Snapshot \(https://www.telemate.net/tf/whitepapers/Predictive 7.8 SnapShot.pdf\)](https://www.telemate.net/tf/whitepapers/Predictive%207.8%20SnapShot.pdf) document and schedule a demo today. Or reach out to one of our valued partners (World Wide Technology, Presidio, Encore Technologies, or Waterfield Technologies).

ABOUT TELEMATE:

TeleMate is a global leader in providing unified communications, collaboration and contact center monitoring, analytics and reporting platforms. As a recognized innovator in the space, TeleMate is the solution of choice for the Fortune 1000 and service providers.

To learn more about TeleMate visit us at www.TeleMate.Net, or contact us at info@TeleMate.Net, or call us at 1-855-790-3369.