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FOR IMMEDIATE RELEASE

Increased Demand On Unified Communications Infrastructure Stresses Under COVID-19

TeleMate.Net Software's analytic and monitoring solutions become mission critical as travel restrictions increase

Norcross, GA USA - March 6, 2020 – TeleMate.Net Software's unified communication and collaboration analytics products and services provide critical insight helping organizations successfully execute plans to protect their employees and combat the spread of the COVID-19 pandemic.

As government travel advisories are being updated regularly, many organizations have chosen to limit or in some cases ban employee travel for the foreseeable future. Furthermore, organizations are rapidly developing and implementing strict policies that encourage employees to work from home in the event they or a family member are feeling ill.

Efforts to continue productive business interactions while limiting activities that can contribute to the pandemic spread, have led to an exponential increase in the use of video conferencing and other real-time virtual meeting solutions that reside in the unified communications & collaborations portfolio. Major unified communications manufactures like Cisco System, Microsoft and Zoom respectively are offering their WebEx, Teams and Video collaboration tools at no charge to help during these unprecedented times.

Organizations are scrambling to ensure that they are prepared to meet the increased demand for their chosen unified communications and collaboration services. Prior to the current pandemic, many organizations introduced these unified communications and collaboration services to a fraction of their overall workforce. This essentially means that critical elements like concurrent user licensing, capacity and bandwidth availability have all been fine-tuned to normal business as usual adoption. Today each of those critical elements, which points to overall user experience, must be monitored and recalibrated to accommodate the COVID-19 pandemic driven increases.

As organizations rapidly shift from face to face in person interactions to virtual methods, the quality of that virtual experience will play a large role in the overall quality of interaction which can directly impact business outcomes. This heavier than normal burden on IT resources means that IT has to find ways to be proactive in an effort to reduce the negative impact of poor service quality and speed time to remedy so that users have the level of reliability required to execute in this new environment.

TeleMate.Net Software's *Predictive UC Analytics and Agile Monitoring* platform is giving organizations the needed edge required to successfully enable the flood of new users with the communication tools to navigate this fluid environment. Functions like executive dashboards to help C-levels prioritize business value with environmental changes and proactive trouble shooting that enables IT to manage quality of experience.

"During a crisis, real-time information makes all the difference" said Steve Tabaska, TeleMate's CEO. "At this time, uninterrupted collaboration between organizations is important and more specifically, uninterrupted collaboration between pharmaceutical companies, medical facilities and government agencies is paramount to eradicating the COVID-19 virus."

ABOUT TELEMATE:

The leader in unified communications & collaboration analytics and service monitoring for organizations with large populations of knowledge workers who depend on the availability and quality of communications, collaboration and meeting platforms to positively impact business outcome.

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

PRESS SUMMARY:

COVID-19 Pandemic is changing the dynamics of how organizations enable their employees to safely work. *Predictive UC Analytics & Agile Monitoring Platform* is helping organizations better manage those changes.