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FOR IMMEDIATE RELEASE

TeleMate.Net Software Accelerates Value of Analytics with Unified Communication Analyst

Providing business intelligence to customers working to interpret their UC stack

Norcross, GA USA - March 01, 2016 – TeleMate.Net Software, the pioneer and market leader in unified communication analytics, is the first to provide additional value by delivering a UC Analyst to its customers. The enhanced analyst service offering will focus on delivering the expertise organizations require to interpret vast amounts of unified communication data.

TeleMate has recognized that the demand for unified communication analytics continues to be fueled by the rapid increase in a business's use of collaboration technologies. Business stakeholders lack the ability to capture, correlate, and interpret complex session based activity from the communication source. To better measure operational efficiencies gained by effectively linking employees together using room / desktop video, application sharing, and IM / Presence technologies, businesses utilizing Predictive UC Analytics™ can now benefit with the hands-on expertise to interpret and extrapolate business intelligence; thereby driving decisions as a member of the team.

To address the market demand, TeleMate.Net Software created a new tiered service offering in conjunction with its leading Predictive UC Analytic solution to fill the information gap. The data analyst offering will perform the role of a UC consultant with the objective of accelerating the value a customer obtains from their Predictive UC Analytic investment.

“The expertise that a UC Analyst delivers to an organization can be invaluable,” said Reginald Pearson, TeleMate's VP of Sales and Strategy. “Customers have pointed to a void in the marketplace by which enterprises and service providers struggle to properly interpret and correlate data generated by their collaboration technologies. The struggle can be contributed to multiple factors including time, availability of internal resources, and simple know how.” Pearson goes on to say, “Our objective is very simple, we want to fuel organizational innovation by accelerating unified communication's transformation within enterprises and service providers. We believe the best way to accelerate the need is to allow TeleMate UC Analytic customers the flexibility to leverage a UC Analyst as a conduit to TeleMate's 30 years of experience in the space.”

To maximize customer value, TeleMate's UC Analyst offering is available in three service tiers: UC Professional, UC Advisor, and UC Assistant. Each level aligns customer requirements with the appropriate resource skills to address business objectives. A UC Analyst is designed to take on much of the day-to-day responsibilities which include interpreting and correlating complex data, working with business and IT stakeholders on recommended views, as well as leading complex business discussions. The added expertise of a UC Analyst will drive increased adoption, efficient capacity planning, and the re-alignment of critical communication and collaboration technologies to better support business objectives.

Pearson concluded that we continually hear from organizations that “We are looking for more than just another tool. We need a solution that combines technology and the right expertise for us to ultimately be successful.”

The UC Analyst will be available as a quarterly or annual resource for all Predictive UC Analytic™ cloud, on-premise, and hybrid customers.

ABOUT TELEMATE:

TeleMate.Net Software is a global leader in providing scalable and predictive unified communication analytics. As a recognized innovator in the analytic space, TeleMate has more than 18,000 deployments worldwide and is considered solutions of choice for the Fortune 1000 and service provider.

To learn more about TeleMate.Net Software's Predictive UC Analytics solutions, visit, www.TeleMate.Net, or contact us at info@TeleMate.net.