

UC&C Observability

Complete Visibility. Operational Intelligence. Business Confidence.

Enterprise communications have become one of the most complex operational environments in modern IT.

Organizations now rely on a combination of cloud collaboration, on-premises infrastructure, hybrid architectures, contact centers, Session Border Controllers, remote endpoints, and multiple technology vendors to support a single communications experience.

The challenge is no longer a lack of data.

It is understanding how all of that data fits together.

TeleMate delivers vendor-neutral Unified Communications & Collaboration (UC&C) Observability that brings the entire communications ecosystem into a single operational view—helping organizations identify problems faster, improve user experiences, reduce operational complexity, and make better technology decisions.

Whether deployed in the cloud, on-premises, across hybrid infrastructure, or within secure and air-gapped environments, TeleMate adapts to the organization—not the other way around.

See The Whole Environment. Understand Every Experience. Act With Confidence.



Vendor-Neutral Observability for Modern Communications

Why TeleMate?

One Communications Ecosystem. Complete Operational Understanding.

Modern enterprises rarely standardize on a single communications platform. Technologies are adopted over time based on business requirements, acquisitions, cloud strategies, security policies, and changing workforce needs.

TeleMate was built for that reality.

Rather than providing visibility into one vendor or one technology domain, TeleMate delivers a unified operational perspective across the entire communications environment.

01

VENDOR-NEUTRAL BY DESIGN

Gain visibility across Cisco Unified Communications, Cisco Webex, Microsoft Teams, Zoom, Pexip, contact centers, SBCs, cloud services, and hybrid infrastructure without creating another operational silo.

02

FASTER ROOT CAUSE ANALYSIS

Correlate operational data across platforms to identify where problems originated, who was affected, and what contributed to service degradation—reducing Mean Time to Resolution (MTTR).

03

END-TO-END VISIBILITY

Understand the complete communications experience across voice, video, messaging, meetings, signaling, endpoints, infrastructure, and contact centers.

04

DEPLOYMENT FLEXIBILITY

Deploy TeleMate in the architecture that best supports your organization:
Cloud | Private Cloud | Hybrid | On-Premises
| Multi-Tenant | Secure / Air-Gapped

05

SOVEREIGN UC OBSERVABILITY™

TeleMate enables organizations to determine where their operational data resides, who has access to it, and how it is governed—particularly important for government, defense, healthcare, financial services, and other highly regulated environments.

06

ENTERPRISE SCALE

TeleMate is engineered to support large, distributed communications environments where operational reliability and performance are mission-critical.

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YOUR COMMUNICATIONS STRATEGY SHOULD BE DRIVEN BY YOUR BUSINESS. YOUR OBSERVABILITY PLATFORM SHOULD ADAPT TO IT.

Key Product Capabilities

Built to See More. Understand More. Resolve Faster.

TeleMate combines deep UC&C telemetry with analytics, correlation, visualization, and reporting to provide IT teams with the insight required to manage complex communications environments.

MONITORING & DIAGNOSTICS

- Session flow visibility
- SIP ladder and packet analysis
- Packet loss, jitter and latency monitoring
- Event and trace-log analysis
- Real-time and historical device visibility
- Remote and hybrid user monitoring
- UCaaS service availability monitoring
- Intelligent alerting and notification

OPERATIONAL INTELLIGENCE

- Interactive operational dashboards
- Historical trend analysis
- Predictive modeling
- Executive and technical KPIs
- Capacity and utilization analytics
- User-experience quality analysis
- Contact center queue analytics
- Automated reporting and intelligent delivery

VISUALIZATION & REPORTING

- Interactive dashboards
- Heat maps
- Real-time wallboards
- More than 200 standard reports
- Custom reporting
- Automated scheduled reporting

CONTACT CENTER ANALYTICS

- End-to-end contact center visibility
- Queue and agent performance analytics
- CVP/VXML visibility
- Voice and interaction analytics
- Operational performance trending
- Hunt Groups

EXPENSE MANAGEMENT

- Usage-based, fixed and recurring costing
- Flexible cost allocation
- Organizational chargeback
- Billing and invoicing
- Communications expense distribution

SECURITY & ACCESS

- SSO, SAML and OAuth
- Role-based access controls
- Encryption at rest and in transit
- Secure access management
- SOC 2 Type II controls

INTEGRATIONS & EXTENSIBILITY

Support for cloud and on-premises UC&C platforms, contact centers, SBCs, E-911, directory services, ticketing systems, AXL, CTI, SYSLOG, REST APIs, FTP, and other enterprise integrations.

Turning Visibility Into Business Value

Visibility Creates Insight. Insight Drives Action. Action Delivers Business Value.

Organizations do not invest in observability simply to collect more data.

They invest to make better decisions.

TeleMate transforms communications telemetry into operational intelligence that helps organizations improve performance across IT and the broader enterprise.



HIGHER EMPLOYEE PRODUCTIVITY

Minimize communication disruptions that interrupt meetings, calls, collaboration, and everyday workflows.



FASTER RESOLUTION

Reduce troubleshooting time by providing engineers with a correlated view of the complete communications experience.



LOWER OPERATIONAL COST

Reduce manual troubleshooting, eliminate duplicated effort across teams, and make better use of engineering resources.



BETTER CUSTOMER EXPERIENCES

Improve contact center reliability and communications quality across customer-facing interactions.



SMARTER TECHNOLOGY DECISIONS

Use historical analytics, service quality, adoption, capacity, and performance information to guide investments and modernization initiatives.



GREATER OPERATIONAL RESILIENCE

Identify emerging issues earlier, understand service dependencies, and maintain confidence in mission-critical communications.



JUST A GREAT COMPANY TO HAVE ON OUR SIDE IN MAINTAINING AND OPTIMIZING OUR UC&C ENVIRONMENT.

MIKE SANDERSON
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See how TeleMate can provide complete operational understanding across your communications ecosystem.

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