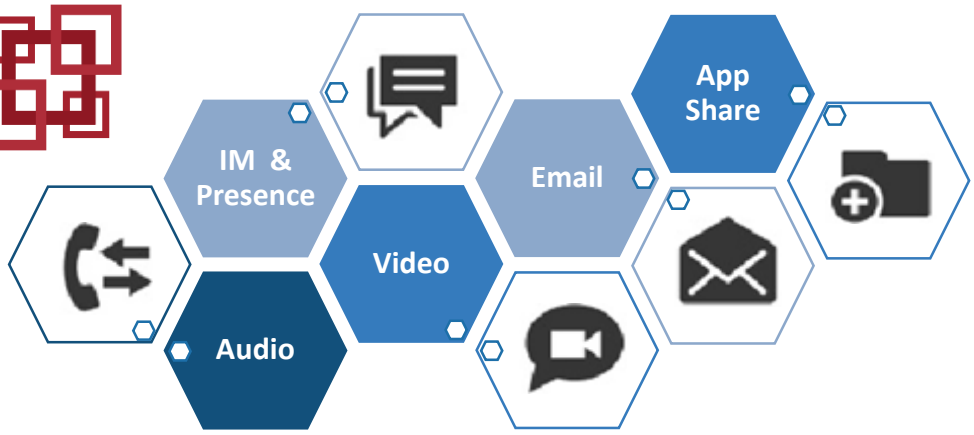
PREDICTIVE
UC ANALYTICS

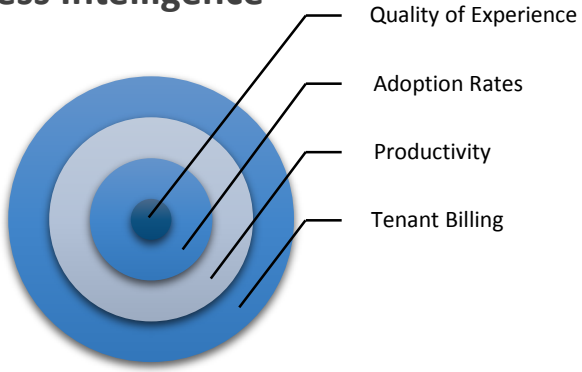
Transforming siloed Unified Communication technologies into secure role-based visibility across the UC stack



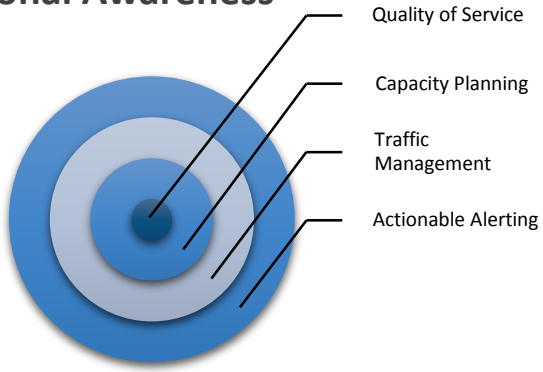
Predictive UC Analytics™

Global enterprises are struggling to understand adoption rates and the network impact of expensive, resource intensive unified communication technologies. UC components including audio, room and desktop video, IM & Presence, email, and collaboration tools have been siloed by media type and manufacturer, making simple but necessary business intelligence impossible to access. TeleMate.Net Software addresses this critical need by aggregating and transforming disparate activity detail into real-time, interactive analytics required to maximize return on investment and optimize service delivery.

Business Intelligence



IT Situational Awareness



Return on investment for Information Technology is particularly challenging to measure. The goal, of course, is not only to improve the operating performance of the organization, but also to provide a measurable guideline to assess actual performance improvements when communicating with internal and external customers. Critical measurements include quality of experience, adoption rates, and employee productivity. Though individual UC platforms claim to provide integrated reporting each is siloed.

Maximizing Return on Investment

The silo mentality significantly impacts operations, business decision making and may contribute to the overall failure of a company. Simply, TeleMate UC Analytics provides the business owners instant visibility across the UC stack to ensure availability to consolidated session detail. This maximizes your ROI by breaking down the silo mentality.

Transforming the typical IT organization into an efficient service delivery group is difficult. Companies that do not make the transition face loss of competitiveness, while the IT organization faces loss of credibility and influence and most importantly impact. This is most noticeable in an organization's use of unified communications where challenges range from the technical to the organizational and cultural. Service delivery depends on turning a manual business process into a automated systematic process.

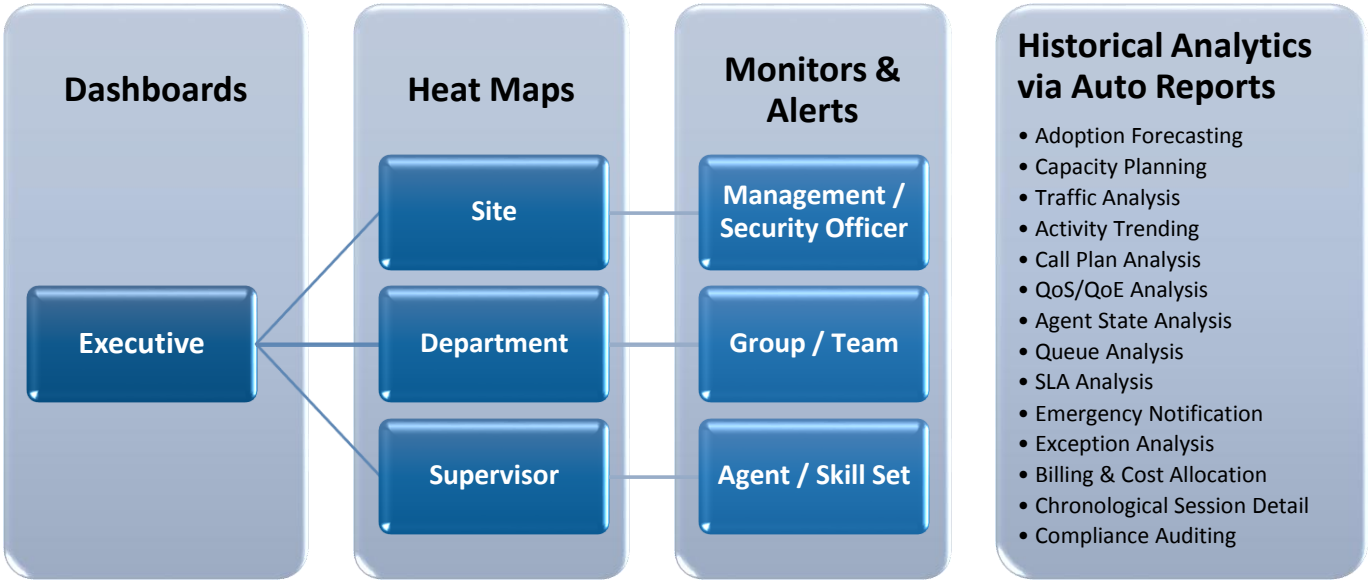
Optimizing Service Delivery

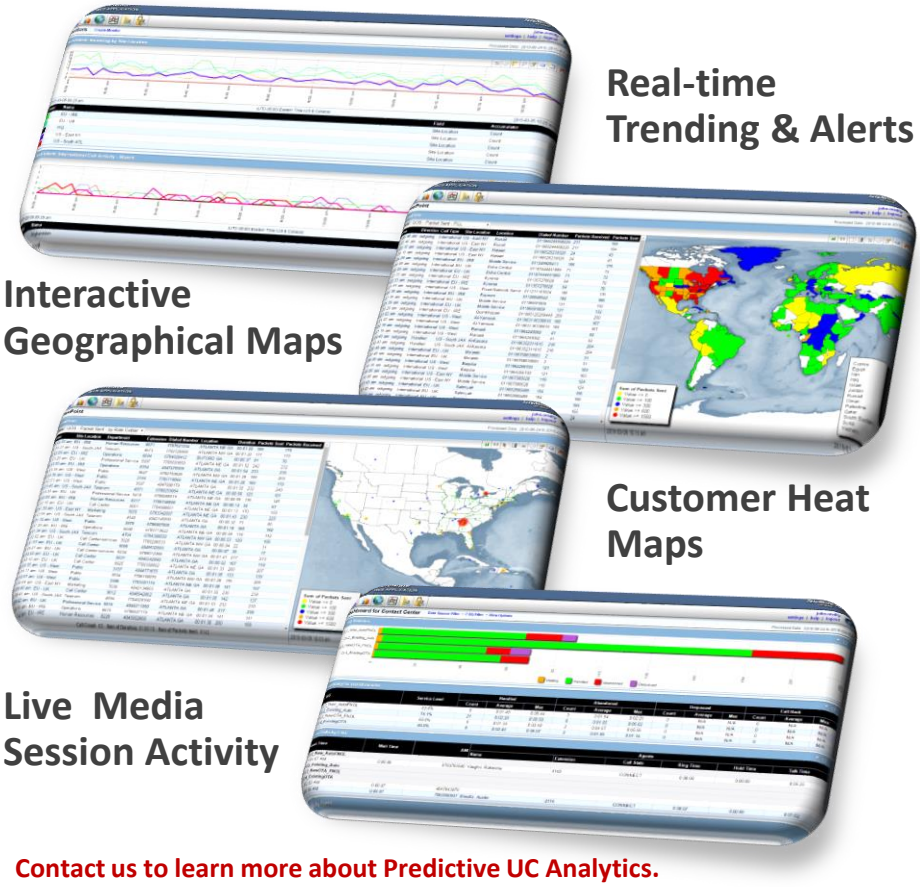
Adding to the complexity, the ability of technical resources to operate and consolidate individual monitoring systems significantly limits the situational awareness when quality of service is mission critical. As a single solution, Predictive UC Analytics collects and pro-actively trends all unified communication activity regardless of manufacturer and media type.

Predictive UC Analytics™

Benefiting from UC business intelligence can only be achieved when all communication session detail is captured and presented from a single solution. Predictive UC Analytics is a universal analytic tool that provides actionable, role-based visibility across the entire UC stack. Universal from the standpoint of supporting all UC manufacturers of phone, video, IM, contact center, and email technologies, as well as, flexible interfaces needed to address every business use-case.

Flexible Analytics to Address Functional Business Owner's Expectations





Expectations vary amongst business owners when discussing analytic tools, yet agreement is recognized on the need for simplicity and instant access. Predictive UC Analytics provides up-to-date, always-on monitoring with interactive displays including customizable dashboards, heat maps, and monitors where inclusive, exclusive, and expression based filtering enable creation of unlimited business views and alerting capabilities.

Predictive UC Analytics uses automation to ensure media content is associated with the proper user or customer for accurate on-demand information. Web-based archives, 120+ historical reports, directory service integration with role-based security facility each business owner's need for business intelligence.

Predictive UC Analytics is available as a on-premise, cloud, and hybrid deployment option.

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Contact us to learn more about Predictive UC Analytics.

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