

Bandwidth Demands with Desktop Video

Are you prepared for what comes next?

The primary objective of organizations rolling out desktop video services to employees is to optimize workforce efficiency and reduce travel expenditures. Though both are valid initiatives the reality is that on-demand video conferencing can tax network bandwidth, degrade quality of service, and impact the availability of other mission critical applications and services.

Manufacturers of video conferencing technologies are quick to outline proven benefits of adoption including

Staying Competitive - In today's global marketplace, companies must support a virtual workplace in which distributed employees can collaborate, quickly and easily, regardless of where they're located.

Reduce Travel Costs - The majority of organizations will recognize a single outlay for the entire video conferencing investment far outweighing the annual travel expenses, easily justifying the implementation. Plus, provides the added benefit of support Green Initiatives.

Improved Hiring and Retention of Top Talent - Face-to-face interaction improves cooperation by allowing remote employees to become closer faster with other team members; helping employees retain work/life balance by mitigating travel so they can spend more time with their families.

Increase Productivity - Personal interaction results in faster decision making, the ability to bring products to market more quickly, and easily share dynamic presentation to colleagues and customers.

Quicker Training - Employee education is critical to organizations and patients. Video training provides consistent and auditable content.

Yet, manufacturers omit a clear explanation of the hidden costs on-demand video services and other collaboration technologies have on the business including the need for video-enabled desktops/tablets, increased network capacity, and the core infrastructure to support the added load.

PREDICTIVE UC ANALYTICS™

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TELEMATE HAS TAILORED PREDICTIVE UC ANALYTICS TO PROVIDE MISSION CRITICAL INSIGHT AND BUSINESS INTELLIGENCE THRU COLLECTING, CORRELATING, AND ENHANCING COMMUNICATION ACTIVITY. WHETHER TRADITIONAL VOICE OR ROOM /DESKTOP VIDEO, IM/PRESENCE, APPLICATION SHARING OR EMAIL, PREDICTIVE UC ANALYTICS PROVIDES SEAMLESS VISIBILITY ACROSS THE UC STACK REGARDLESS OF THE TECHNOLOGY MANUFACTURER. THEREFORE PROVIDING A SINGLE BIG DATA REPOSITORY.



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ADVENTIST HEALTH NETWORK
HEALTH ALLIANCE HOSPITAL
DANBURY HOSPITALS
MOSES CONE MEMORIAL HOSPITAL NETWORK

AND LEADING CORPORATIONS INCLUDING

GENUINE PARTS COMPANY
GETTY IMAGES
RAYTHEON-WEBSense
WEB.COM
SYNOPSIS
MARSH MCLENNAN
SEAGATE TECHNOLOGY
ADI / HONEYWELL
GARTNER
AND MANY MORE...



PREDICTIVE UC ANALYTICS™

Quick Reference

All features provide integrated visibility across all media type data through secure, role-based user interfaces.

BUSINESS INTELLIGENCE

ADOPTION FORECASTING	EXCEPTION ALERTS
ACTIVITY TRENDING	SLA ANALYSIS
CAPACITY PLANNING	QUEUE ANALYSIS
QoS ANALYSIS	AGENT STATE ANALYSIS
WORKFORCE PLANNING	COST ALLOCATION
EMERGENCY NOTIFICATION	COMPLIANCE AUDITS

MEDIA TYPES

VOICE
CONTACT CENTER
VIDEO – ROOM / DESKTOP
IM/PRESENCE
APPLICATION SHARING
EMAIL

COLLECTION MECHANISMS

STREAMING PROTOCOLS
DATA PEERING
REMOTE API

DATA ENHANCEMENT

COMPLEX DATA BINDING
STATISTICAL MODELING
GEOIP INTEGRATION
V&H / GLOBAL DIALING
LDAP INTEGRATION

VISUALIZATION INTERFACES

INTERACTIVE DASHBOARDS
HEAT MAPS
REAL-TIME MONITORS & ALERTS
REAL-TIME / HISTORICAL REPORTING

ALERT & PUBLICATION MECHANISMS

AMAZON WEB SERVICES	CRM SYSTEMS
MICROSOFT SHAREPOINT	EMAIL & TEXT MSG
CISCO SPARK	SECURE ARCHIVES
DROPBOX	CAMPUS ALERT SYSTEMS

Predictive UC Analytics™ provides enterprise customers a central view into the effectiveness of their unified communication investment by providing

Capacity Planning Visibility - UC Analytics provides comprehensive insight into available measurements so that system architects can build sufficient network capacity to dynamically handle changing business environments while retiring excess bandwidth from legacy technologies. Configurable quality of service notifications ensure service delivery and the predictive nature accurately forecasts capacity requirements so business stakeholders benefit from the UC investment.

Adoption Analysis - UC Analytics provides both a historical repository and real-time trending of enterprise communications technologies providing management value and ROI justification on knowing what today they don't know. With the high cost of video conferencing and collaboration technologies, the insight gained from trending and forecasting UC adoption is priceless.

Productivity & Experience Management - UC Analytics enables enterprises to peel back the productivity layers giving insight to the capabilities of the organization and engagement points including oversight, communication, collaboration, activity management, knowledge management, and workflows.

Cost Allocation & Expense Justification - Cost control is one of the most compelling arguments for using Predictive UC Analytics across the unified communications stack. As a single solution UC Analytics has a major impact on profitability because every dollar saved improves the bottom line by one dollar. UC Analytics provides cradle-to-grave visibility will the added flexibility of associating a charge to every communication by media type, source, and destination.

Predictive UC Analytics provides business stakeholders a smart approach to linking their unified communication investment with business processes to drive efficiencies and cost saving.