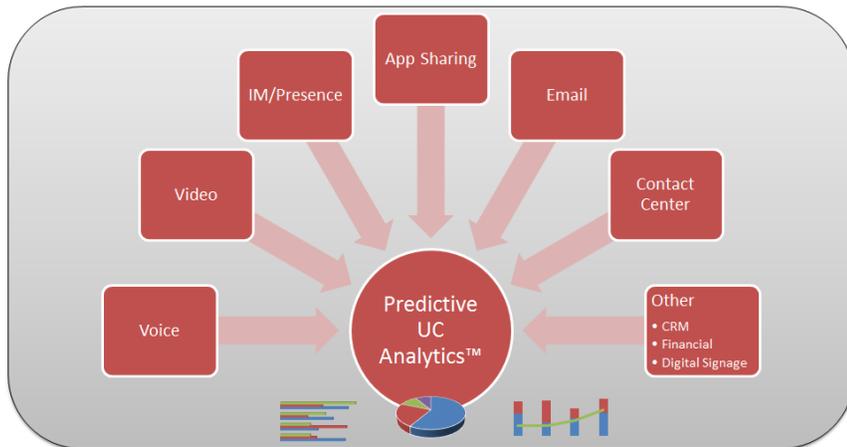


What You Do Not Know Will Cost You.

Are you prepared for what comes next?

Organizations, regardless of the market vertical, place significant importance on information that delivers value to their customers. Value is measured by revenue growth, customer retention, customer satisfaction, and efficient operations. Yet, when discussing how leading executives and business stakeholders track unified communications, being the core technologies that employees use to interact with customers, the response would leave one to believe that some types of information is just an 'after thought'.

Predictive UC Analytics™, an extension to the TeleMate Unified Communications and Collaboration suite, is designed to provide both, IT administrators and business management, with a view of the entire UC stack, including Voice, Video, IM and Presence, Application Sharing, EMail, Contact Center, Gateways, Border Controllers, Digital Signage and other networking systems.



There are several key factors that are fundamentally different from other analytic offerings. First, Predictive UC Analytics is universal in its ability to be vendor-neutral by having the ability to dynamically collect and normalize all attributes from a media source. Second, media type attributes and enumerated values can be simply placed in all visualization features enabling end-user point and click interaction with

PREDICTIVE UC ANALYTICS™

TELEMATE.NET SOFTWARE IS THE MARKET LEADER IN PROVIDING SECURE, ROLE-BASED VISIBILITY INTO ORGANIZATIONS UNIFIED COMMUNICATIONS INVESTMENT.

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.



TELEMATE'S ON PREMISE, CLOUD, AND HYBRID ANALYTIC SOLUTIONS ARE UTILIZED BY ORGANIZATIONS INCLUDING

- GLOBAL ENTERPRISES
- SERVICE PROVIDERS
- FINANCIAL SERVICES
- HEALTHCARE
- TRANSPORTATION / LOGISTICS
- TECHNOLOGY
- HIGHER EDUCATION
- FEDERAL & STATE GOVERNMENT

FOR LEADING UC TECHNOLOGY MANUFACTURERS AND HOSTED UC PROVIDERS INCLUDING

- | | | |
|-----------|---------|------------|
| CISCO | MITEL | POLYCOM |
| MICROSOFT | ALCATEL | VERIZON |
| AVAYA | ACANO | AT&T |
| UNIFY | VIDYO | WINDSTREAM |

secure, role-based access controls. Next, based on security policies, filter controls provide unlimited views of communication activity based on your role in the organization.

The most significant benefit of Predictive UC Analytics is not the ability to collect, enhance, monitor, alert, and report on all UC activity but is now the predictive nature of the technology. Core to the solution is the capability of statistically modeling traffic patterns and numerical accumulators to better forecast and inform business stakeholders of future trends and network requirements. Access to this type of information or better stated as 'value' will keep each functionally area ahead of the curve and focused on the bottom line.

Predictive UC Analytics™ provides comprehensive insight into an organization's unified communication investment by delivering secure, role-based access stakeholders require to maximize value. As well as accelerated time to value if a cloud or hybrid deployment model is preferred. Simply, Predictive UC Analytics focuses on

Capacity Planning Visibility - Predictive 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 added benefit that business stakeholders benefit from the UC investment.

Adoption Analysis - Predictive UC Analytics delivers both a historical repository and real-time trending of communications by media type. Providing business stakeholders value and ROI justification by delivering visibility that they don't have today. With the high cost of components like video conferencing and collaboration technologies, the insight gained from trending UC adoption is critical, if not priceless.

Productivity & Experience Management - Predictive UC Analytics enables management 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.

Predictive UC Analytics provides business stakeholders a smart approach to linking their unified communication investment with business processes to drive efficiencies and cost saving. Delivering value today and in the future.

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