UCentric
VOICE

The UCentric Value Chain

UCentric's capabilities allow it to leverage an organisation's data to provide insightful and actionable reports across all sectors and industries. By making use of the most important data an organisation has – its own – UCentric offers a breakthrough in data analysis. If a device can produce data – from vending machines to temperature sensors; voice systems to network drives – UCentric can capture it, analyse and offer bespoke intelligence on the working practices of an organisation and inform future strategies.

UCentric's ability to embrace and leverage new technology which can add further data sources also makes it future-proof.

UCentric's unique data analysis

For a single piece of data to offer value, it first needs to be collated, analysed and cross referenced to other information. It is the infinite range of devices which can be connected to UCentric which makes it unique – imagine the power of linking voice, unified communications and facilities data to guide management decisions. Ultimately, as long as a device can output digital information, UCentric can incorporate it in its analysis and reports.

The data can be aggregated on a real-time basis at a building, portfolio and organisational level. To aid diagnosis the aggregated information can be analysed using different tools such as Non Obvious Relationship Awareness (NORA) analysis to develop descriptive, prescriptive and predictive insights – invaluable insights for operational managers.

UCentric unlocks vital insights from data – your data on your own network that could be working harder to inform your business strategies and enhance operations. When connected to your operations multiple devices, it captures and analyses raw information, seeks out non-obvious relationships and produces reports to improve efficiency and your top line. UCentric offers the next level in data analytics to all organisations in any sector or industry.

UCentric Voice: Client acquisition and maintenance

Gathering the data required for on-boarding a new client has typically been costly, time-consuming, resource intensive and prone to error. The challenge has been compounded by difficulties accessing that data and having the expertise among the project team to acquire it from legacy systems.

UCentric Voice is not only the breakthrough solution to these challenges, in some cases capable of compiling all data required in an hour, its real-time collation of data from multiple sources across multiple platforms and unique cross-referencing capability makes it the complete management tool for unified communications managers. UCentric Voice even simplifies the management of disparate systems, technologies and meta-data.

No need to ask your client

It is a difficult start to a new client relationship when you expect them to provide a lot of detailed information, much of which they find difficult to obtain. They may have incumbent service providers, who have no motivation to help, or have lost key skills on some of their multi-vendor equipment. If they do provide it, it may not be accurate or up to date. This can cause issues when quoting for a clients business as errors introduced at this stage lead to expectations not being met later in the acquisition cycle.

Hosted PBX auto configurators are a proven method of reducing time and consequently cost for clients assessing usage and structure on multiple platforms. The process begins with an automated UCentric Voice scan of the multi-vendor telephony equipment to ascertain status information on utilisation. This includes the existing hardware, cards, cabinets, handset types and key press programming, thereby informing managers of equipment usage, dial plans, hunt and trunk group settings, licence usage, configured options and much more.

This data is then consolidated and normalised, making it readable, and providing a 100% accurate plan of the existing voice system estate.

UCentric's capabilities also:

- **Drastically enhance migration processes**
  In some instances, UCentric Voice can reduce the amount of time required to migrate from a traditional PABX platform to a hosted solution from four weeks to just one hour

- **Automate remote capture of multi-vendor asset information**
  UCentric Voice can remotely scan multi-vendor telephony equipment to ascertain status information on utilisation

- **Provide in-life asset management**
  UCentric analyses information from multiple sources simultaneously, and provides a complete picture of the entire voice network estate

- **Inform efficient facilities management**
  In a working world defined by hot-desking and homeworking, UCentric offers organisations a unique tool to ensure the correct level of facilities resourcing

- **Improve security**
  Thanks to UCentric's forensic analysis capability which allows easier and earlier detection using non-obvious relationship awareness tools

- **Optimise employee productivity**
  UCentric can provide invaluable information on which features are being used by employees and how often offering the potential to define an optimal usage map