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: Voice migration

Gathering the data required for system migration 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 reducing network build times from weeks to 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 communications managers. UCentric Voice even simplifies the management of disparate systems, technologies and meta-data.

Faster migration

The mandatory freeze on changes to the network during a migration causes unnecessary business disruption, demanding the fastest possible switchover. When data is available – which isn't a given – it comes from multiple sources in different formats and at different times. Using traditional means to complete the task is time consuming, expensive and prone to errors. That typically means configuration of a system such as Broadsoft takes four weeks from start to finish.

By using UCentric Voice, it's possible to capture the data, configure the system and go live in an hour.

Firstly, UCentric Voice scans the current voice platforms (TDM/IP) and captures information such as: type and number of phones, card types and utilisations, dial and routing plan configurations and so on. This data is consolidated and normalised, making it readable and possible to convert into a new platform. Once complete, it's then pushed into the network build tool connected to the system. The platform is now live.

What's even more remarkable about UCentric Voice is the fixing of any errors that may occur post migration, for example, duplicated extension numbers that are configured on multiple hunt groups. This is possible as UCentric Voice is constantly monitoring the network's system, and able to provide a snapshot of the existing equipment status.

Case study

A large government department was moving their mix of traditional PABX platforms to a hosted Cisco solution. The migration was for 125,000 lines over a 24 month period. Of this the data capture phase was a fixed 12 months timeline. By using UCentric data capture technology, the system was configured, tested and set live after only eight months, the data capture phase having been completed in two months.

Another UCentric client undertook a major equipment migration from a range of Mitel 3300's and SX2000's. By auto-capturing this data and uploading the system design into a hosted auto-configurator it has been calculated that for each system three weeks of work was saved and the project team were able to handle up to ten more migrations a week reducing the change freeze and allowing them to get paid quicker.

UCentric's capabilities also:

- **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