UCentric In-Life

From call logging to complete operational visibility.

Traditional call logging was built for a different era focused on voice. It's now limited in scope and disconnected from your wider business. Most organisations operating across multiple systems lack a unified view of how they perform together.

Common challenges include:

- Fragmented data across voice, UC and operational systems
- Siloed reporting across departments and technologies
- Manual analysis of disconnected datasets
- Inability to link activity to individuals, teams or business outcomes
- Missed insights across security, facilities and environmental data



A Single View of Operational Reality

UCentric In-Life brings together multiple data streams into one platform: normalised, correlated and ready to use in a single-pane view. The configurable reporting allows correlation across locations, departments and teams.

Comprehensive Data Capture

- Voice and UC logging across all major platforms
- Microsoft Teams and cloud provider activity tracking
- Logging of email, chat and ancillary communication channels

Beyond Communications

- Security system data (access control, sensors, occupancy insights)
- Environmental and IoT data (energy, emissions, temperature, utilities)
- Integration of external data sources via API

What This Enables

Complete Visibility

- One platform for voice, UC and operational data
- Eliminate silos and gain a single version of truth
- Understand how systems, teams and environments interact

Faster, Smarter Decisions

- Real time dashboards and trend analysis
- Identify anomalies, inefficiencies and opportunities early
- Spend less time analysing data & more time acting on it

Operational Efficiency

- Remove manual data gathering and reconciliation
- Automate reporting across multiple systems
- Improve productivity across IT, operations and leadership teams

Commercial Insight

- Link communications activity to business outcomes
- Identify underutilised resources and optimisation opportunities
- Support cost control and capacity planning

Risk & Compliance Support

- Monitor usage across platforms and environments
- Improve oversight of security and access data
- Strengthen auditability and reporting

Scalable by Design

- Works across multi-vendor, multi-system environments
- Flexible API integration into existing tools and workflows
- Scales with organisational growth and complexity

About MIT

MIT is a UK based software and services company:

- 35+ years of experience in voice and UC
- Multi-vendor expertise across legacy and cloud platforms
- Proven delivery across over 1 million migrated users

MIT combines software and professional services to act as a delivery partner, not just a tool provider. We help organisations move from fragmented voice estates to fully optimised UC environments.



See everything. Understand more. Act faster.

MIT
WHERE META MATTERS