# Starfish Directory Solution

## Consolidate, Synchronize and Extend IT & Telecom Data

Large enterprises depend on accurate and reliable telecom data to operate efficiently and effectively. However, in many enterprises, user data is entered manually and managed by different departments such as telecom, IT and HR which results in incomplete and inconsistent data.

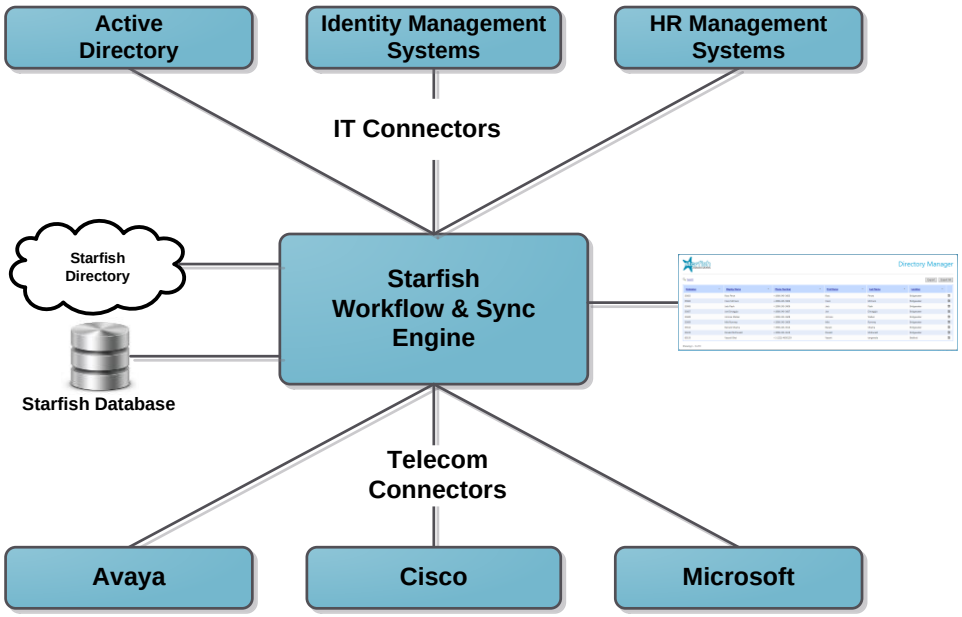
Without an automated process to keep the data up-to-date, information quickly becomes inaccurate which leads to re-work and loss of productivity. By consolidating and synchronizing data from multiple sources, these problems are eliminated.

## Solution Overview

**Starfish Directory Solution** is an intelligent directory workflow and synchronization engine.

Directory Solution maintains a reliable, real-time data store with up-to-date information about users and their corresponding telecom resources. Since the directory is always updated, it serves as the authoritative source of user information such as name, phone number, email address, employee ID, building & location, and cost center. By collecting critical data elements about a user in the enterprise from authoritative sources of truth, Directory Solution provides an accurate mapping of user information.

Directory Solution consolidates and synchronizes information in real-time or batch from multiple sources.





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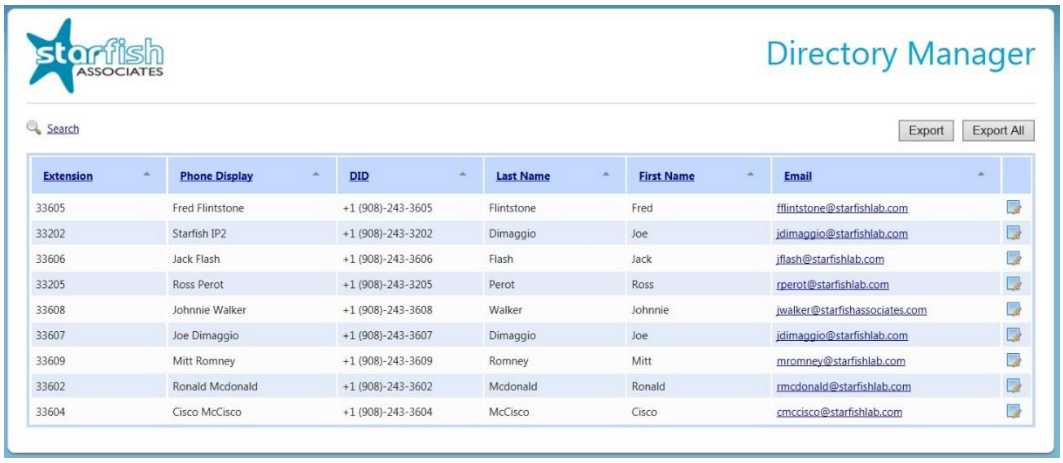
## Solution Components

Directory Solution is comprised of the following components:

- Directory workflow and synchronization engine
- Connectors to IT applications and telecom platforms
- Extensible data store (Starfish Directory)
- Intuitive directory browser (Directory Manager)
- Initialization tools & utilities

### Starfish Directory Manager

Directory Solution includes an intuitive directory browser enabling end users to search and view enterprise directory information. The directory browser is highly configurable and can provide access to various information within the data store.




| Extension | Phone Display | DID | Last Name | First Name | Email |
|---|---|---|---|---|---|
| 33605 | Fred Flintstone | +1 (908)-243-3605 | Flintstone | Fred | fflintstone@starfishlab.com |
| 33202 | Starfish IP2 | +1 (908)-243-3202 | Dimaggio | Joe | jdimaggio@starfishlab.com |
| 33606 | Jack Flash | +1 (908)-243-3606 | Flash | Jack | jflash@starfishlab.com |
| 33205 | Ross Perot | +1 (908)-243-3205 | Perot | Ross | rperot@starfishlab.com |
| 33608 | Johnnie Walker | +1 (908)-243-3608 | Walker | Johnnie | jwalker@starfishassociates.com |
| 33607 | Joe Dimaggio | +1 (908)-243-3607 | Dimaggio | Joe | jdimaggio@starfishlab.com |
| 33609 | Mitt Romney | +1 (908)-243-3609 | Romney | Mitt | mromney@starfishlab.com |
| 33602 | Ronald Mcdonald | +1 (908)-243-3602 | Mcdonald | Ronald | rmcdonald@starfishlab.com |
| 33604 | Cisco McCisco | +1 (908)-243-3604 | McCisco | Cisco | cmccisco@starfishlab.com |

## Solution Benefits

- Creates a single authoritative telecom directory
- Eliminates manual administration of multiple data stores
- Synchronizes data between IT applications & databases
- Serves as a reliable source of data for applications requiring user data
- Enables users to access accurate real-time directory information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## Supported Platforms & Applications

### Unified Communications & Contact Center Platforms:

Avaya:
- Communication Manager
- Modular Messaging
- Aura Messaging
- System Manager
- Aura Call Center Elite
- CMS

Cisco:
- Unified Communications Manager
- Unity

Microsoft
- Skype for Business
- Lync
- Unified Messaging

### Applications

Enterprise Directories
- Microsoft Active Directory
- LDAP

HR Systems
- Oracle PeopleSoft
- SAP
- Workday


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