

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.

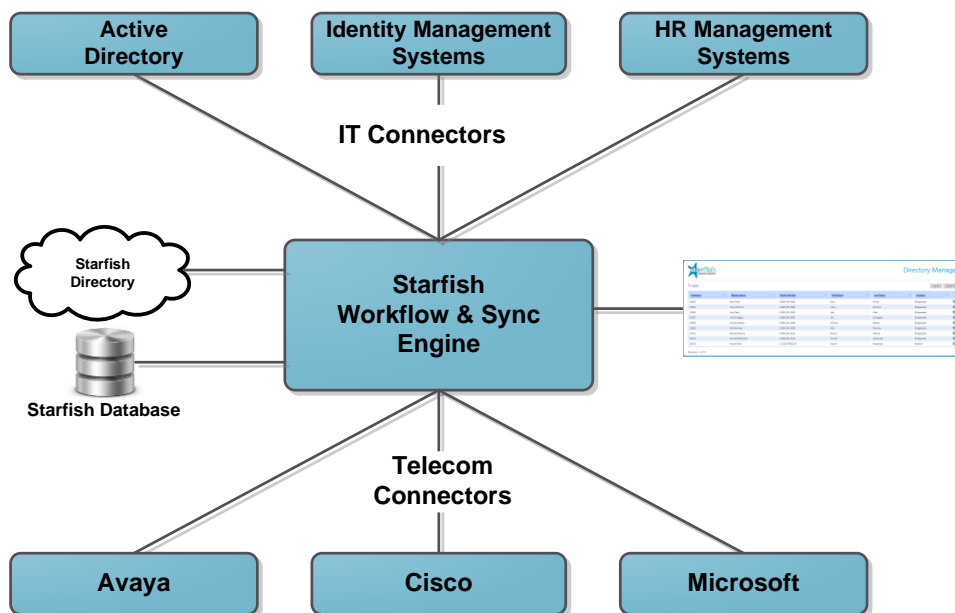
Without an automated process to keep the data up-to-date, information quickly becomes inaccurate which leads to re-work and loss of productivity. By consolidating and synchronizing data from multiple sources, these problems are eliminated.

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.



Starfish Directory Solution


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.



The screenshot shows the Starfish Directory Manager interface. It features the Starfish Associates logo in the top left and the title "Directory Manager" in the top right. Below the logo is a search bar with a magnifying glass icon and the word "Search". To the right of the search bar are two buttons: "Export" and "Export All". The main content is a table with the following columns: Extension, Phone Display, DID, Last Name, First Name, and Email. Each row represents a directory entry and includes a small document icon in the rightmost column.

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	jdimgaggio@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	jdimgaggio@starfishlab.com
33609	Mitt Romney	+1 (908)-243-3609	Romney	Mitt	mrromney@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

Starfish Directory Solution

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