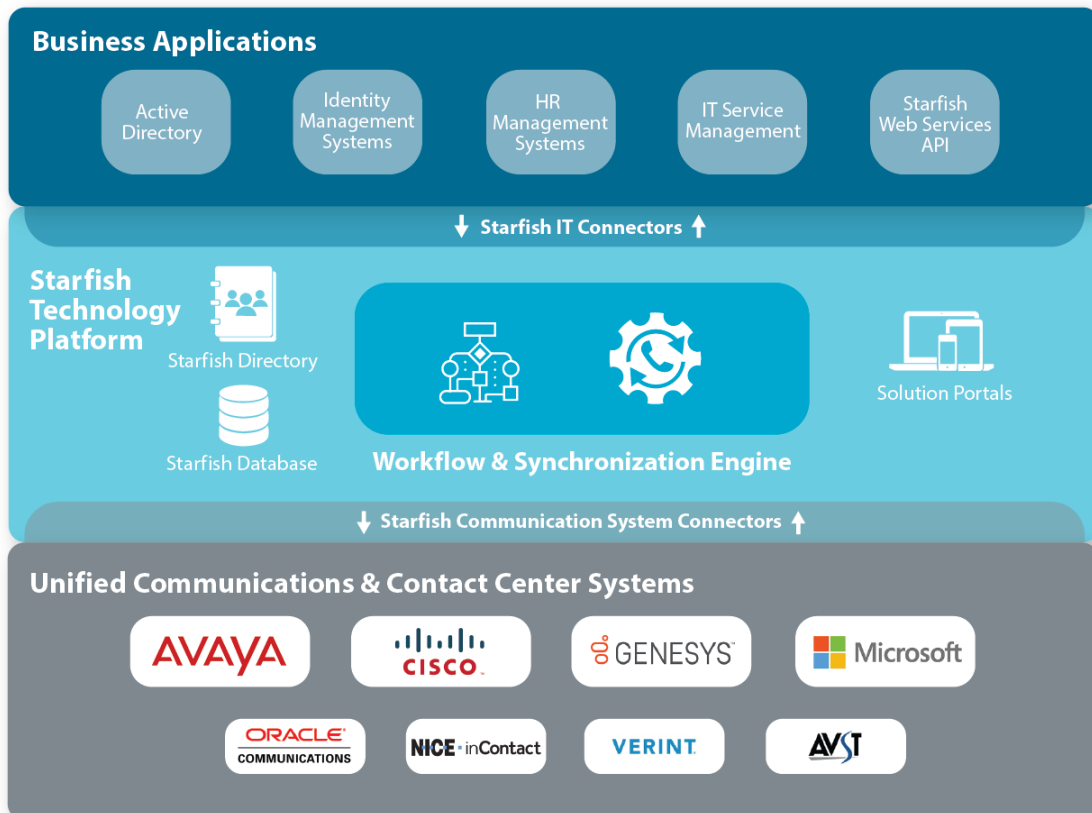## Consolidate and synchronize information between communication platforms and IT applications

To efficiently communicate within an organization, it is critical to maintain accurate and reliable user and phone information. However, most enterprises manually manage user information by different functional departments which results in incomplete and inconsistent information. By automatically consolidating and synchronizing data from multiple sources, these problems are eliminated.

Solution Overview

Starfish Directory Solution consolidates and synchronizes data from multiple sources including communication platforms, and IT business applications.

The Directory Solution includes an intelligent directory workflow and synchronization engine that maintains a reliable, real-time data store with up-to-date information about users and their corresponding communication 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, cost center, etc. 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.

Starfish Directory Solution

Directory Solution includes a highly configurable directory portal that enables users to search and view reliable up-to-date enterprise directory data containing user information such as name, phone number, email address, employee ID, building & location, cost center and more.

Solution Benefits

- Creates a single authoritative directory.

- Eliminates manual administration of multiple data stores.

- Synchronizes data between IT business applications & databases.

- Serves as a reliable source of data for applications requiring user data.

- Tightly integrates with Identity Managers.

- Enables users to access accurate real-time directory information.

Key Features

Workflow & Synchronization Engine
Maintains a reliable real-time LDAP data store with up-to-date information about users and their communication resources from multi-vendor communication platforms.

Batch & Real-time Synchronization
Synchronizes directory information in real-time or batch from multiple sources including IT applications and multi-vendor communication platforms.

Directory Portal
An intuitive directory portal enables users to search and view enterprise directory information. The portal is highly configurable and can provide access to select information within the data store.

Accurate Mapping of Users
Provides an accurate mapping of user information by collecting critical data elements about users in the enterprise.

Sources of Truth
An authoritative source of user information such as name, phone number, email address, employee ID, building & location, cost center and more.

Consistent Directory Information
Automated processes keep data consistent, accurate and up-to-date. Errors and re-work caused by manual inputting of information are eliminated.

Communication System Connectors
Connectors to multi-vendor communication platforms enables access to directory and communication resource information.

IT Application Connectors
IT connectors to business applications enables synchronization of directory information.

Extend Data to IT Applications
Enable applications such as Oracle Enterprise Communications Broker, Nuance SpeechAttendant and various call accounting solutions that require accurate, up-to-date directory information.

Supported Platforms & Applications

Unified Communications & Contact Center Platforms

Avaya:
- Aura Communication Manager
- Aura Session Manager
- Aura Messaging
- Aura Call Center Elite / CMS

Cisco:
- Unified Communications Manager
- Unity Connection
- WebEx
- Webex Teams
- Unified Contact Center Express (UCCX)
- Unified Contact Center Enterprise (UCCE)

Microsoft:
- Microsoft Teams
- Skype for Business
- Unified Messaging

Business Applications

Enterprise Directories:
- Microsoft Active Directory
- LDAP

HR Systems:
- Oracle PeopleSoft
- SAP
- Workday

Identity Management Systems:
- Microsoft Identity Manager
- Oracle Identity Manager
- IBM Security Identity Manager
- SailPoint