

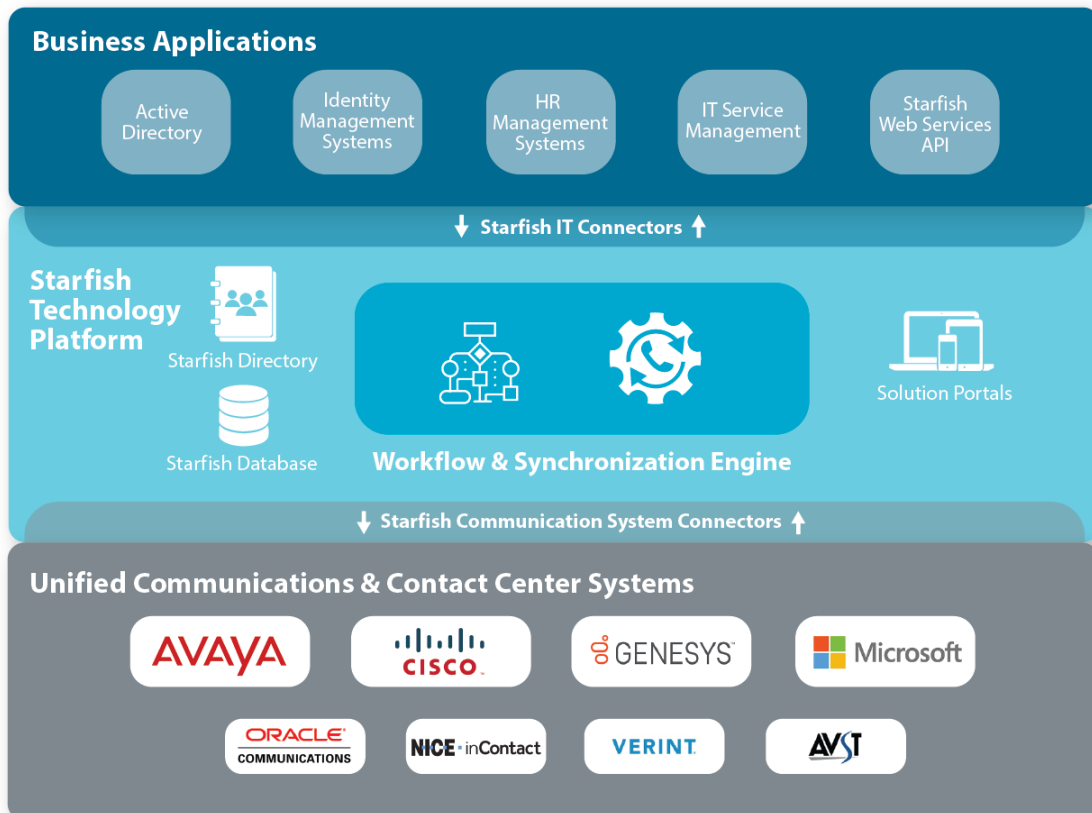
Consolidate and synchronize information between communication platforms and IT applications

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.



The screenshot displays the Starfish Directory Manager web interface. At the top left is the Starfish Associates logo. The title "Directory Manager" is positioned at the top right. Below the logo are navigation buttons for Home, Search, Export, and Export All. The main content area features a table with columns for Extension, DID, User ID, Last Name, First Name, Display Name, Mail, Location, and Server. The table contains seven entries for users with extensions 5000 through 5006. At the bottom of the table, it indicates "Showing 1 to 7 of 7 entries" and includes "Previous" and "Next" navigation links. The footer of the interface shows the copyright notice: "© 2019 - Directory Manager v5.1.1".

Extension	DID	User ID	Last Name	First Name	Display Name	Mail	Location	Server
5000	+1 (908) 243-5000	rgreen	Green	Roger	Roger Green	rgreen@starfishassociates.com	Columbus	Starfish3
5001	+1 (908) 243-5001	bpatel	Patel	Bhavin	Bobby Patel	bpatel@starfishassociates.com	Bridgewater	Starfish3
5002	+1 (908) 243-5002	kwong	Wong	Kwon	Kim Wong	kwong@starfishassociates.com	Delaware	Starfish3
5003	+1 (908) 243-5003	vpetrov	Petrov	Valentine	Val Petrov	vpetrov@starfishassociates.com	Bridgewater	Starfish3
5004	+1 (908) 243-5004	jfairbanks	Fairbanks	James	Jim Fairbanks	jfairbanks@starfishassociates.com	Bridgewater	Starfish3
5005	+1 (908) 243-5005	wwhite	White	Walter	Wally White	wwhite@starfishassociates.com	Houston	Starfish3
5006	+1 (908) 243-5006	jjones	Jones	Jessica	Jess Jones	jjones@starfishassociates.com	Dallas	Starfish3

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.

Starfish Directory Solution

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.

Starfish Directory Solution

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