



Starfish is a global software company providing communication management solutions for multi-vendor unified communication and contact center platforms for on-premise, cloud-based and hybrid environments.

We provide solutions for automation, self-service and monitoring of communication platforms including Avaya, Cisco, Genesys and Microsoft. Our solutions are tightly integrated with leading IT business applications including ServiceNow, PeopleSoft and Workday.

Starfish automates millions of transactions annually for many of the world’s largest enterprises and Fortune 500 companies. Our technology empowers these enterprises to become more agile and respond faster to dynamic conditions.

Automate. Streamline. Optimize.



Auto-Provisioning

Automate day-to-day communication management workflows by integrating with IT applications such as Active Directory, Identity Managers, IT Service Management systems and HR systems.



Directory Management

Consolidate and synchronize information between communication platforms and IT applications, and maintain up-to-date information about users and their communication resources.



Self Service

Empower end users and delegated administrators to manage passwords and perform authorized changes to communication devices and applications.



Monitoring

Gain visibility into actual, real-time usage of communication systems to identify and resolve problems before they become service impacting.



Optimization

Audit and optimize the usage of communication resources to efficiently manage Day 2 operations.



Number Management

Manage inventory of available, used and reserved phone numbers including DIDs, extensions and toll-free numbers.



Migration

Migrate users and contact center agents from legacy or existing platforms to new premise or cloud based communication platforms.



CTI

Integrate communication platforms with CRM & ITSM systems for click- to-call, screen pops and call logging.

Starfish solutions drive digital transformation for your enterprise.



Automation

- Provisioning Solution
- Directory Solution
- Migration Solution
- Phone Number Manager
- Click-to-Communicate for ServiceNow



Self-Service

- Self Service Manager
 - Phone/Voicemail Password Reset
 - Change Phone Settings
 - Avaya CMS Supervisor Password Reset



Monitoring & Optimization

- Resource Manager
 - Inventory/Asset Management
 - License Capacity
 - UC and Contact Center Resource Usage, Tracking & Reporting
 - Configuration Change Auditing
 - Dashboard Views of Vital Communication System Measurements