

Automate management of multi-vendor UC and contact center platforms for cloud and hybrid environments

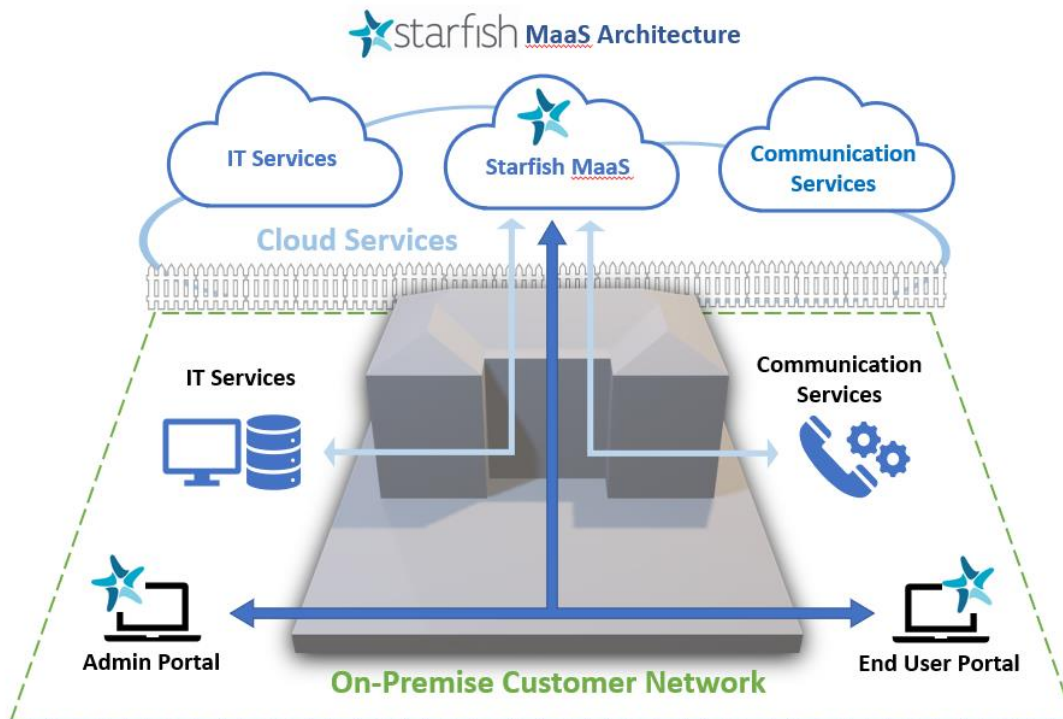
Many enterprises, system integrators and managed service providers are searching for the most efficient and cost-effective option to manage communication platforms in a sea of ever evolving environments. They want the ability to automate communications management operations for on-premise, cloud and hybrid environments to achieve their business goals.

Overview

Starfish Management as a Service (MaaS) automates the management of unified communication and contact center platforms for enterprises, system integrators and managed service providers across multi-vendor systems including Avaya, Cisco, Genesys and Microsoft. MaaS can be deployed in the cloud, on-premise and in a hybrid environment.

MaaS is fully integrated with ServiceNow, HR applications and Identity Managers to facilitate end-to-end automation of communication management. Workflows to on-/off-board and make changes to communication resources and services are fully integrated with IT processes across multiple systems. MaaS includes customer portals for end-users and delegated administrators as well as a rich set of web service APIs for enterprise developers.

MaaS is available in subscription and consumption-based models.





Starfish Management as a Service (MaaS)

Solution Benefits

- Multi-tenant / multi-Instance solution for system integrators and managed/service providers.
- Supports on-premise, cloud and hybrid environments.
- Flexible subscription or consumption-based models available.

Key Features

Multi-tenant and Multi Instance

Solution for system integrators and managed service providers supports multi-instance and multi-tenant architectures.

On-boarding & Off-boarding

Automate, configure and remove communication resources such as phones, voicemail, agent logins and call recording accounts for multi-vendor communication platforms.

Number & Extension Management

Manage inventory of available, used and reserved numbers plus extensions.

Communication Systems Connectors

Connectors to multi-vendor communication platforms enables automated configuration management.

Cloud-Based Service

Cloud-based service ensures high availability through a fully geographic redundant architecture.

Bulk Provisioning & De-provisioning

Perform bulk changes for unified communication and contact center platforms.

Authoritative Phone Directory

Consolidated directory information from multi-vendor communication platforms that is updated in near real-time.

Integrations/IT Apps Connectors

IT connectors to business applications trigger workflows to auto-provision UC user resources and contact center agents.

Standardization

Communication resources are created and managed in a consistent and standard manner.

Provisioning Portals

Customizable provisioning portals for end users and delegated administrators simplifies complex tasks, reduces service tickets and workload for administrators and helpdesk staff.

Configuration/Inventory Database

Maintain a searchable and reportable configuration and inventory database with consolidated data from multi-vendor communication platforms.

Web Services

Rich set of web service APIs for enterprise developers.



Starfish Management as a Service (MaaS)

Supported Platforms & Applications

Unified Communications & Contact Center Platforms

Avaya:

- Aura Communication Manager
- Aura System Manager
- Aura Control Manager
- Aura Messaging
- Avaya IX Messaging (Officelinx)
- Aura Call Center Elite / CMS
- Oceana / Workspaces

Cisco:

- Unified Communications Manager
- Unity Connection
- Webex
- Unified Contact Center Express (UCCX)
- Unified Contact Center Enterprise (UCCE)

Genesys:

- Genesys Engage

Microsoft:

- Microsoft Teams
- Skype for Business
- Microsoft365

XMedius / AVST:

- XM Connect (formerly AVST CX-E)

Verint

- Impact360

NICE

- Nice Engage