

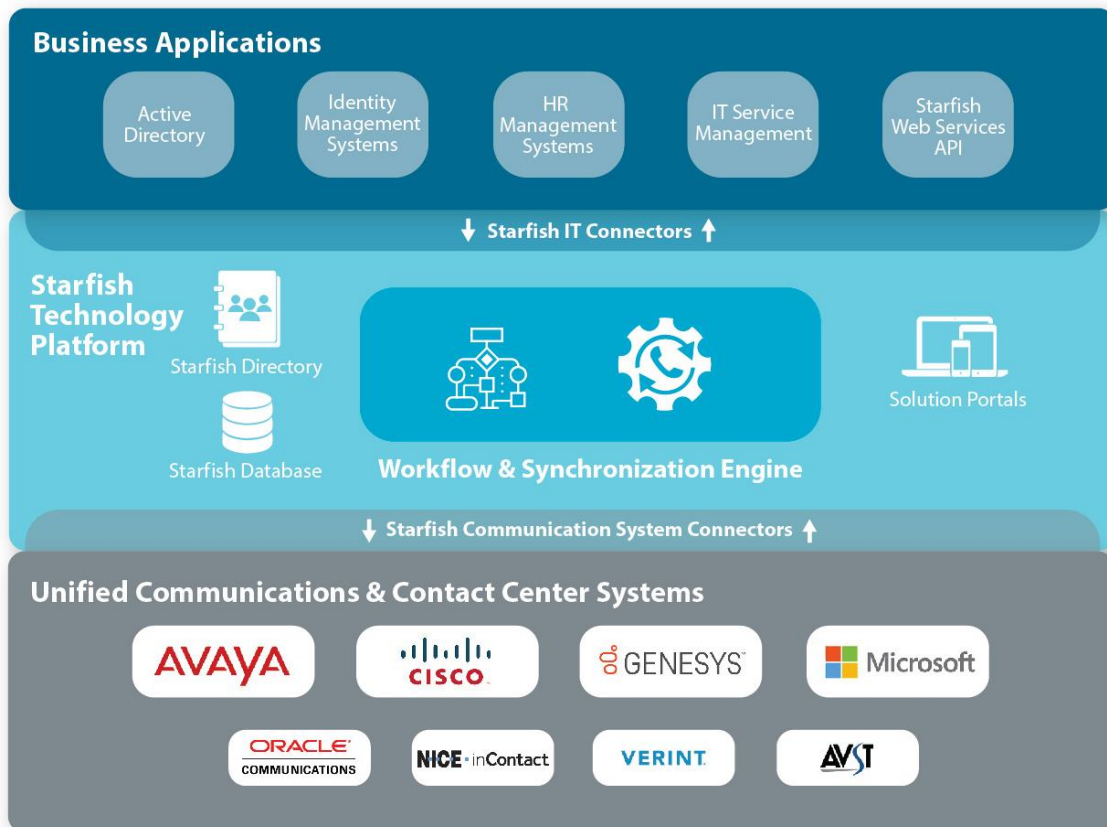
Auto-provision UC and contact center resources for multi-vendor communication platforms

When it comes to managing communications for the desktop or contact center, enterprises stand to achieve the most significant benefit by automating the labor-intensive processes of on-boarding and off-boarding user’s communication resources. Automation empowers enterprises to become more agile and respond faster to dynamic conditions which drives operational efficiencies.

Solution Overview

Starfish Provisioning Solution automates communication management workflows (moves, add, changes and deletes) by integrating with IT business applications including Microsoft Active Directory, Identity Managers, IT Service Management systems such as ServiceNow and HR systems such as Workday.

Business applications trigger transactions comprised of multiple tasks to an intelligent rules-based workflow engine that auto-provisions communication resources for UC users and contact center agents.



Starfish Provisioning Solution

Provisioning portals simplify day-to-day complex provisioning tasks by enabling specific users or delegated administrators to provision and manage multi-vendor communication platforms.

The screenshot displays the Starfish Provisioning Portal interface. The top left features the Starfish Associates logo. The top right is labeled 'Provisioning Portal'. Below the logo, there are navigation tabs for 'Execute Workflows' and 'Transaction Logs'. A left-hand sidebar contains menu items: 'New Hire' (highlighted), 'Termination', 'Clean Up', and 'Modify Resources'. The main content area is titled 'New Hire' and contains a form with the following fields:

- ID: amittal
- First Name: Anil
- Office Number: 9860845088
- Market: United States
- Call Manager: Cisco CUCM
- MAC Address: Enter MAC Address
- Gateway Number: True
- Email ID: amittal@starfishassociates.com
- Last Name: Mittal
- Office Name: Starfish Office
- Platform: Cisco
- Phone Type: Cisco IP Communicator
- Voicemail:

At the bottom right of the form are 'Cancel' and 'Submit' buttons. The footer of the page reads: © 2019 - Starfish Associates Provisioning Portal 1.0.1

Solution Benefits

- Substantially reduces administrative overhead and total cost of ownership by automating lifecycle management of phones, voice mailboxes, and contact center agents.
- Consistently and efficiently executes tasks and work orders eliminating the need for re-work caused by human error.
- Eliminates security concerns by automatically disabling users' communication resources when users leave the organization.
- Facilitates efficient re-use of communication resources by automatically de-provisioning users' communication resources when users leave the organization.
- Provides a comprehensive extension management system replacing cumbersome manual processes.

Starfish Provisioning Solution

Solution Integrations

Provisioning Solution is tightly integrated with enterprise directories such as Microsoft Active Directory, leading Identity Management, HR and ITSM systems to streamline on-boarding and off-boarding of communication resources.

Microsoft Active Directory

Provisioning Solution leverages Active Directory to automate provisioning of communication resources. When users are added or modified in Active Directory, communication resources such as phones and voicemail boxes are provisioned and configured based on user attributes such as role, department and location. When users are disabled or deleted from Active Directory, all related communication resources are automatically de-provisioned, thereby addressing security concerns and facilitating efficient re-use of resources.

Identity Management Systems

Provisioning Solution seamlessly integrates with leading Identity Managers. Starfish management agents snap into standard Identity Management Systems from Microsoft, Oracle, IBM and others effectively extending the reach of those systems to telecom services.

As an example:

Microsoft Identity Manager

Provisioning Solution connects to Microsoft Identity Manager using a standard Microsoft provided management agent. This integration enables the identity manager to provision and manage communication services for enterprise users along with other IT services using its workflow and synchronization engine. Since Provisioning Solution maintains the authoritative source of communication data, the identity manager can synchronize this data back to other IT systems such as HR, enterprise directories and business applications.

Human Resources Management Systems

Provisioning Solution supports leading HR Systems. Integration with Oracle PeopleSoft, Workday and SAP enables HR Systems to automatically trigger provisioning and de-provisioning transactions throughout the lifecycle of an enterprise user.

As an example:

Oracle PeopleSoft eProcurement

Provisioning Solution integrates with PeopleSoft for automatic processing of communication requests. When provisioning transactions are communicated to Provisioning Solution, the transactions are processed, and corresponding configuration changes are executed on the target communication platforms.

Starfish Provisioning Solution

Workday

Provisioning Solution integrates with Workday for automatic processing of communication requests. Additionally, phone numbers can be synchronized in user records when changes are made to the communication platform. Updates are made in real-time making Workday an authoritative source of user-to-phone number mapping. Workday can then propagate this data to other applications in the enterprise.

IT Service Management Systems

Provisioning Solution supports leading ITSM systems. Integration with ServiceNow and Remedy enables ITSM systems to automatically fulfill service requests which automates the configuration of communication resources for multi-vendor platforms including Avaya, Cisco, Microsoft and Genesys.

As an example:

ServiceNow

When service requests, tasks or incidents for communication resources are submitted, Provisioning Solution automatically provisions or de-provisions communication resources for users, along with updating the request with the action taken, status, and detailed information about the resources provisioned. Depending on the type of user (knowledge worker or contact center agent), specific communication resources are created or removed.

Starfish Web Services SDK

The Starfish Web Services SDK includes an application programming interface (API) that provides RESTful web services for all MACD operations for multi-vendor communication platforms.

The API offers granular level of controls for configuring unified communications and contact center platforms.

Starfish Provisioning Solution

Key Features

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.

Intelligent Rules-based Workflow Engine

Receives notifications from IT business applications to trigger MACD workflows transactions.

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.

Standardization

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

Bulk Provisioning & De-provisioning

Perform bulk changes for unified communication and contact center platforms.

Synchronization Engine

Synchronize authoritative phone & communication resource data between IT applications.

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.

Compliance

Enforce compliance for communication passwords, call recording and access controls to communication resources.

Provisioning Portals

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

Roles-based Access Control

Flexible controls over who can perform specific actions and what they can manage.

Configuration/Inventory Database

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

Web Services

Standardized services to multi-vendor communication platforms enables customer applications to trigger MACD workflow transactions.

Starfish Provisioning Solution

Supported Platforms & Applications

Unified Communications & Contact Center Platforms

Avaya:

- Aura Communication Manager
- Aura Session Manager
- Aura System Manager
- Aura Messaging
- Aura Call Center Elite / CMS
- Equinox
- Oceana / Workspaces

Cisco:

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

Genesys:

- PureEngage

Microsoft:

- Microsoft Teams
- Skype for Business
- Unified Messaging
- Microsoft365

XMedius / AVST:

- XM Connect (formerly AVST CX-E)

Verint

- Impact360

Nice

- Uptivity Call Recording

Business Applications

Enterprise Directories:

- Microsoft Active Directory
- LDAP

HR Systems:

- Oracle PeopleSoft
- SAP
- Workday

IT Service Management Systems:

- ServiceNow
- BMC Remedy

Identity Management Systems:

- Microsoft Identity Manager
- Oracle Identity Manager
- IBM Security Identity Manager
- SailPoint