

Starfish Provisioning Solution

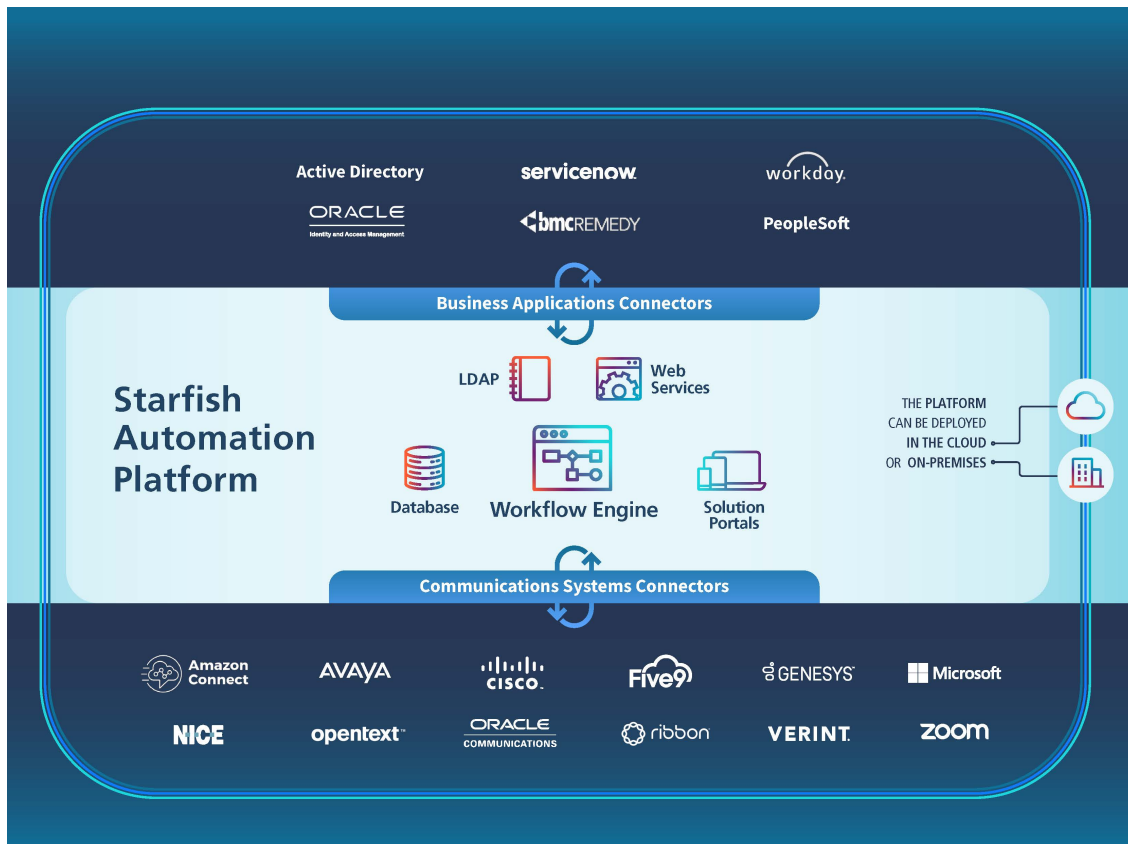
Automate and simplify provisioning on multi-vendor systems including Amazon Connect, Avaya, Cisco, Genesys, Microsoft Teams, Nice, Verint, Zoom, and more.

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.



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 shows the 'Provision User' form in the Starfish Provisioning Portal. The form is titled 'Provision User' and is located in the 'Provision' section of the 'Users' menu. The form contains the following fields:

- User ID: Enter User ID
- Email: Email
- First Name: First Name
- Last Name: Last Name
- Location: Select Location (dropdown)
- Org Unit: Select Org Unit (dropdown)
- Bundle: Select Bundle (dropdown)
- Report User Group: Select Report User Group (dropdown)
- Secondary User ID: Secondary User ID

At the bottom right of the form, there are two buttons: 'Cancel' and 'Submit'.

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.

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.

Solution Benefits

Streamline

- Make it faster and easier to manage multi-vendor unified communications and contact center systems.

Automate

- Accurately and consistently on-board and off-board and agents. Optional integrations include ServiceNow, Workday, PeopleSoft, and other leading business applications.

Simplify

- Execute routine tasks (moves, adds, changes, and deletes) and make bulk changes from a single, easy-to-use interface.

Key Features

Contact Center System Integrations

Starfish Provisioning Solution enables auto-provisioning of agent logins and resources on Amazon Connect, Avaya contact center systems, Cisco contact center systems, and Genesys Cloud and Engage.

The solution also integrates with NICE, Verint and more to provide a complete solution for even the most complex, multi-vendor contact centers.

On-boarding and 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.

Configuration & Inventory Database

Maintain a searchable and reportable database of configurations and inventory database with data consolidated from multi-vendor communication systems.

Roles Based Access Control

Perform bulk changes for unified communication and contact center platforms.

Web Services

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

Compliance

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

UC System Integrations

Starfish Provisioning Solution simplifies management of UC user resources on Avaya, Cisco, Microsoft Teams, Zoom, and more.

IT Application Integrations

Connectors to ServiceNow, Workday, and PeopleSoft trigger workflows to auto-provision UC user resources and contact center agents.

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.

Bulk Provisioning & De-provisioning

Perform bulk changes for unified communication and contact center platforms.

Intelligent Rules-based Workflow Engine

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

Synchronization Engine

Synchronize authoritative phone & communication resource data between IT applications.

Standardization

Communication resources are created and managed in a consistent manner and configured to meet customer standards.

Contact Us to Learn More

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<https://starfishassociates.com/request-a-demo/>



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