

Maintel UC Analytics

Unlocking powerful insights and enabling better, data-driven decision making for your organisation.

Telephony and collaboration platforms hold an enormous amount of hidden insights into the health and performance of your organisation. These insights can give you a picture of employee wellbeing, departmental performance, customer experience, compliance and a whole lot more!

Historically extracting the data from multiple platforms and then interpreting was both resource intensive and time consuming – something that is no longer acceptable in today's environments.

Maintel's UC Analytics solution aggregates data from multiple platforms to provide a single source of information from which actionable insights can be quickly gathered.

Challenges you might face that Maintel UC Analytics can help solve.

- Only a few people know how to get the data out of your platforms, interpret it and provide insights.
- You lack near real-time data so you can't quickly determine if you're providing the right levels of customer service.
- Can't extract data from the legacy platforms to help justify a case or plan our effective move to the cloud.
- The siloed management of multiple communications platforms is too time consuming.
- You're struggling to justify moving platforms was right due to the lack of comparable data.
- Not sure if your platforms are operating at the optimal levels.
- Can't report in the specific way that your manager, teams or the business desire.
- Don't have the necessary data that could be used to support the businesses position in particular cases, such as customer or employee grievances.

Access to UC Analytics

Our UC Analytics service is delivered through our very own ICON portal. The portal is the window to your Maintel services including raising and tracking support tickets, Mobile Analytics, Networking monitoring and much more; bringing all your information into one experience.

Key Benefits



Your data, your way!

One of the best parts of our UC Analytics service is the ability to work with us to create your own dashboards, designed in collaboration to show you and your business exactly what they want to see. No more having to rely on static, limited and inflexible vendor dashboards anymore! Don't know what you want? You can pick one of our pre-crafted packages based on our experience from working with other organisations!



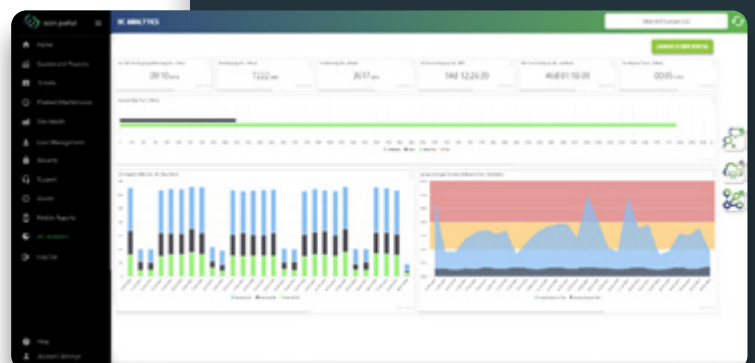
Democratise data

Data can be incredibly powerful, but not if it's only accessible by the few! With our platform, you can share multiple user logins (#dependent on package) so that more business stakeholders can view the data they want to see, when they want to see it. And because its independent of the vendors management platform, you don't need to worry about those users clicking the wrong thing and doing some damage!



Unite multiple, disparate or siloed systems into one!

Do your people use a combination of communications platforms such as a telephone system and internal collaboration platforms (such as Microsoft teams)? If you're looking for a solution to bring all of that rich data into a single portal, then our UC Analytics service is perfect; combine as many platforms as you have and even go down to departmental or user level insights!



Communication platforms supported



Solution Options

In order to make our service as accessible as possible to a wide range of needs and budgets and to inspire you to the art of what can be achieved with your data, we've packaged our UC analytics solution into four tiers, offering a suite of pre-set dashboards at varying price points, with the final tier being a fully tailored and customised experience.

	Foundation	Essential	Plus	Tailored
Price	Inc. with ICON Communicate and Managed RingCentral	£	££	£££
Data Level	Whole Organisation	Whole Organisation	Department Level	User Level
# of Vendors	Max. 1	Max. 2	2 incl. (more available)	As many as required
# Dashboards	1	2	6	Any
Dashboard type	Pre-set	Pre-set	Pre-set	Custom
Overview	A simple overview of key system metrics over last 4 weeks	Foundation, plus: a dashboard for today's metrics, unlocking the ability to drill down into data and extract reports	Essential, plus: up to 4 extra dashboards built around use cases such as Internal Collaboration, Customer Experience and more	A fully tailored set of dashboards and views designed with you to show exactly what you want to see. Have different views for different people within your organisation and report down to user level statistics if you wish!

Key Features

Data Collection Frequency & Retention

Our platform gathers, converts, displays, and stores data from customers communications systems every 15 minutes, 24 hours per day. Data is retained for as long as you have an active contract with us, in UK based data centres.

Unite your On-premises, Private Cloud or Public cloud systems

Our solution doesn't just allow you to combine multiple vendors solutions, but you can also deploy the solution across on-premises and hybrid deployments as well! This could bring huge benefits to helping you unlock valuable insights and help you better plan your migration to the cloud!

Calendar off-set & Global Search features

If you need to find a call record from a specific date, time or person for use in say, a customer complaint, a police investigation or an employee grievance; you can use a feature called "**Global Search**" to help you find it quickly. You can also "**step back in time**" to view your dashboards from another day, week or month – just click the desired date from the calendar and watch the dashboards update quickly with the relevant data!

Reporting

Some organisations still love a good excel report for sharing internally in regular updates, for use in the finance department or using in business cases! Our UC Analytics platform supports the ability to download the data behind an individual graph or you can make use of one of our pre-set or "**templated**" reports. You can even schedule these reports to be sent on specific dates and to specific stakeholders! Finally, if you see a graph you like the look of, you can export it as an image file (such as a JPEG) for use in your own reports without having to re-create it from raw data every time.

Interactive visuals

You can zoom in, remove data series and even drill down to a data set or individual call record, just by clicking on our interactive graphs to help you get even more insight from your data!

Next Steps

OPTION ONE

Get a demo

OPTION TWO

Arrange a Proof of Value