

Reviewer Profile



Telecom Engineer

**Industry:** Manufacturing  
**Role:** Infrastructure and Operations  
**Firm Size:** 250M - 500M USD

**Licensed Users:** 1,000 to 9,999 licensed users

**Deployment Architecture:** On-premises

**Go-Live Date:** 2017

**Implementation Strategy:** Worked with just the vendor

**Technology Adoption Bias:** Adopt maturing technologies with manageable risk

**"Vendor Support Is Very Quick To Respond To Requests And Advice."**

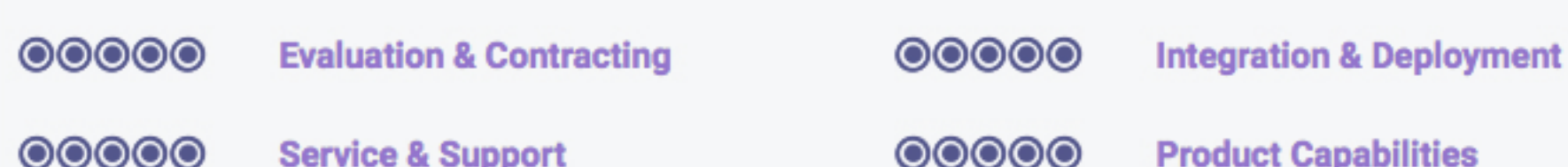
Last Updated: September 18, 2017

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★★★★★ Overall User Rating

Product(s): Cisco UC Tools and Analytics

Overall Comment: "Great experience from the Demo request all the way to deployment and support."



Lessons Learned

If you could start over, what would your organization do differently?

Nothing

What one piece of advice would you give other prospective customers?

Very good ROI.

What one thing do you wish the vendor did differently?

N/a

What do you like most about the product or service?

All in one solution.

What do you dislike most about the product or service?

Havent found anything yet

Would you recommend this product or service to others?

Yes

Please explain your willingness or hesitation to recommend this product or service.

I have worked with several other solutions in the category and so far this has been the most complete solution.

How satisfied is your organization with the product meeting your needs? ○○○○○○

How satisfied is your organization with the value the product provides for the money spent? ○○○○○○

Evaluation & Contracting

○○○○○

Ability to understand your organization's needs ○○○○○○

Timely and complete response to product questions ○○○○○○

Pricing and contract flexibility (pricing and terms) ○○○○○○

Integration & Deployment

○○○○○

How long did your deployment take?

0 - 3 months (<3)

Quality and availability of end-user training ○○○○○○

Ease of deployment ○○○○○○

Service & Support

○○○○○

Did you purchase a support package from the vendor?

No

Timeliness of vendor's response ○○○○○○

Quality of technical support ○○○○○○

Quality of peer user community ○○○○○○

Product Capabilities

○○○○○

Telephony ○○○○○○

Clients ○○○○○○

Interoperability / Integration ○○○○○○

Administration ○○○○○○

Additional Context

Version number(s) currently in use in your organization 11.08

Which of the following features/functions does your organization currently use from this vendor?

- Telephony

What was the nature of your involvement?

- Engineer

Why did you purchase a Unified Communications solution?

- Cost management
- Create internal/operational efficiencies
- Enhance decision making
- Improve business process agility
- Improve business process outcomes
- Improve customer relations/service
- Reduce time to market

What other vendors were considered?

- SolarWinds

What were the key factors that drove your decision for selecting a vendor?

- Product functionality and performance
- Strong services expertise

In which region(s) did your deployment take place?

- North America

