



Reviewer Profile


 **Senior Network Administrator**


Industry:
Retail
Role:
Infrastructure and Operations
Firm Size:
3B - 10B USD

 **Licensed Users:**
Don't know

 **Deployment Architecture:**
On-premises

 **Go-Live Date:**
Don't know

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

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

"From Sales, To Deployment And Training, To Complete Functionality... Variphy Does It All."

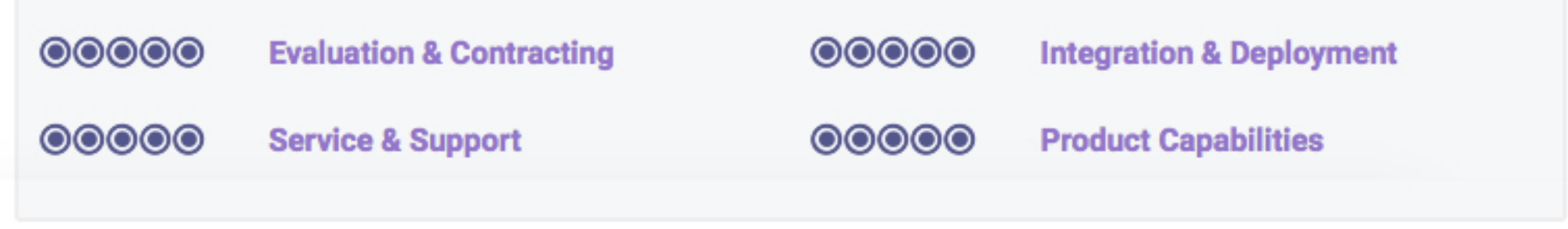
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★★★★★ Overall User Rating

Product(s): Cisco UC Tools and Analytics

Overall Comment: "The reporting side of the product is phenomenal. It is robust and takes the guesswork out of the reporting process. Reports are completely customizable and easy to set up with virtually every parameter imaginable. Edgar Salazar is a wealth of information and expertise in both the product and the CUCM, and goes the extra mile to help establish the services on your system. No other company i have dealt with will provide set up guidance, deployment guidance via WebEx, and training as you need it during the trial period on a fully functional trial."



Lessons Learned

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

Research products that are established and provide full featured trial versions with a complete support package. Establish a budget beforehand instead of on the fly.

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

Ask lots of questions, expect more than you are looking for and seek a company that is already working on the next iteration of their product.

What one thing do you wish the vendor did differently?

Nothing to change.

What do you like most about the product or service?

Ease of implementation, ease of use, functional features, already evolving toward the next version.

What do you dislike most about the product or service?

Nothing to mention.

Would you recommend this product or service to others?

Yes

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

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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)

Availability of quality 3rd-party resources (integrators, service providers, etc.)

○○○○○

Ease of integration using standard APIs and tools

○○○○○

Quality and availability of end-user training

○○○○○

Ease of deployment

○○○○○

Service & Support

○○○○○

Did you purchase a support package from the vendor?

Yes

Timeliness of vendor's response

○○○○○

Quality of technical support

○○○○○

Product Capabilities

○○○○○

Messaging

○○○○○

Interoperability / Integration

○○○○○

Administration

○○○○○

Additional Context

Version number(s) currently in use in your organization

Release 11.0.7 Build 15741

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

- Collaboration
- Contact Center
- Call Analytics; Audit/Change; Remote Phone; Text Broadcast; As-Built Reporting

What was the nature of your involvement?

- Application Lead
- Development/Integration
- Functional Assessment
- Maintenance and Support
- Technical Assessment
- User Training
- Vendor Management
- Vendor/Product Selection

Why did you purchase a Unified Communications solution?

- Cost management
- Create internal/operational efficiencies
- Drive innovation
- Drive revenue growth
- Enhance decision making
- Improve business process agility
- Improve business process outcomes
- Improve supplier or partner relations

What other vendors were considered?

- Cisco
- 2Ring; inContact; Spectrum Corp; Metropolis Technologies

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

- Breadth of services
- Overall cost
- Product functionality and performance
- Product roadmap and future vision
- Strong customer focus
- Strong services expertise

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

- North America

