

Reviewer Profile

Systems Engineer

Industry: Services
Role: Consultant
Firm Size: 250M - 500M USD

Licensed Users: Less than 100 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

"Variphy Is An Excellent Management Tool For Any Cisco UC Environment"

Last Updated: August 28, 2017

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★★★★★ **Overall User Rating**

Product(s): Cisco UC Tools and Analytics

Overall Comment: "The installation and setup of Variphy are very easy and the Variphy support staff is great at helping when you hit any glitch. The application drastically reduces time to review and provide reports for CDR events, Capacity reporting and more. The remote phone app provides easy remote troubleshooting and instant call quality during testing Snapshots, compare and audit logs make tracking down who, what when and why very easy. Variphy will make anyone managing, working or deploying a Cisco UC cluster more efficient."

○○○○○ **Evaluation & Contracting** ○○○○○ **Integration & Deployment**
○○○○○ **Service & Support** ○○○○○ **Product Capabilities**

Lessons Learned

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

Get Variphy sooner and use it more often

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

Reach out to Variphy and they will help you get the server up and running in 15 minutes and ROI starts right then.

What one thing do you wish the vendor did differently?

So far the only thing I want is notification of updates via email/SMS but that maybe possible as I have not asked.

What do you like most about the product or service?

This is saving me time creating reports, automating reports, preventing me from going onsite and more. This is a great support tool for anyone directly supporting, installing or maintaining a Cisco UC system.

What do you dislike most about the product or service?

I have not found anything that I dislike

Would you recommend this product or service to others?

Yes

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

It delivers as advertised and then some.

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?
Yes

Timeliness of vendor's response ○○○○○

Quality of technical support ○○○○○

Product Capabilities ○○○○○

Telephony ○○○○○

Clients ○○○○○

Interoperability / Integration ○○○○○

Administration ○○○○○

Additional Context

Version number(s) currently in use in your organization 11.0.2

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

- Collaboration
- Contact Center
- Telephony

What was the nature of your involvement?

- Development/Integration
- Functional Assessment
- Maintenance and Support
- Technical Assessment
- User Training
- Vendor/Product Selection
- Consulting with small to mid market firms to meet their communications, collaboration and support needs.

Why did you purchase a Unified Communications solution?

- Create internal/operational efficiencies
- Drive innovation
- Drive revenue growth
- Improve customer relations/service
- Reduce time to market

What other vendors were considered?

- Alcatel-Lucent
- Avaya

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 consulting partnership
- Strong customer focus
- Strong services expertise

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

- North America