


Reviewer Profile


 **Network Engineer**


**Industry:**  
Healthcare  
**Role:**  
Analyst  
**Firm Size:**  
3B - 10B USD

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

 **Deployment Architecture:**  
On-premises

 **Go-Live Date:**  
2014

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

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

**“Excellent Feature Set And Support Was Fantastic”**

Last Updated: August 23, 2017

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**★★★★★ Overall User Rating**

**Product(s):** Cisco UC Tools and Analytics

**Overall Comment:** “When setting up the solution vendor worked with me and verified everything was deployed and working correctly. Also when upgrading the vendor helped perform the upgrade and verified nothing was missing after the upgrade.”



Evaluation & Contracting



Integration & Deployment



Service & Support



Product Capabilities

Lessons Learned

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

Nothing, we were quite happy with the product.

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

Make sure to work closely with your rep to make sure everything is configured and working properly.

**What do you like most about the product or service?**

The ability to use the reporting to make decision, for example the ability to pull trunk usage and decide if another PRI is needed or where PRI's could be trimmed to save costs.

**What do you dislike most about the product or service?**

I've always had some issues with the remote control ability but that is a minor issue as we didn't original purchase the software to do that

**Would you recommend this product or service to others?**

Yes

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

I've never had any issues using the software and pulling reports from the software has always been fantastic.

**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)

**Ease of integration using standard APIs and tools**



**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**



**Conferencing**



**Messaging**



**Instant Messaging and Presence**



**Clients**



**Interoperability / Integration**



**Administration**



Additional Context

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

10.1.14 build 13435

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

- Collaboration
- Telephony

**What was the nature of your involvement?**

- Application Lead
- Maintenance and Support
- Technical Assessment
- Vendor/Product Selection

**Why did you purchase a Unified Communications solution?**

- Enhance decision making

**What other vendors were considered?**

- Cisco
- Homegrown solution

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

- Breadth of services
- Product functionality and performance

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

- North America