

Vendor Overview

Evaluation & Contracting

Integration & Deployment

Service & Support

Product Capabilities

Additional Context

Reviewer Profile



**Network Manager**

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

**Licensed Users:** 500 to 999 licensed users

**Deployment Architecture:** On-premises

**Go-Live Date:** 2016

**Implementation Strategy:** Completely internal

**Technology Adoption Bias:** Adopting emerging technologies with manageable risk

“Quick And Easy Implmentation. Fasy Results”

Last Updated: August 23, 2017

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★★★★★ Overall User Rating

Product(s): Cisco UC Tools and Analytics

**Overall Comment:** “The software was easy to setup. The documentation was simple and straightforward. Installation of the software took all of 30 minutes to complete. We were allowed access to a full demo and Variphy's support team was willing to help all throughout the testing and demoing process. The only downside is that there are some shortcomings with the reporting software. This however isn't a huge issue, because they are heavily engaged in the customer feedback process. The software is continually being enhanced.”

○○○○○ Evaluation & Contracting

○○○○○ Integration & Deployment

○○○○○ Service & Support

○○○○○ Product Capabilities

Lessons Learned

Would you recommend this product or service to others?

Yes

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 ○○○○○

Conferencing ○○○○○

Messaging ○○○○○

Instant Messaging and Presence ○○○○○

Clients ○○○○○

Interoperability / Integration ○○○○○

Administration ○○○○○

Additional Context

Version number(s) currently in use in your organization 10.5

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

- IM/Presence
- Telephony
- Unified Messaging
- Video Conferencing

What was the nature of your involvement?

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

Why did you purchase a Unified Communications solution?

- Cost management
- Improve business process agility

What other vendors were considered?

- Avaya
- Mitel

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

- Breadth of services
- Pre-existing relationships
- 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