

Reviewer Profile

**Voice Engineer**



**Industry:** Manufacturing  
**Role:** Infrastructure and Operations  
**Firm Size:** <50M USD

**Licensed Users:** Less than 100 licensed users

**Deployment Architecture:** On-premises

**Go-Live Date:** 2016

**Implementation Strategy:** Worked with both the vendor and 3rd-party service providers

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

**"Implementaion Was A Breeze, And Contibued Support Is What Shines!"**

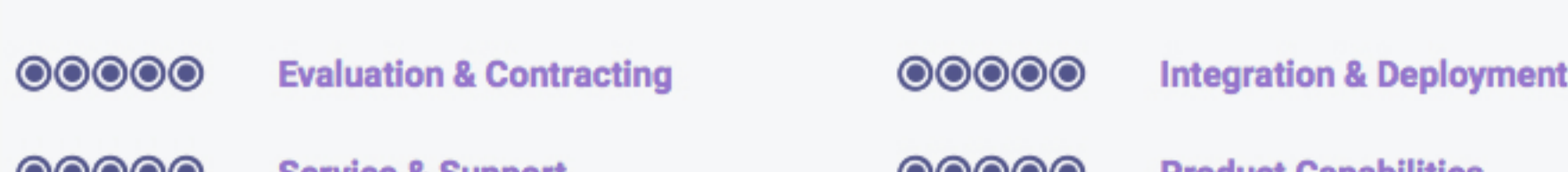
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★★★★★ Overall User Rating

Product(s): Cisco UC Tools and Analytics

**Overall Comment:** "Variphy was an amazing team to work with during implementaion and on going support of their product. Always there to help with any issues, or continued setup! The team is very well at communicating fast and prompt! Also having new updates wich helped in increased productivity using their software!"



Lessons Learned

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

We should have used them earlier!

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

Use them. Simple as that. Im not sure ive worked with a better vendor

**What one thing do you wish the vendor did differently?**

Nothing, everything went smoothly

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

The detailed information that the products gives. The call analytics are amazing

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

The remote control function of the product doesnt always work

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

Yes

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

I would recommend this for any company looking for great call analytics

**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** ★★★★★  
Less than 1 hour of response time!

**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** 11.0.4

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

**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  
• Enhance decision making  
• Improve business process agility  
• Improve compliance & risk management  
• Improve customer relations/service

**What other vendors were considered?**  
• Cisco

**What were the key factors that drove your decision for selecting a vendor?**  
• Breadth of services  
• Financial/organizational viability  
• 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