Quest™

Unified Communications Command Suite (UCCS)

Flexible unified communications management, reporting and diagnostics

Organizations are investing heavily to assess, install, deploy and maintain a myriad of unified communications (UC) solutions. Their goal is to increase communication and collaboration while decreasing the costs of supporting traditional and expensive communication systems. Many of these organizations, however, have no insight into whether the goals of their UC investment are being met. Native UC tools don't support a cross-platform solution and don't provide the depth or flexibility of reporting required to meet the unique management, migration and security needs of each organization.

With Quest® Unified Communications Command Suite (UCCS), you can harness the valuable intelligence in your UC system to:

- Increase user productivity

- Encourage adoption

- Protect sensitive information

- Throttle return on investment (ROI)

- Plan for future growth and migrations

BENEFITS:

- Improves regulatory compliance enforcement of internal policies with comprehensive audit trails, access controls, and reporting.

- Tightens security through simplified, standardized security management, elimination of over-privileged users and delegation.

- Maintains business continuity by delivering alerts on AD and GPO changes to reduce network and user downtime and by ensuring rapid recovery from accidental changes, deletions and administrative errors.

- Increases IT efficiency by simplifying routine AD management tasks to give you more time for critical tasks.

UC Analytics
ROI   Adoption   Quality of experience

Conferencing
Presence
Mobile
Email
IM
Desktop sharing
Phone/Voice
Applications
Hardware
Databases
Servers

Unified Communications Command Suite

UC Diagnostics
Performance monitoring   Availability

UCCS offers both analytics and diagnostics across Microsoft Exchange, Lync/Skype for Business, Office 365 and Cisco Unified Communications Manager.

UCCS streamlines the complexity of managing multiple communication platforms and delivers a flexible solution. Use the management, reporting and diagnostics capabilities to gain valuable insight on your workforce activity, communication consumption and system performance.

FEATURES

Insights into your communications — Improve and protect your business by turning the data trapped in your communication systems into understandable, usable and engaging insights about workforce activities, business processes and UC infrastructure needs. Quest® Unified Communications Analytics gives IT and users the intelligence to:

- Improve adoption rates

- Increase ROI

- Speed up migrations

- Enforce communication policies

- Meet business objectives

Improved system performance — Maximize the performance and availability of your Microsoft Exchange and Lync/Skype for Business environments, and assist in the resolution of operational issues that arise. Quest® Unified Communications Diagnostics helps administrators detect problems in their messaging environments by displaying activity in a single interface. You'll be able to quickly locate the root cause of issues and get knowledge-based resolution suggestions.

Cross-platform support — Gain insights across your UC environments with the only UC cross-platform analytics and diagnostics solution on the market. Use a single solution to compare usage, trends and insights across Exchange, Lync/Skype for Business, Office 365 and Cisco Unified Communications Manager:

- **Exchange —** Plan for future migrations, project infrastructure needs, enhance operational efficiency, achieve top messaging performance, adhere to compliance demands and mine the data trapped in your messaging environment to enhance the business. UCCS now supports Exchange 2016.

- **Lync/Skype for Business —** Improve adoption rates, monitor usage, improve performance and availability, and ensure optimum quality of experience. Monitor performance, improve the customer experience and remove the barriers that hinder adoption. Compare usage and adoption by feature, user or location, and even compare it to adoption trends within Cisco Unified Communications Manager to make informed decisions on the rationalization of your UC environments.

- **Office 365 —** Enhance your understanding and insights into your Office 365/Exchange Online and Azure Active Directory environments. UCCS picks up where native reports leave off, giving you insights into email usage and trends to help enforce communication policies, ensure service-level agreements (SLAs) for responsive departments and unlock the data trapped in the most common form of communication.

- **Cisco Unified Communications Manager —** Monitor usage and trends within your Cisco Unified Communications Manager and build chargebacks based on call types, users and departments. Get an overview and inventory of your environment, conferences and peer-to-peer sessions, and compare usage to Lync/Skype for Business to help make informed decisions about the rationalization of your UC environments.

ABOUT QUEST

At Quest, our purpose is to solve complex problems with simple solutions. We accomplish this with a philosophy focused on great products, great service and an overall goal of being simple to do business with. Our vision is to deliver technology that eliminates the need to choose between efficiency and effectiveness, which means you and your organization can spend less time on IT administration and more time on business innovation.

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