

# IMPROVING **COMMUNICATIONS** **OPERATIONS & CUSTOMER** **EXPERIENCE** WITH INSIGHTS

## Digital transformation is changing how and where we work.

Businesses today are looking for seamless integration across mobile, voice, email, conferencing, and messaging to empower employees and enhance productivity. They also need a way to meet their clients wherever and whenever they want.

**The Challenge For IT Professionals is the integration of tools, infrastructure, network, and applications to ensure a seamless experience for users**

### TODAY'S BUSINESSES ARE **POWERED** **BY ANALYTICS**

Are your call center monitoring and analytics tools giving you the local and global insights, visibility, and reporting mechanisms to quickly troubleshoot the health of your communication infrastructure, end-to-end?



#### **TIME**

**37% of the time spent in meetings**



#### **FOCUS**

**15 hours per week collaborating internally & externally**



#### **ADOPTION**

**700+ have at least 1 conferencing account**



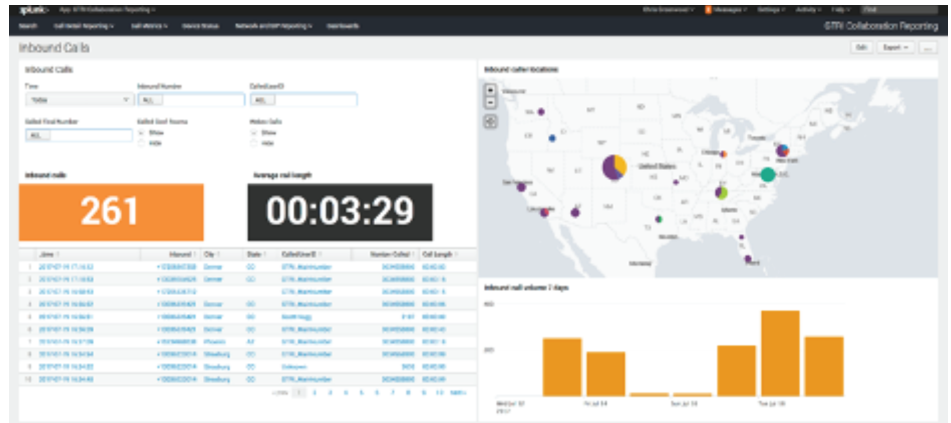
#### **TRAFFIC**

**50% of enterprise voice traffic is conferencing**



# ZIVARO'S **UNIFIED COMMUNICATIONS (UC)** TEAM HAS OVER **60 YEARS OF EXPERIENCE** IN WORKFORCE COLLABORATION ARCHITECTURE AND ENGINEERING SERVICES.

We've helped hundreds of regulated market customers achieve more with Unified Communications by identifying their needs and processes, assessing their existing communications platforms and user experiences, and implementing a collaboration strategy with on-premise, cloud, and hybrid services to optimize productivity and enable agile collaboration.



With the combined value from Zivaro's UC and Analytics teams' efforts, we can help your organization gather more profound and actionable insights into your UC platform than standard monitoring and reporting.

## Operations Transformation

- Faster deployment of new digital capabilities
- Increased agility and ability to respond to competition or market dynamics
- Reduction in costs and increased operational efficiencies
- Productivity gains & MTTR Form streamlined workflows

## Increased Employee & Customer Experiences

- New capabilities, methods, and motions too increase employee and customer engagement, effectiveness and innovation
- Improve employee and customer interactions - loyalty
- meet with users where they prefer to work

"We were impressed and extremely pleased with Zivaro's expertise, efficiency, and attention to detail in deploying our new unified communications platform."

*Facility Chief Information Officer – Veterans Administration (VA)*



Gold Certified  
Master Specialized in Collaboration  
Master Specialized in Networking



**LEARN MORE  
CONCAT US TODAY**

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