

INEMSOFT CLASSONE® ENDPOINT MANAGER HELPS LARGE FINANCIAL SERVICES ORGANIZATION REALIZE RESULTS



A global financial services organization needed to keep its contact center agents available through unforeseen events and outages. The organization chose a solution that includes:

- iNEMSOFT ClassOne Endpoint Manager, a software solution that provides enterprise-wide endpoint control and management through a convenient web interface and embedded management database.

- Avaya Aura® Platform, a set of seamless components providing comprehensive team and customer engagement by transforming traditional, single-purpose solutions for voice, video, e-mail and instant messaging into a true multimedia, multimodal architecture.

- Avaya IP Telephones, feature-rich phones that offer excellent audio quality, low power requirements, customizable options, and high performance.

Centralized administration improves business continuity and performance

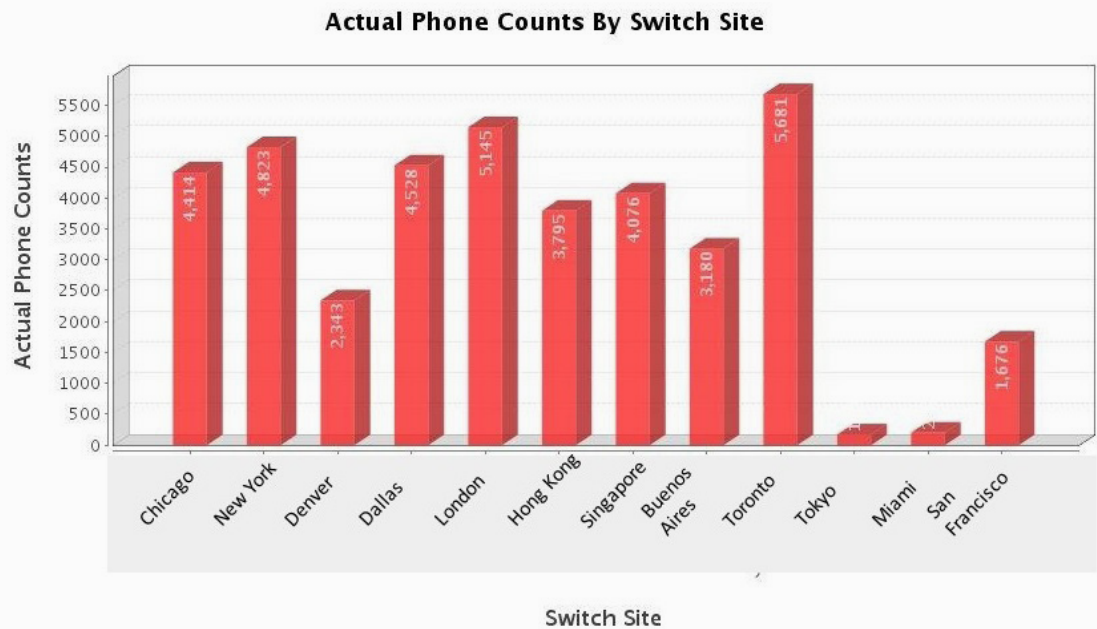
One of the world's largest financial services organizations has over 235,000 employees who serve millions of consumers, small businesses, corporations, institutional and government clients in more than 100 countries – helping them achieve their day-to-day and long-term financial goals. Globally distributed contact centers in New York, London and Hong Kong are tasked with answering calls for multiple business units, including the company's credit card, investment and mortgage services organizations.

Challenge

The organization's contact centers are an integral part of its business. Critical to that customer care are the 60,000 Avaya IP telephone endpoints its agents and office personnel use on a daily basis. A phone outage from a station reset, network issue, system failure or even routine maintenance could seriously impact both service delivery and regulatory compliance. The financial services company needed a solution that would keep its employees available through unforeseen events and outages.

Centralized Administration

To support the high-availability, always-on performance needed, the organization selected iNEMSOFT ClassOne® Endpoint Manager. With ClassOne Endpoint Manager, the organization can easily administer all endpoints – whether softphones or hard phones – across multiple locations and lines of business. The solution provides centralized endpoint administration through a convenient web interface. Administrators can use the powerful, web-based management tools to design and apply precise rules to operate, manage, discover, validate and remediate endpoints across the entire enterprise.



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ClassOne Endpoint Manager enables administrators to:

- Centrally track and apply configuration profile definitions, firmware and settings
- Design failover policies by line of business, individual telephone or groups of telephones
- Tailor firmware upgrades by line of business or user profile and synchronize with serving site firmware
- Load-balance endpoints on-demand across available server sites
- Benefit from enhanced security, authorization and auditing of user and phone activities
- Use Secured Web Services API to integrate the solution with other CRM applications and enterprise management tools

Results

With the addition of the iNEMSOFT ClassOne Endpoint Manager, the organization has improved business continuity and operational performance. Previously time-consuming manual tasks are now automated, freeing administrators to focus on more complex matters. Performance issues, such as skipping, jitter and dropped calls, have decreased because administrators can now easily and quickly distribute excess volume to other servers across the enterprise. Finally, the new fail-over policies have provided risk mitigation over system and network failures, while also allowing administrators to perform routine maintenance whenever necessary.

Learn More

iNEMSOFT ClassOne Endpoint Manager is available through the Avaya DevConnect Select Product Program. To learn more about Avaya and iNEMSOFT solutions, contact your Avaya Account Manager or authorized Avaya reseller. Or, visit us online at www.devconnectmarketplace.com.

About iNEMSOFT

iNEMSOFT is a DevConnect Technology Partner specializing in unified communications solutions that extend to telephone and radio endpoints of all types. Its products include multiple enterprise applications designed for emergency response, dispatch, disaster recovery and collaboration across previously disparate telephone and radio platforms.

With deep experience and specialized skills, iNEMSOFT delivers solutions that integrate and manage endpoints of all varieties – especially for mission-critical environments where high reliability is a must. The company designs solutions that scale to support even the largest global deployments – backed by a team of expert designers, engineers and project managers for optimal service and support.

For more information, visit www.inemsoft.com.

About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products and services are chosen for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP solutions eliminate the challenges of managing multiple vendor relationships and are easy to order through standard Avaya order processes.

Endpoint Manager includes:

- Secured Web Services API for integrating with other CRM applications and enterprise management tools
- Enhanced features such as:
 - Configurable user/role based authorization
 - Security via integration with LDAP and HMAC
 - Tracking and auditing user login, user activities and endpoint telephone changes

About DevConnect

DevConnect is Avaya's developer and technology partner program. Through a free Registered level membership in DevConnect, members are able to access a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more or register for membership, visit www.devconnectprogram.com

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

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