

Unified Communications Command Suite (UCCS) – Analytics

Capture, analyze and act on information about workforce activities and business processes

Effective communication and collaboration is the cornerstone of business today, and many organizations spend millions of dollars to achieve it. Once this investment is made, though, organizations often lack the insight to tell how the systems are being used. With no native reporting, they often turn to rigid, ad-hoc reporting methods that lack the ability to build insights into workforce activities and business processes. That means they're also unable to tell what IT and users really need.

With Unified Communications Command Suite (UCCS) – Analytics, you're able to improve and protect your business by turning the data trapped in your communications systems into understandable, usable and engaging insight into workforce activities, business processes and UC infrastructure needs. UCCS – Analytics gives IT and users the intelligence to:

- Improve adoption
- Increase ROI
- Speed up migrations
- Enforce communication policies
- Meet business objectives

Benefits:

- Reduces the complexity and chaos of managing multiple communication platforms through a single, cross-platform UC reporting and diagnostics solution
- Delivers to IT and the business intelligence on communication systems usage, trends and quality of experience
- Increases user productivity and encourages UC adoption
- Saves resources and increases ROI by reducing usage hindrances related to poor performance and inadequate training;
- Makes migrations faster, less stressful and less complex by identifying and eliminating unused assets and planning the right architecture for the new environment
- Protects the business through enforced data leak prevention and communication policies.

Learn more by visiting dellsoftware.com/UCCSAnalytics.

Dell Unified Communications Command Suite – Analytics



Aggregated analytics



DIY insights



Improved decision making



Simplified migrations



Enhanced investment



Quality of experience



Secured communications

UCCS – Analytics helps reduce the complexity of managing multiple unified communication platforms.

System requirements

Gather environments

The following environments are supported for data collection:

Exchange 2007 (SP1 or later)

Exchange 2010 (SP1 or later)

Exchange 2013

Office 365 (hybrid deployment with on-premise Exchange)

Lync 2010

Lync 2013

Operating systems

Windows 7 (64 bit version) or later

-OR-

Windows Server 2008 R2 (SP 1) or later

Platform

Minimum: Quad core 64-bit computer.

Memory

Minimum: 16 GB.

Disk Space

The following storage is required for installation and operation:

100 MB for the application.

For the Storage Engine service, the required storage depends on the number of mailboxes and/or Lync users for which you are gathering data. For specific information about the required storage, see the *Dell UCCS - Analytics Deployment Guide*.

Complete requirements

For complete system requirements visit dellsoftware.com/products/unified-communications-command-suite-analytics

Features

- **Aggregated analytics** — Use a single view to gain insight into your on-premises or online hybrid UC solutions (Microsoft Exchange and Lync) and analyze usage and trends, increase user productivity, and enforce communication policies. UCCS – Analytics provides engaging and immersive cross-platform reporting via any popular Internet browser to reduce the chaos of managing your communications systems.
- **DIY insights and dashboard** — Give managers the ability to build and pull their own reports on workforce activities without extensive technical training and know-how.
- **Improved decision making** — Transform data trapped in UC systems into actionable intelligence to improve and protect the business. UCCS – Analytics gives users valuable insight into team collaboration, SLA adherence, customer engagements, personal use of company communications and more. You'll be able to save time and, potentially, save the business from risk or public embarrassment.
- **Simplified migrations** — Make migrations faster and less stressful by planning for server capacity and analyzing the current and new environments. UCCS – Analytics assesses usage and availability before, during and after a migration so you have the intelligence needed to confidently plan and reduce risk.
- **Enhanced investment** — Increase the return on your UC investment by encouraging adoption and reducing reliance on costly, traditional communication systems. UCCS – Analytics gives insights into usage and trends of your Exchange and Lync environments by feature, department and user and provides chargeback reports to compare costs with other communication systems.
- **Improved quality of experience** — Ensure a quality of experience for users that removes the performance barriers to adoption. UCCS – Analytics provides quality of experience reporting within your Lync deployment to help you offer optimal end-user experiences for audio and visual communications.
- **Secured communications** — Protect intellectual property, personally identifiable information and other sensitive communications from leaving the company. UCCS – Analytics provides data leak prevention and monitoring to ensure communication policy are enforced, saving you from legal or other data risks.
- **One-of-a-kind UC suite** — Take command of your unified communications with an immersive and flexible cross-platform management, reporting and diagnostics solution. UCCS – Analytics is also part of a broader suite that provides performance and availability for your UC environment. Only Dell offers both analytics and diagnostics across Microsoft Exchange and Lync. [Learn more about the Suite.](#)

About Dell Software

Dell Software helps customers unlock greater potential through the power of technology—delivering scalable, affordable and simple-to-use solutions that simplify IT and mitigate risk. This software, when combined with Dell hardware and services, drives unmatched efficiency and productivity to accelerate business results. www.dellsoftware.com.

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