

# Unified Communications Command Suite (UCCS)

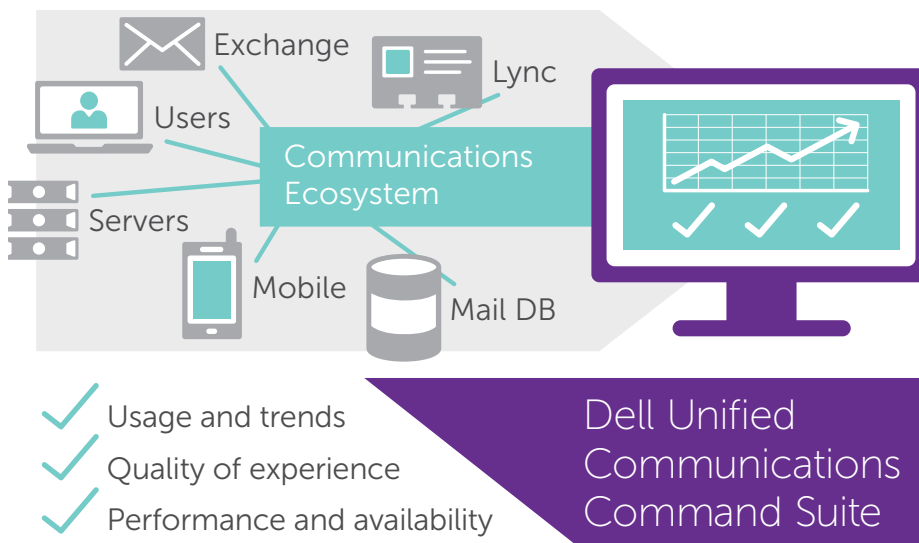
Flexible cross-platform management, reporting and diagnostics

Organizations are spending millions of dollars assessing, installing, deploying and maintaining unified communications (UC) solutions with a goal of increasing communication and collaboration without relying on 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 the 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 ROI
- Plan for future growth and migrations

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.



Only Dell Software offers both analytics and diagnostics across Microsoft Exchange and Lync.

"[UCCS] provides the metrics required to understand and adjust messaging flows, helping us align with industry best practices and improve system performance. Above all it gives us availability to meet business SLAs."

*Raffaele Penna, Sr. IT architect,  
ConTe Insurance*

#### Benefits:

- Reduces the complexity and chaos of managing multiple communication platforms through a single, cross-platform UC reporting and diagnostics solution
- Delivers intelligence and alerts on communication systems usage and performance
- 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/UCCS](http://dellsoftware.com/UCCS)

## System requirements

For complete System Requirements please visit [dellsoftware.com/UCCS](http://dellsoftware.com/UCCS).

### Suite Components

Unified Communications Command Suite - Analytics.

Learn more by visiting [dellsoftware.com/UCCSAnalytics](http://dellsoftware.com/UCCSAnalytics).

Unified Communications Command Suite - Diagnostics.

Learn more by visiting [dellsoftware.com/UCCSDiagnostics](http://dellsoftware.com/UCCSDiagnostics).

## 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. Unified Communications Command Suite – Analytics gives IT and users the intelligence to:
  - Improve adoption rates
  - Increase the return on investment
  - Speed up migrations
  - Enforce communication policies
  - Meet business objectives.
- **Improved system performance** — Maximize the performance and availability of your Microsoft Exchange and Lync environments and assist in the resolution of operational issues that arise. Unified Communication Command Suite – 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.
- **Individual support for Lync and Exchange** — Need the benefits of the complete Unified Communications Command Suite but for only Lync or Exchange? We've got you covered.
  - **For 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 for Exchange offers the benefits of both UCCS – Analytics and UCCS – Diagnostics for the Exchange platform only.
  - **For Lync** — Improve adoption rates, monitor usage, improve performance and availability and ensure optimum quality of experience. With UCCS for Lync, you get the benefits of UCCS – Analytics and UCCS – Diagnostics just for Lync. Monitor performance, improve the customer experience and remove the barriers that hinder adoption.

## 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](http://www.dellsoftware.com).

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