

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 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 return on investment (ROI)
- Plan for future growth and migrations

"[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

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

SYSTEM REQUIREMENTS

For complete system requirements, please visit quest.com/UCCS.

SUITE COMPONENTS

Unified Communications Analytics

The following gathering environments are supported for data collection:

Exchange 2007 (SP1 or later)
Exchange 2010 (SP1 or later)
Exchange 2013
Exchange 2016
Office 365 (Exchange Online)
Lync 2010
Lync 2013
Skype for Business 2015
Cisco Unified Communications Manager 8.6

Learn more by visiting quest.com/UCAnalytics.

Unified Communications Diagnostics

Supported platforms:

Exchange 2007, 2010, 2013 and 2016
Office 365
Lync 2010 and 2013
Office Communications Server 2007 and 2007 R2
Skype for Business 2015

Learn more by visiting quest.com/UCDiagnostics.

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. 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. 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

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

Quest

4 Polaris Way, Aliso Viejo, CA 92656 | www.quest.com
If you are located outside North America, you can find local office information on our Web site.

© 2016 Quest Software, Inc. ALL RIGHTS RESERVED. Quest and the Quest logo are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit www.quest.com/legal/trademarks.aspx. All other trademarks and registered trademarks are property of their respective owners.
Datasheet-UCCS-US-GM-25355

Quest