

The challenges of managing UC in the digital workplace today



The new norm - work from anywhere



To support a highly agile working model, organizations are investing in new UC and collaboration tools to ensure employee productivity *and* maintain a positive end user experience.

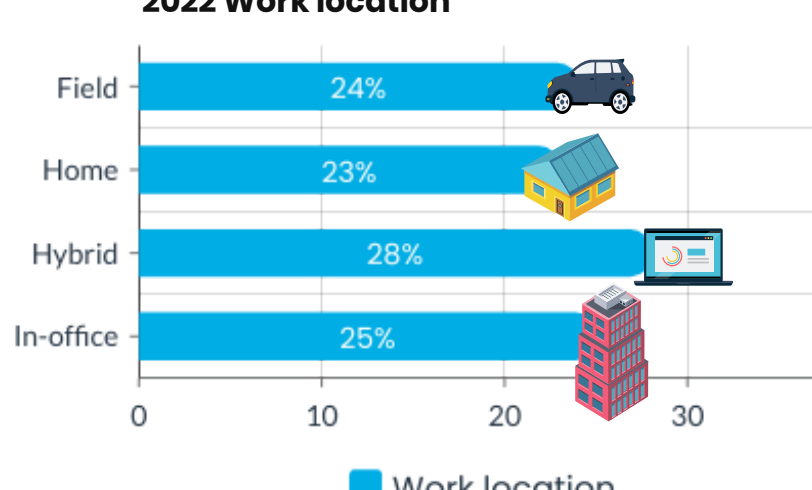
The key to success = Automation



75%

NOW WORK REMOTELY

A hybrid working model has become the new norm.



SOURCE: [Metrigy report: UC Management and the Digital Workplace](#)

The rapid shift to the cloud

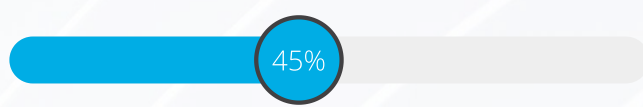
Hybrid working has accelerated the shift to cloud communications - not just for your UC and collaboration tools, but for telephony as well. Metrigy cites that more than 45% of organizations surveyed now use UCaaS for their telephony, with only 29% of telephony platforms remaining on-premise.



Trend to watch: BYOC (Bring your own carrier)

Organizations are choosing to maintain control with custom solutions. While this is a cost effective strategy, it does require management, and UC automation management will absorb this extra layer of complexity easily, into a single administrative pane.

Organizations with UCaaS for telephony



Organizations with telephony on-premise



SOURCE: [Metrigy report: UC Management and the Digital Workplace](#)

Automation to the rescue

33.2%



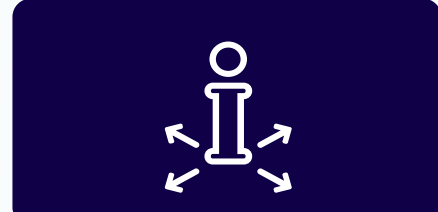
PROVISIONING TIME REDUCED BY USING UC AUTOMATION MANAGEMENT TOOLS

UC automation management, coupled with the power of UC performance management, is proven to simplify the administration of your ever-changing digital workplace.



Select the automation management tools that are right for your business

While organizations are in a transitional phase between on-premises and cloud-based UC and telephony, automation management will ease the administrative burden.



EVALUATE

Assess administration management platforms for their ability to reduce provisioning, improve service, support, and maximize IT resource utilization



MULTI-VENDOR

Look for platforms that support a multi-vendor environment as well as seamless migration, unlocking benefits in both the short and long term



EXTRAS

Consider additional benefits that come from IT service management integration, flexible deployment models, and distributed management

SOURCE: [Metrigy report: UC Management and the Digital Workplace](#)

The VOSS value

VOSS significantly increases the levels of automation across our customers' UC & collaboration platform to improve user adoption and the employee experience, and save costs. By integrating, simplifying, and automating the overall complexity of managing diverse, multi-vendor platforms, VOSS empowers our customers to grow and prosper.



Combining the power of VOSS UC automation management with VOSS UC performance management technology, we can help you create and deploy a successful digital workplace strategy.

