

MetriNote: Metrics-Based Strategic Advice

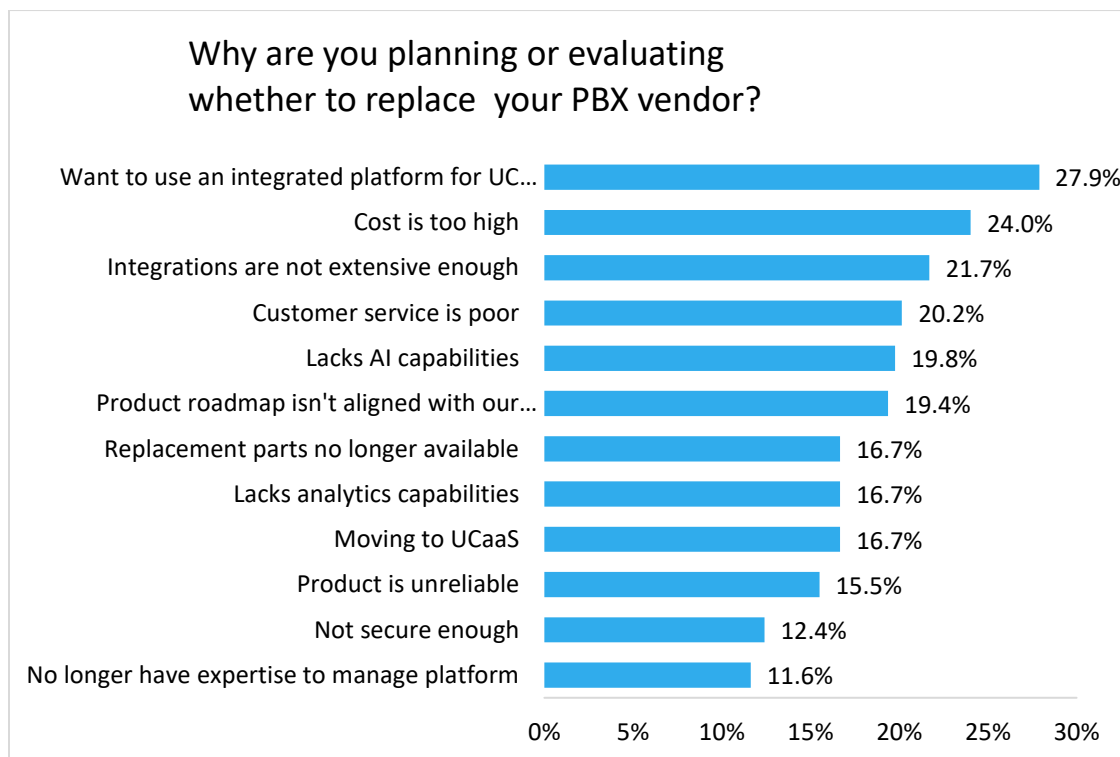
VOSS Enables Advanced UC&C Cost Management

What's the news?

Sept. 12, 2023 – VOSS Solutions has [announced](#) VOSS Cost Analytics, a new tool to help organizations understand and optimize OpEx for their unified communications and collaboration (UC&C) application deployments. VOSS Cost Analytics provides a number of capabilities, including the ability to discover what applications are in use, how they are being used, and what companies are spending on them. The solution supports a number of UC&C applications and services from vendors such as Cisco and Microsoft. It also gathers and analyzes information from enterprise session border controllers (eSBCs). Administrators have the ability to see information across the entire organization, as well as within specific locations or departments.

What do our metrics say?

Among the 1,418 participating organizations in our *Workplace Collaboration MetriCast 2023* buyer-side market forecast study, almost a quarter (24.0%) are planning or evaluating whether to replace their PBX vendor to reduce operating costs. For those using both Unified Communications-as-a-Service (UCaaS) and on-premises platforms, value derived from their service (benefits minus costs) are among the areas where customers rate their providers the lowest.





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What's Metrigy's take?

Many companies are often flying blind when it comes to understanding what applications are in use, and how those applications are being used. As a result, they have little to no visibility into costs of licensing and operations and may have inefficient charge-back policies. VOSS Cost Analytics solves those problems by delivering a unified dashboard that IT managers and administrators can use to obtain visibility into deployments, utilization, and costs, across all deployed applications. This information also will help IT leaders managing multi-vendor environments with short- and long-term planning as they decide on future platform direction. For example, knowing that one platform's usage is in decline while another's is increasing will allow for evaluation of potential consolidation. IT leaders also can use information provided by VOSS to ensure that their staffing is aligned with application support needs. And, they can easily discover which applications they are paying for, but aren't being used, providing further opportunity to reduce operational costs.

What does Metrigy recommend?

Organizations, especially those running multi-vendor UC&C environments, should evaluate VOSS Cost Analytics for its ability to provide unified visibility into UC&C deployments and utilization, as well as its capabilities to use visibility information to optimize and reduce operating costs.

*Irwin Lazar, President and Principal Analyst
Metrigy*

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