



dimension
data

accelerate
your ambition

Collaboration Analytics Services Hub

*Better insight.
Better decision making.
Better results.*

Organisations remain under constant pressure to reduce costs, improve productivity and minimise risk. Without empirical evidence to support decision making though, organisations are forced to make critical purchasing decisions in a vacuum.

The Collaboration Analytics Services Hub is an outcome enabling suite of analytics services designed to empower organisations in optimising their UC environment, measuring and improving adoption, and benchmarking against similar client profiles.

This vendor agnostic analytics framework provides organisations with visibility across multiple unified communications platforms, paving the way to a cost-efficient and strategically optimised collaboration environment. With the analytics service hub, you can monitor costs, usage patterns and employee collaboration behaviour, anywhere, and on any device.

The hub helps both IT departments and business heads analyse and reduce costs –driving productivity and efficiency – as well as quantifying the business benefits of their unified communications and collaboration tools.

The Collaboration Analytics Services Hub is made up of four distinct services, available to organisations either individually or collectively:

1. Conferencing
2. Mobile
3. Voice & Video
4. Messaging

These four analytics services are being released sequentially with the Conferencing Analytics Service, supporting WebEx and Cisco Cloud audio providers, available now. Extra functionality, supported vendors, and analytics services for Mobile, Voice and Video, and Messaging are currently being developed and will be available soon.

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Conferencing



Mobile



Voice and video



Messaging

Key benefits

Make evidence-based decisions

- A simple and intuitive method for understanding the cost drivers and behavioural patterns affecting your collaboration environment. You'll get answers to these questions:
 - What collaboration tools are being used and by whom?
 - How are they using them?
 - How often are they using them?
 - How much is it costing me?
 - How can I manage this environment better?

Visibility into key cost drivers

- Simplify conference expense management and administration
- Get insight into key cost drivers and recommendations on how to govern them
- Get insight into usage behaviours as a significant driver of the total cost of ownership
- Resize your collaboration environment to optimise costs based on current needs

Simplify management

- Improve governance by providing analytics of end-user behaviours
- Consolidate information capturing from across the enterprise that may currently be dispersed
- Enable effective management decisions around the optimisation and governance of the collaboration environment
- Benchmark against industry usage standards

Why Dimension Data?

- We're known for our systems integration heritage and expertise, and lifecycle of services approach. We have the capability to transform your entire collaboration environment – your telecommunications, communications, and the network that connects it all.
- We've been a leader in unified communications from the start – we helped Microsoft® integrate to Cisco and Cisco integrate to Microsoft.
- As Cisco's largest global collaboration partner, we're a Cisco Gold Partner in every region we operate, and a Unified Communications Master in 11 countries. We hold over 60 Cisco voice CCIEs and 500 Cisco unified communications certifications worldwide.
- Our global footprint and our relationship with our parent company, the NTTGroup, enable us to deliver optimal solutions for our clients.
- Big names choose us: 75% of our clients feature on the Fortune 100, and 60% are on the Fortune 500 list.

The Collaboration Analytics Services Hub optimises all your unified communications and collaboration licensing and PSTN spend, whilst benchmarking your usage with other organisations.

