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5 Ways UC Provisioning Solutions Align with Broader IT Initiatives

Beyond Automation of MACDs

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EXECUTIVE SUMMARY

Software solutions designed to streamline the provisioning of unified communications user accounts are often thought of as providing narrow operational efficiencies. However, this white paper illustrates how UC automation not only eliminates complex, repetitive manual provisioning tasks, but also supports broader IT initiatives, such as:

- ✓ Digital Transformation and Automation

- ✓ Security and Risk Management

- ✓ End-User Empowerment

- ✓ Improved SLAs

- ✓ Compliance

Thus, both the UC operations team and the VP/C-level
IT executive will appreciate the benefits of a
UC provisioning automation solution.

HOW UC PROVISIONING AUTOMATION SOLUTIONS ALIGN WITH BROADER IT INITIATIVES

When voice/telephony/collaboration managers or unified communications (UC) engineers are building their business case to justify the ROI of adopting a solution to automate UC administration they often focus on the benefits to their specific job functions, i.e. streamlining repetitive UC tasks (such as moves, adds, changes and deletes).

It is also useful to keep in mind how a UC automation solution (such as **Akkadian Provisioning Manager**) is a cost-effective solution that supports more wide-ranging IT projects.

Senior level IT leaders (such as CIOs, Directors of IT, etc.) will appreciate how the turnkey features of most provisioning automation solutions align with broader IT initiatives, such as:

Digital Transformation and Automation

Manual provisioning across multiple UC applications and clusters is time-consuming and subject to errors. UC provisioning automation eliminates repetitive tasks, such as MACDs, and streamlines administration with job templates that provide a single pane of glass which can transform a 30-minute task into a 30 second task.

Security and Risk Management

Restricting access to your native UC applications with provisioning automation software helps minimize the possibility of service disruptions and outages. A role-based access feature enhances security by controlling who can run which jobs for which locations. This limits potential damage to your production systems.

End-User Empowerment

An out-of-the-box self-service portal for employees allows the end user to take care of administrative tasks (such as PIN resets and speed dials) on their own. This alleviates the ServiceDesk workload and allows UC engineers to focus on higher priority projects. It also enables limited IT resources to scale to serve a large organization.
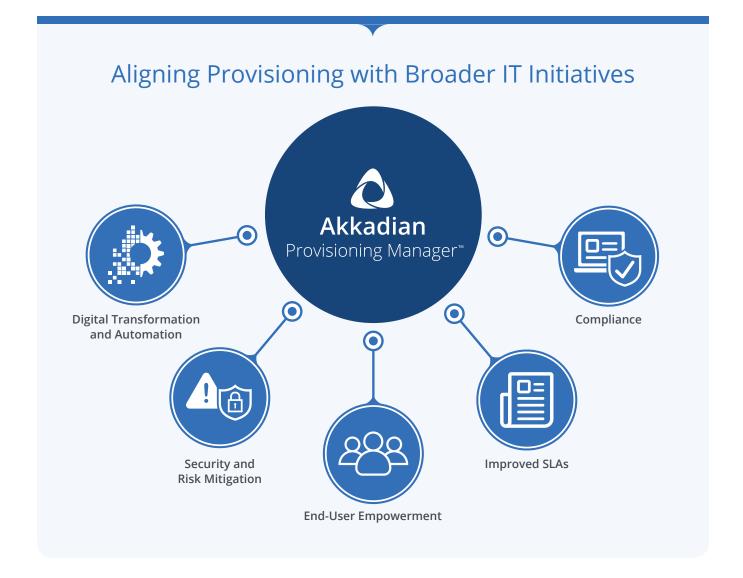
Improved SLAs

A native integration with Active Directory enables end-to-end zero touch on-boarding and off-boarding. Integration with ITSM (ServiceNow, BMC Remedy, Salesforce), HR (PeopleSoft, Workday) and identity management software (SailPoint, OneLogin) will also increase productivity. These features allow you to commit to increased service level agreements through efficient use of IT resources.

Compliance

Regardless of which regulatory environment is relevant to your business (HIPPA, PCI, NIST, etc.) you need to follow guidelines to make sure your data is safe. You should be able to easily run highly granular reports on configuration changes across multiple clusters. This level of enhanced visibility allows auditors to see who did what and when.

Aligning Provisioning with Broader IT Initiatives

Akkadian
Provisioning Manager™

Digital Transformation
and Automation

Compliance

Security and
Risk Mitigation

Improved SLAs

End-User Empowerment

CONCLUSION

As you can see, UC provisioning automation streamlines the operational challenges from overwhelming workloads, while at the same time supporting a diverse set of broader IT initiatives.

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ABOUT US

Collaboration, an increasingly fundamental characteristic of successful businesses, is often overlooked. Creating software that helps people collaborate is our focus. We offer software products and solutions that integrate Unified Communications environments as well as other business focused enterprise applications.

**Technology is complex.
We make it simple.**

Schedule a Demo of Provisioning Manager