

UC MARKET GUIDE

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Essential Insights for
Tech Professionals

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Automated User Provisioning for Unified Communications



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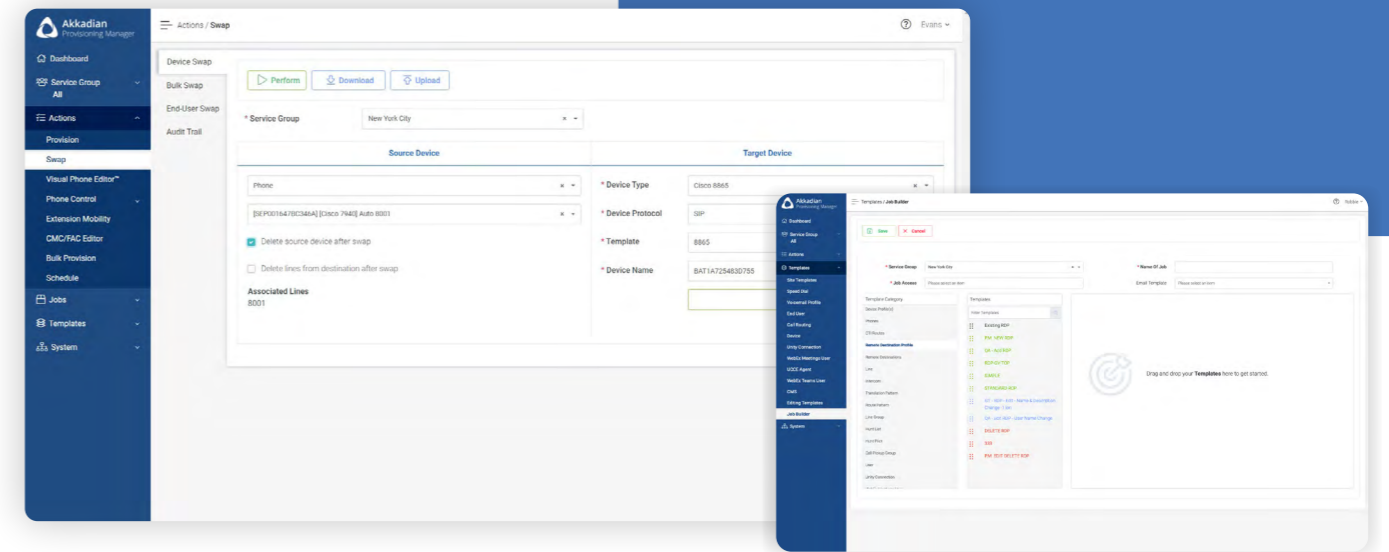
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Akkadian Labs is the industry-leading UC provisioning automation developer for Cisco Collaboration, Webex Calling and Microsoft 365/Teams. Our flagship product, **Akkadian Provisioning Manager**, provides a single-pane-of-glass to streamline MACDs by eliminating repetitive, manual, error-prone tasks.

UC Engineers love Akkadian Provisioning Manager because it enables them to complete a 30-minute task in 30 seconds, freeing them up to focus on the more strategic needs of their organization. IT leadership loves it because it automates a manual process and improves the service levels of deploying critical collaboration applications to employees. Cybersecurity teams love it because it minimizes disruptions and down-time by keeping people out of the core UC platforms – avoiding accidental or intentional misconfigurations. HelpDesk and operations teams love it because it gives them a quick, easy and consistent way to respond to requests for changes to UC services. CFO's love it because it has a powerful ROI, typically with 90% time savings and 50% cost savings.

Benefits

- Productivity - Minimize repetitive manual work. A single pane of glass to initiate **workflows** across multiple UC apps, servers, and clusters.
- Accuracy - Eliminate human errors and inconsistencies. Templates assure that accounts are built with standard configurations.
- Uptime - Reduce risk of outages. A software layer that removes the need to access the native UC apps.
- Security - Protect against accidental or deliberate service disruptions. Role-based access and audit trails that control for system vulnerabilities.



Integrations

Akkadian Provisioning Manager provides native integrations with Active Directory and ServiceNow. This enables you to easily implement full-cycle, zero-touch provisioning.

- AD/SNOW can kick-off any UC workflow—on-board, off-board, add a phone, etc.
- No API programming necessary—out-of-the-box deployment with minimal configuration.
- Akkadian Provisioning Manager can write back to AD/SNOW to confirm a process is complete or make database changes.

Additionally, our API Triggers feature keeps all your systems in sync automatically. You can easily integrate with 3rd party systems like Salesforce, Zoom, Verint, and Callabrio. Triggers set to execute after the completion of any Provisioning Manager job can connect to and update any system that accepts a RESTful API call.

Key Features

- Unified workflows across multiple UC applications, servers, and clusters to simplify MACDs and streamline administration.

- Role-based access to delegate tasks to your operations team - freeing up IT to work on strategic projects.
- Self-service portal for employee empowerment and customer satisfaction to ensure scalability and process efficiency.
- Bulk provisioning to add or delete multiple users from one CSV file for reducing hour-long tasks to minutes.
- Reporting on configuration changes consolidated across multiple clusters for enhanced visibility, management, and compliance.

Manual provisioning across multiple UC applications, servers, and clusters is time-consuming and subject to errors or inconsistencies, requiring rework. Our solution streamlines UC administration by automating moves, adds, changes and deletes.

Easy to Deploy

Our easy-to-use, turnkey solution requires no additional modules to purchase and leverages a highly flexible configuration, so no large professional services engagement is needed.

Technology is complex. We make it simple.