Unified Communications Performance Management

Enabling Skype for Business transparency for your corporate customers

Highlight is designed for managed service providers and enterprise corporate management team members who wish to independently verify they are getting value for money and return on their Applications, Network and Unified Communications investment.

What are corporate customers' challenges in using Skype for Business today?

- Viewing and having control over their end-users' Skype for Business experience
- Identifying applications performance issues in relation to the network infrastructure
- Enabling quick resolution to app and network issues
- Ensuring performance is supported, satisfying both employee and company requirements

How does Highlight's Skype for Business performance monitoring and reporting align with a Managed Service Provider's goal?

- Enables partners to have an integrated view of Skype for Business and infrastructure
- Supports managed service providers to reduce the Mean Time to Resolve issues
- Empowers technical and non-technical teams with easy-to-use graphical displays
- Enhances the application focus on performance to enrich customer experience
- Offers a scalable and cost effective software as a service solution
- A single pane of glass for sales and service management – one tool for success
- Aligns with the managed service providers' portfolio of services

Having provided Network infrastructure and Unified Communications, senior management teams want to know that:

- The solution is right-sized, from a capacity and call quality point of view
- It is being used effectively by the organisation
- The end-users can do their day-to-day work without hindrance

Highlight's Skype for Business focus is on:

- Enabling Unified Communications adoption rates
- Empowering corporate managers to encourage reluctant users' adoption
- Creating transparency between managed service provider and corporate customer
- Transform business into a collaborative through easy to use, accurate data
- Underpin the customer experience and enable two parties to achieve their goals

Our latest development enables MSPs and their Enterprise Corporate customers visualise Skype behaviour across an IT estate. In Highlight, you can see a 'grid-style' presentation on a controller showing call volumes and quality between pairs of locations for any specified day, week or month:
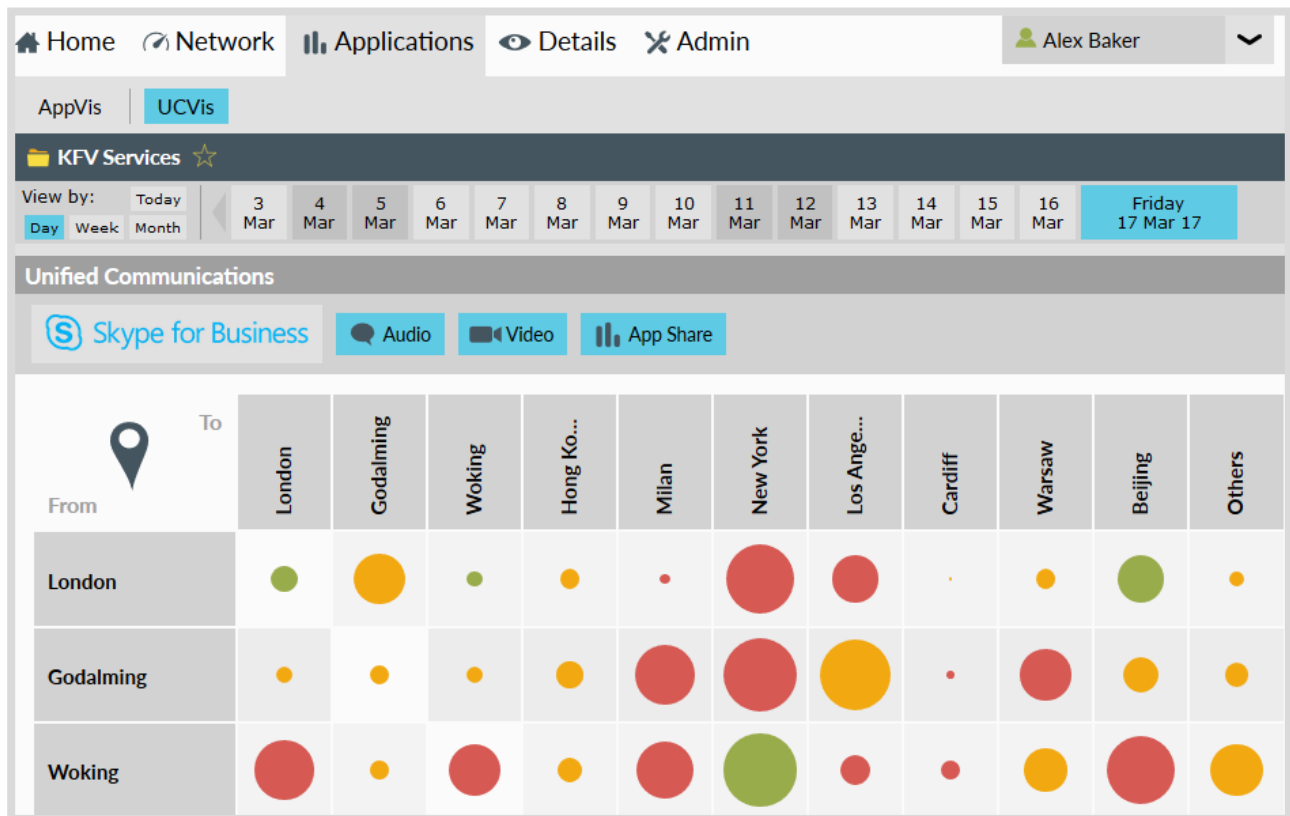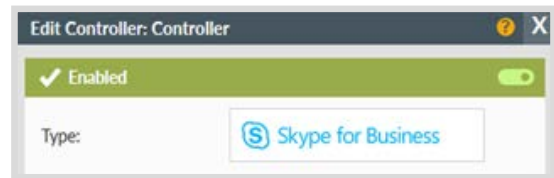
Hovering over a coloured circle shows volumes of activity and overall quality metrics in Highlight's green, amber and red colour scheme. You can choose to include Audio, Video Application Sharing sessions, or any combination of these streams
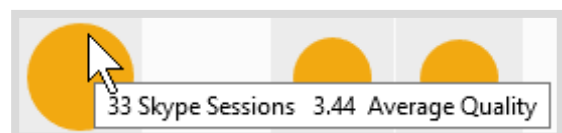
The bottom line is...

Call quality and quality of experience metrics provided by Highlight can frame discussions between service providers and their customers, about bandwidth provision and line quality, based on factual, shared data, thereby building a trust relationship.

Highlight focuses on a business level presentation of the performance data analytics, enabling both technical and non-technical professionals in making better commercial decisions.