OPEN LAKE TECHNOLOGY

SUPERVISION, USAGE AND IT COMPLIANCE FOR YOUR UNIFIED COMMUNICATIONS (UCAAS)
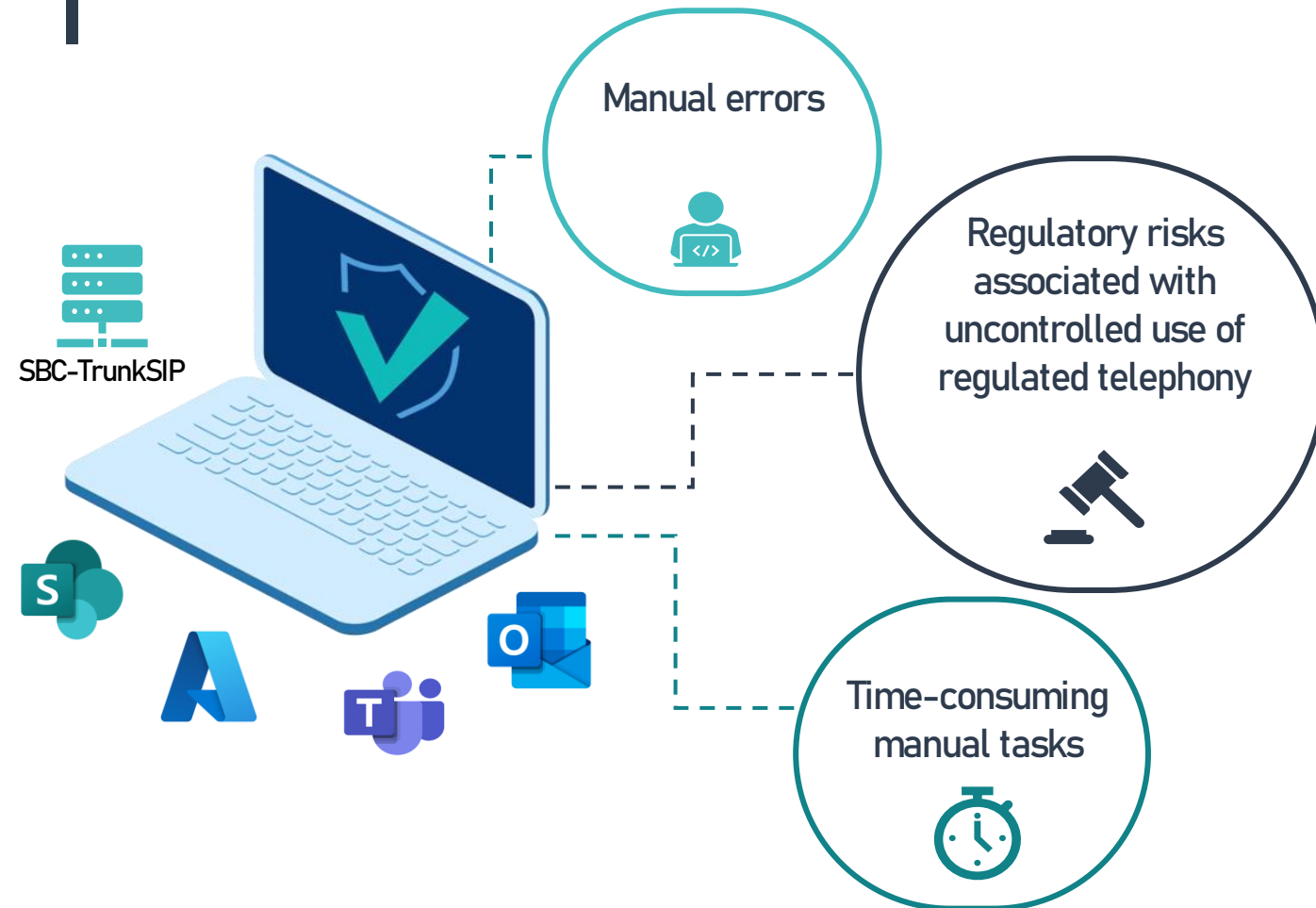
YOUR REQUIREMENT

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Automate your IT monitoring and compliance management tasks
for your UcaaS telephony

Understanding your teams' adoption of unified telephony (Teams, etc.)

Through an agnostic, near-real-time software suite, in private or public SaaS mode

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WHY?

Clouds, local regulations, all-IP and home working are having a major impact on your IT teams and their processes.

SBC-TrunkSIP

Manual errors

Regulatory risks associated with uncontrolled use of regulated telephony

Time-consuming manual tasks

Some customers and partners

EDMOND DE ROTHSCHILD

BBVA

الشـركـة الـعـامـة
SOCIETE GENERALE

EXANE BNP PARIBAS

International customers

exane asset management

ALLINVEST

VINCI

التجاري للوساطة
Attijari intermédiation

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Asset Management / Brokers / Treasury

CARMIGNAC GESTION

BOURSE DIRECT

ExOe

LA BANQUE POSTALE ASSET MANAGEMENT

Banks

BRED +X BANQUE POPULAIRE

orange bank

bpi

Banque Richelieu

Public accounts

AFD AGENCE FRANÇAISE DE DÉVELOPPEMENT

SNCF

eDF Trading

Société du Grand Paris

Partners

nXO FAYAT

TSS Trading System Support
24/7 world-wide we keep traders trading

TERSEDIA Make IT happen

AeBDM

axylink CONVERGED COMMUNICATIONS

Telkea GROUP

grupês ampliamos os seus sentidos

axians | ESPAÑA

CUSTOMER CASE STUDIES – Asset Manager*

Complex needs, simple, central solution

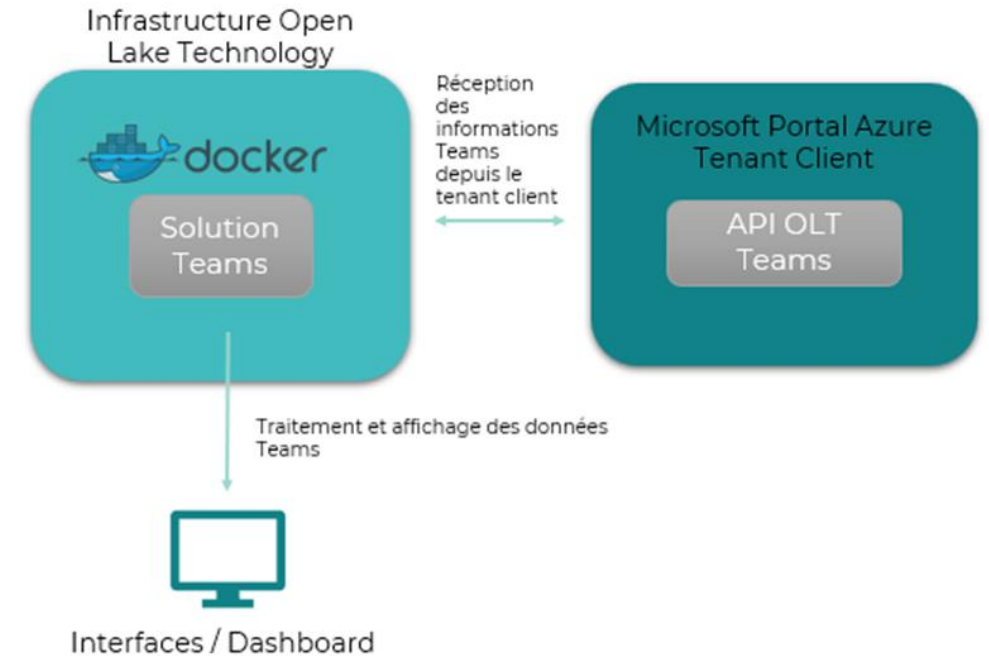**Description:** This customer has global coverage based on Microsoft TEAMS

It uses direct routing, Meeting TEAMS Rooms, local office, an in-house IT contact center and a VIP contact center for private banking customers.

Issue: The lack of a management tool for fine-tuning usage and incident management, as well as IT compliance (recordings), quickly became apparent.

Features appreciated by customer :

- Visibility on reception quality (queues), meeting rooms usage/licences
- Near-real-time usage, supervision and alarm in the event of incidents (equipment, voice quality, licenses, etc.).
- IT Compliance management dedicated to Microsoft TEAMS (multi-channel recorders)...
- Complete traceability of incident
- End-to-end solution security

Project architecture :

Infrastructure Open Lake Technology

docker
Solution Teams

Réception des informations Teams depuis le tenant client

Microsoft Portal Azure Tenant Client
API OLT Teams

Traitement et affichage des données Teams

Interfaces / Dashboard

"An indispensable solution for the daily monitoring of our collaboration and IT compliance services."
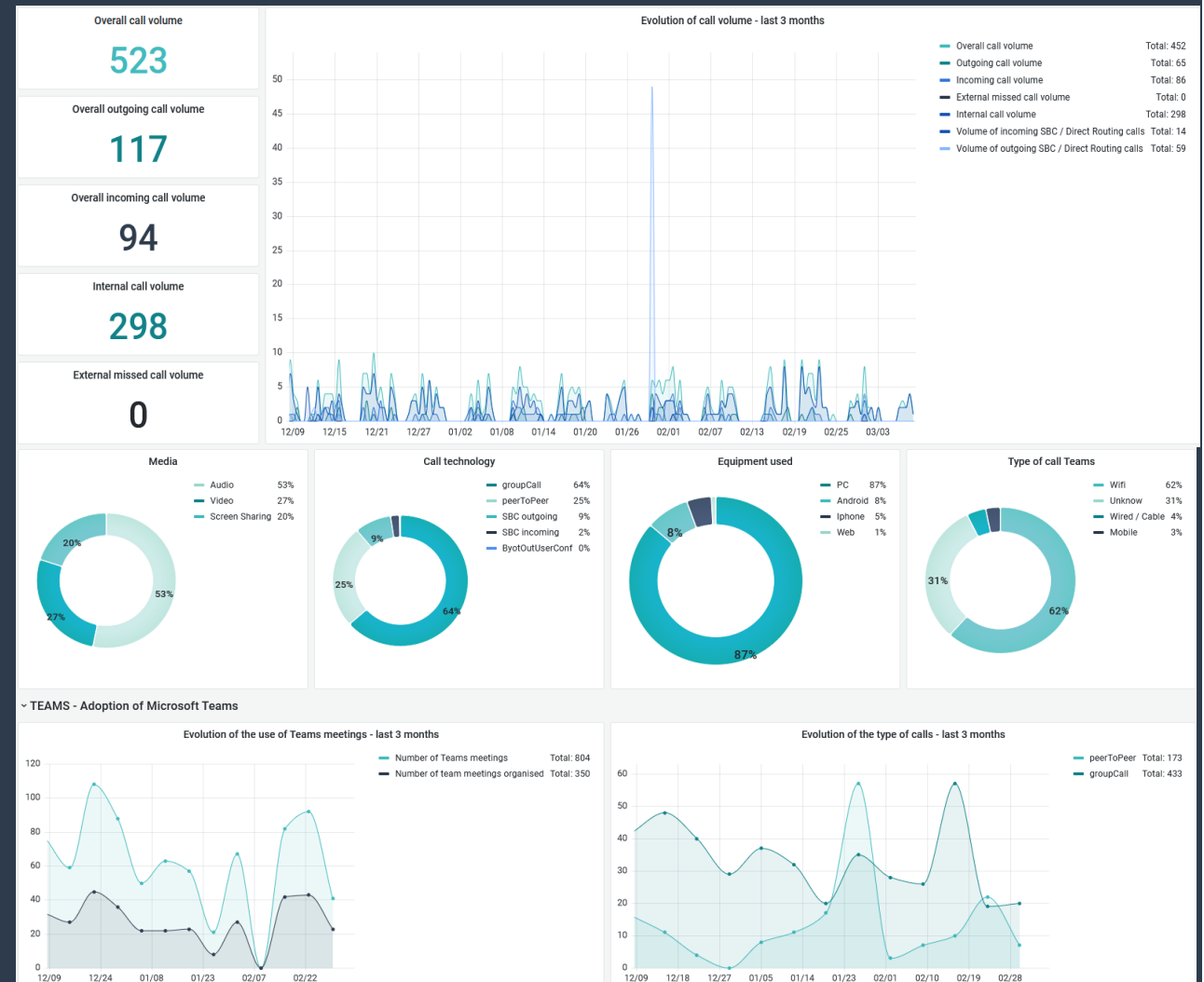<u>G.F</u>, *Global Head Of Infrastructure*
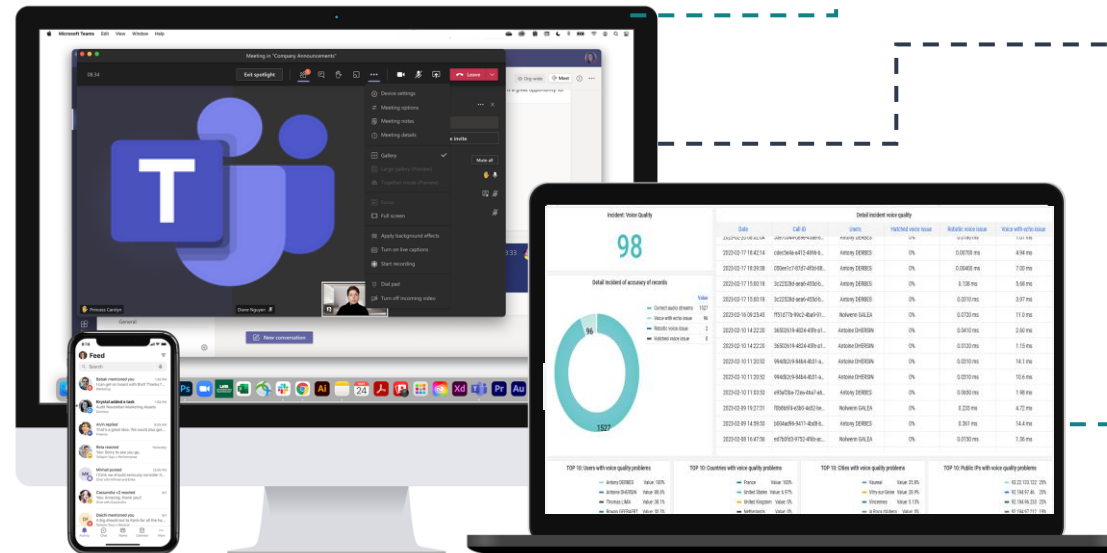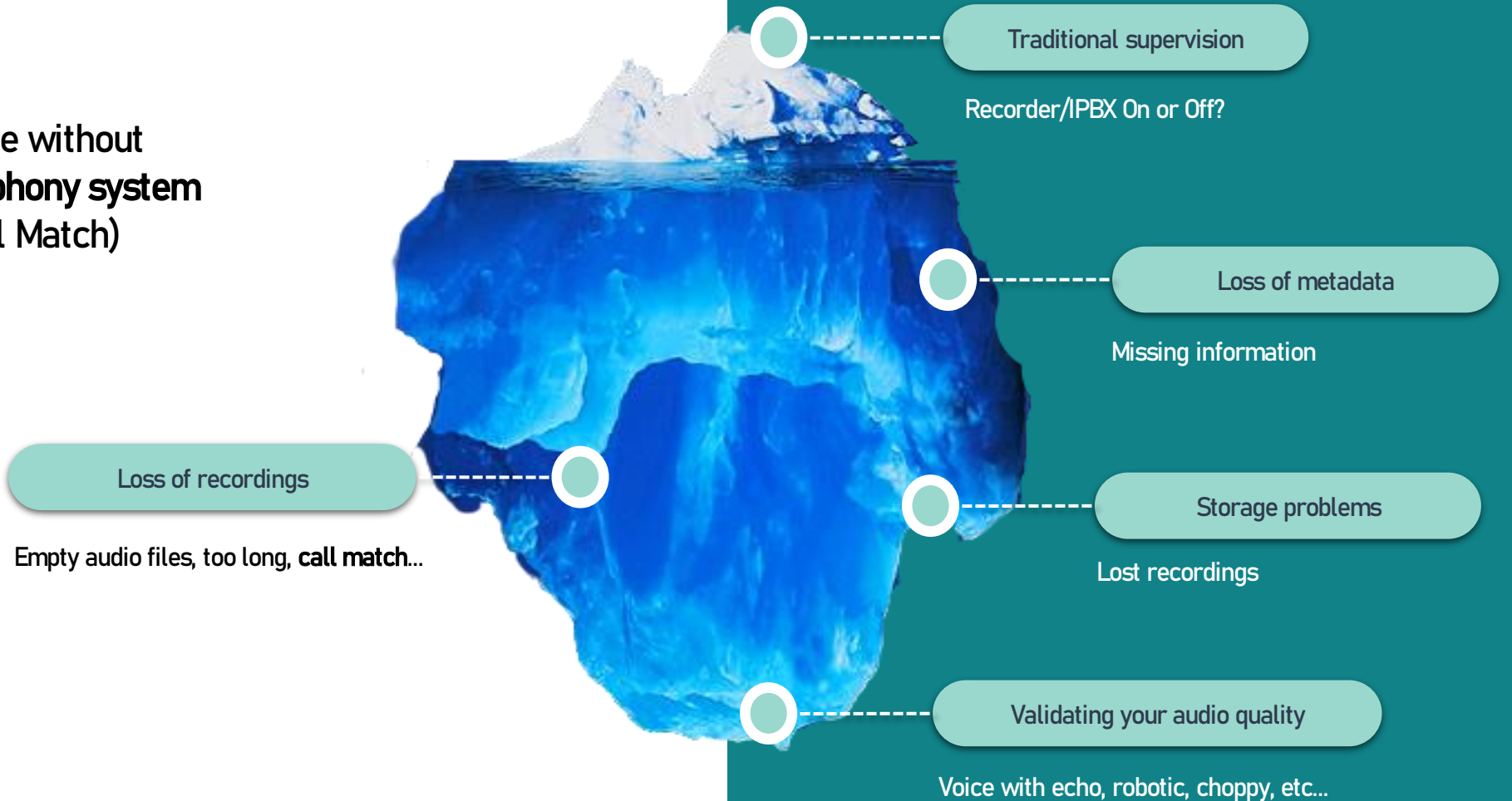
Microsoft Teams Adoption

KEY POINTS

- ✓ Usage rate by channel: Audio, video, chat, meetings, screen sharing...

- ✓ Usage of meeting rooms (TMR)

- ✓ Usage of MSFT 365 licenses

- ✓ Reassessment of license requirement

- ✓ Customer satisfaction management (queues, SLA...)

Source: DEMO Openlake Technology interface (https://supervision.open-lake.com)

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CPA: Compliance Process Automation

Control your IT compliance without worrying about your **telephony system** or **recording system** (Call Match)

Traditional supervision

Recorder/IPBX On or Off?

Loss of metadata

Missing information

Loss of recordings

Empty audio files, too long, **call match**...

Storage problems

Lost recordings

Validating your audio quality

Voice with echo, robotic, choppy, etc...

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Summary: Key benefits

Master your IT compliance – Understand your uses and your UCAAS infrastructure – Simplify your life

- ✓ **Control your equipment, licenses...**
  Understand the status and use of your infrastructure in real time

- ✓ **Automate your manual IT and compliance tasks**
  Focus on value-added tasks for your company

- ✓ **Control your IT compliance**
  Meet MFID2 obligations by controlling the quality, accuracy and completeness of your records

- ✓ **Install a central, agnostic tool in private or public SaaS mode**
  Stop being dependent on a single technology or business tool

- ✓ **Simplify, act**
  React quickly and accurately with near-real-time alarms and reports

- ✓ **Customize your reports/alarms according to your needs**
  Meet your need for internal explanations