

Tiger Prism Spark Analytics

Prism is a reporting and analytics tool used to measure and monitor activities, utilisation and adoption of your Cisco Spark service along with Cisco WebEx and UCM metrics

Product Overview

Tiger Communications is an international market leader specialising in Unified Communication and Collaboration Analytics. We have nearly 40 years' experience in delivering business intelligence and management information to global corporates, public sector organisations and SMEs. Tiger have partnered with Cisco since 2003 and our solutions appear in the approved Marketplace.

Features Include



Extended Reporting History, not limited to 3 month window



Determine Call Quality



Observe Registered and Active Hosts



Understand Spark space activities and volumes



Deliver information and data to Spark Spaces as it happens



Measure employee adoption of the Spark service

What is Spark

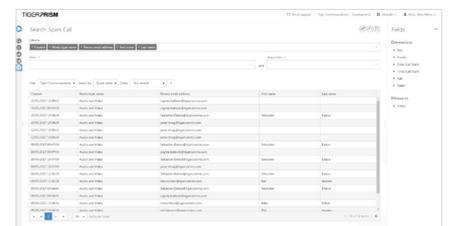
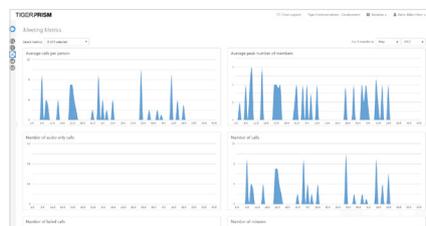
Cisco Spark offers clients a full business collaboration package and service based in the Cisco cloud. This service allows customers to connect via messaging, virtual meetings and to call anyone no matter what time it is or where in the world they are. This enables the user to have a virtual workspace to share, prepare and orchestrate projects together, with teams.

Tiger Prism Spark Integration

In a complicated world, Tiger likes to keep things simple. That is why our Cisco Spark integration is no different.

Tiger interrogate the Spark API to collect information about meetings, messages, people and call quality. These metrics are available in easy to use dashboards and reports so that you can monitor how you organisation is utilising the technology.

In addition, all of your data and alerts can be easily scheduled from Prism to deliver in your own personalised Spark spaces via our Spark Bot. This ease of information will allow the user to rapidly have discussions within their chosen team about specific data from their Prism system.



Alerting

Receive notifications of events



- ▶ Receive notification of events, based on data queries known as Widgets
- ▶ Widgets evolve with your business needs
- ▶ Schedule alerts based on specific criteria i.e Active Users or Total Meetings

Analytics

Monitor activity and present data



- ▶ User friendly dashboards
- ▶ Powerful analytics feature allows you present data the way you need it
- ▶ Visualise data for quick insights into costs, quality, bandwidth, performance, Usage and Adoption

Measuring Adoption

Measure how the service is utilised



- ▶ Measure the rate of adoption to calculate the ROI of deployment
- ▶ Visualise the engagement generated by investment
- ▶ Identify potential training gaps or lack of understanding

Tiger Prism WebEx Analytics

Prism is a reporting and analytics tool used to measure and monitor activities, utilisation and adoption of your Cisco WebEx service along with Cisco Spark and UCM metrics

Product Overview

Tiger Communications is an international market leader specialising in Unified Communication and Collaboration Analytics. We have nearly 40 years' experience in delivering business intelligence and management information to global corporates, public sector organisations and SMEs. Tiger have partnered with Cisco since 2003 and our solutions appear in the approved Marketplace.

Features Include



No data limits, WebEx only stores 3 months. Once collected in Prism it's always available



Highlight Customer Engagement – which companies and people are your organisation working with?



Observe Registered and Active Hosts to Measure Adoption



Understand Meeting and Participant volumes



Determine Audio preferences (Call In, Call Out, VOIP) & durations



Identify the devices used to connect to WebEx meetings

Why Analyse WebEx

WebEx is a multi-platformed virtual meeting space offering a simple method to collaborate with co-workers and customers. Importantly, it removes the long commute users once experienced, and allows a more fluid and easy approach to the conventional meeting setting.

The time saved by employees can be spent attending additional WebEx meetings with other clients or on other tasks, increasing the volume of meetings in the same time period delivers positive business outcomes.

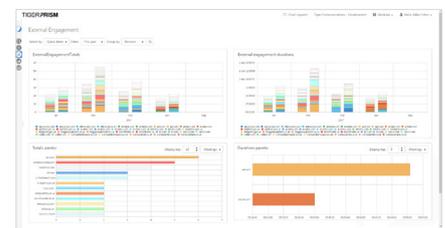
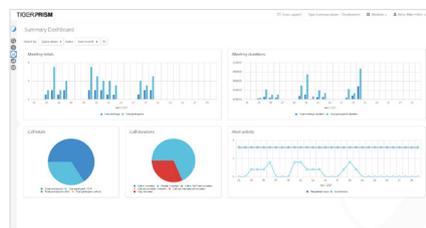
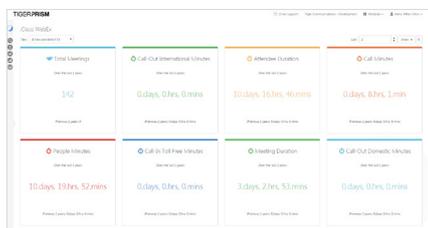
User Licensing

WebEx offers a number of licensing options so monitoring the registered and active user accounts is crucial.

If most of your users are only taking part in a handful of meetings per month you are still paying for the license, how can you encourage them to get more from the service?

Audio Usage

WebEx offers VOIP, Call In and Call-back features. Tiger Prism can identify the volume of minutes for each of these conference types and highlight meetings that are more expensive due to call back or toll free services being used.



Alerting

Receive notifications of events



- ▶ Receive notification of events, based on data queries known as Widgets
- ▶ Widgets evolve with your business needs
- ▶ Schedule an alert based on any specific criteria

Analytics

Monitor activity and present data



- ▶ User friendly dashboards
- ▶ Powerful analytics feature allows you to monitor activity and present data the way you need it

Measuring Adoption

Measure how the service is utilised



- ▶ Measuring participation of attendees
- ▶ Visualise the engagement generated by investment
- ▶ Identify potential training gaps or lack of understanding