



Integrated Microsoft Teams and Skype for Business Performance & Operations Solutions Software Suite

# INTELLIGENT DEVICE MANAGEMENT

Business Value and Feature Overview

## What Does PowerSuite™ Do?



PowerSuite is a **comprehensive performance and operations software solution suite** which brings together **six key solution categories** critical to UC success: monitoring, analytics, provisioning/device management, reporting, user experience, and cloud managed services. PowerSuite delivers 360° visibility and predictive analytics with a **unique focus on the end-user experience**, giving IT the ability to efficiently run Skype for Business and Microsoft Teams operations at global scale.

“The average employee uses between 2.3 and 6 devices daily for work, with each device type requiring nuanced tuning to achieve UC call quality success.”  
— Osterman Research



## WHY CHOOSE POWERSUITE DEVICE MANAGEMENT

- **Fast end-user troubleshooting:** PowerSuite moves device troubleshooting from a 48 hour to a 1-2 minute exercise --- allowing Tier1&2 helpdesk personnel to quickly drill down and diagnose & solve issues.
- **UC&C Adoption Catalyst:** PowerSuite improves voice quality and helps maximize the end-user experience.
- **Systemic device issue resolution:** PowerSuite tracks and identifies broader system-level issues related to UC endpoint devices.
- **Skype for Business and Teams “rescue” partner:** PowerSuite targets “hotspots” in the enterprise where a deployment might be going sideways.
- **Jabra Xpress “Upgrade”:** PowerSuite provides a more robust performance and operations tool for Jabra and Other UC vendor devices.
- **End-to-End Call Quality Diagnostics:** Troubleshoot the entire e2e call path to enhance the quality of support provided to end-users.
- **Proactive UC Management:** A purpose-built tool to proactively track and resolve both systemic and individual user issues.

The screenshots show the PowerSuite Device Management interface. The top section displays 'Device Details' for a Jabra device, including its ID, vendor, model, site, and contact information. Below this is a 'Logs' table with columns for Type, Last Received (UTC), Size (KB), and Time Range. The 'Overview' section features two donut charts: 'Firmware Assignments' and 'Top Managed Devices'. The 'Firmware Assignments' chart shows: Production: 90 (74.38%), Outdated: 0 (0.00%), Testing: 30 (24.79%), None: 1 (0.83%), and Unassigned: 0 (0.00%). The 'Top Managed Devices' chart shows: Jabra Pro 9460 / 9465 / 9470 MS: 178 (49.17%), Jabra Evolve 75e MS: 59 (16.36%), Polycom VVX 201: 44 (12.15%), Polycom VVX 300: 37 (10.22%), and Other: 44 (12.15%). The bottom section shows 'Call History for sip:anirbel@cordant.com (25 calls in 10 days)' with columns for Quality, Join Time, Duration, User Name, Other Device, and Other Issues. To the right of the call history is a 'Usage Statistics' section with bar charts for 'Call Analysis' and 'Top 5 devices'.





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### MORE KEY POWERSUITE DETAILS

- **PowerSuite Device Management:** The Intelligent Device Management functionality described in this datasheet represents only a small fraction of the overall performance and operations monitoring and management feature set offered in any of the four different PowerSuite packages.
- **Jabra Partnership:** Jabra is a strategic technology partner for Unify Square, however there are other UC device manufacturers which inter-operate with PowerSuite. The PowerSuite Intelligent DM functionality for these other device vendors may vary from the information provided in the table below.



One could almost begin to ring warning sirens in and around the offices of the enterprise IT team who neglects the management and troubleshooting of Skype for Business and Microsoft Teams headsets and IP phones.

– Mark Achzenick, Unify Square CIO

### POWERSUITE vs JABRA XPRESS COMPARISON

	Jabra Xpress, V.2	PowerSuite IDM <sup>2</sup>
Holistic UC Infrastructure Management		✓
Device & Vendor Agnostic	Only Jabra	IP-Phones & UC Headsets <sup>1</sup>
Device Inventory Management	✓	✓
Device Reporting	✓	✓
Device Analytics	✓ <sup>3</sup>	✓
Device Troubleshooting	✓ <sup>3</sup>	✓
Firmware Updates	✓	✓
Device Configuration	✓	✓
Enhanced Monitoring & Troubleshooting	✓	H1 2019
User Feedback Loop		H1 2019

<sup>1</sup> In addition to Jabra, PowerSuite also manages Polycom and Yealink phones, with other vendor products on the future roadmap.

<sup>2</sup> PowerSuite Intelligent Device Management is available in all 4 PowerSuite packages.

<sup>3</sup> Available only on selected Jabra devices.

About Unify Square

Unify Square's software, consulting, and cloud managed services power the world's largest Microsoft Teams and Skype for Business (SfB) deployments. Built on innovative technology, our solutions create actionable insights and help enterprises transform their unified communications & collaboration infrastructure, delivering enterprise-grade service availability, data-driven end-user satisfaction, and double-digit ROI increases. Founded by Microsoft UC product visionaries, Unify Square is one of Microsoft's global elite partners. Our software and services have delivered value to more than 5 million Teams/Skype for Business seats, in over 275 global enterprises across more than 50 countries in most major industry verticals.

**Unified Communications. Accelerated.**