collaborate

Simplifying complexity for Service Providers

Deliver reliable, high-quality services and manage a growing customer base with confidence.

As businesses adapt to drastically changed work environments, Service Providers are in demand now more than ever.

But in today's competitive market, with growing challenges, technologies, and complexities to contend with, it's vital that the service you deliver exceeds expectations to ensure customer satisfaction and protect your bottom line.

IR Collaborate can help you simplify the complexity of managing multiple tenants and technologies, giving you the comprehensive insight you need to deliver exceptional service and stay ahead of the competition.

Benefits for Service Providers

Multi-Tenant Support

Leverage secure, API driven access to multiple client environments in a single application.

End-to-end insight across ecosystems

Empower operational and business critical decisions and be proactive in service delivery by leveraging real-time insights and customizable displays through end-to-end visibility across hybrid, multi-vendor, multi-tenant ecosystems. Leverage ServiceNow integration to increase visibility and streamline service management.

Meet SLAs with ease

Ensure customer satisfaction and deliver on SLAs, with high uptime, a superior quality of service, and the reporting and evidence to back it up.

Multi-Vendor Support

Support for Microsoft, Cisco, Zoom and Avaya UC platforms, ServiceNow Service Management platform, and numerous SBC and device vendors to cater to diverse customer needs.

Deliver additional value for your customers

Differentiate your business and create new revenue streams, with unique insights to help address your customer's key concerns and tailor your service to their needs.

Improve customer onboarding and management

Accelerate time to revenue by on boarding customers faster with streamlined deployment models, better performance visibility and deep insights into your environment.

50%

50% faster incident resolution[1]

60%

60% gain in satisfaction[2]

49%

49% decrease in outages[3]

1. Nemertes Research: Solid Customer Experience Relies on Well-Managed Communications, 2019
2. Nemertes Research; Annual UC& TCO Report, 2017-2019
3. IR customer survey via TechValidate

System & Device Monitoring

Experience/Quality Monitoring

Dashboards & Displays

Data Aggregation & Insights

Alerts & Notification

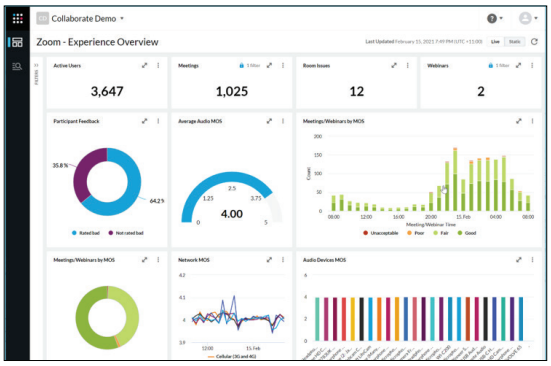
Real-Time Troubleshooting

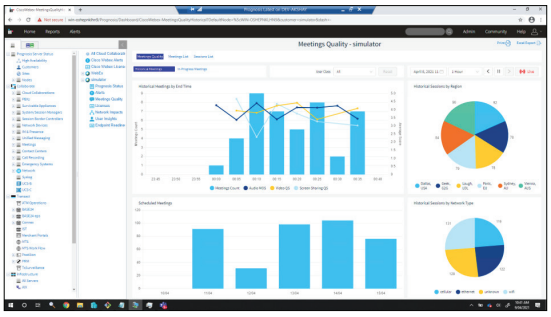
Domain Isolation & Root-Cause Analysis

Reporting & Analytics

Proactive Testing

Call Recording Assurance





With Collaborate you can:

- ✓ Get broad, multi-vendor visibility
- ✓ Support and manage multiple customers with multi-tenant capability
- ✓ Improve customer satisfaction
- ✓ Deliver on SLAs
- ✓ Minimize downtime and outages
- ✓ Streamline operations
- ✓ Accelerate time to revenue
- ✓ Deliver reliable quality of service
- ✓ Ensure high up time
- ✓ Diversify revenue streams

Supported Platforms

audiocodes
AVAYA
CISCO
Microsoft Teams
ribbon
servicenow
webex by CISCO
zoom

Vendor Alliance Partnerships

Gold Microsoft Partner
Microsoft

CISCO Preferred Solution Partner

AVAYA DevConnect Technology Partner

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