



***ir* Prognosis[®]**

Unified Communications

Transform

The Way Your
Business Performs



***ir* Integrated
Research**



All new cloud-enabled Prognosis 10 changes the game

It provides complete visibility and actionable insight to control complex, multi-vendor Unified Communications (UC) environments more effectively—when and where you want. Prognosis 10 helps you deliver superior performance, innovate with confidence and lower operational costs.



Use Actionable Insight To Improve Operations

Full visibility and analysis lets you proactively manage operations and respond to issues fast. This helps ensure your technology environment sustains productivity, collaboration and quality user experience to drive competitive advantage.



Achieve Fast Time To Value

Typically bringing insight in a matter of hours, Prognosis 10 delivers a rapid return on investment. It can easily scale to meet changing business needs, while a small footprint provides lower cost of ownership, whether on premise or in the cloud.



Leverage Secure Mobile Access

Prognosis 10 can be accessed anywhere, anytime from your iPhone, iPad or any tablet or device with an HTML5 browser. You can stay informed at all times, quickly identify issues and take immediate action to insure your operations perform at peak. Encrypted, role-based access keeps all interactions safe and private.



Improve Business Performance

End-to-end visibility and intelligence, plus the ability to take proactive action enable you to:

- Minimize costly outages
- Improve user experience
- Ensure new technology success
- Optimize IT operations



Minimize Costly Outages

Cut the cost of productivity downtime or inability to support customer operations that damage your bottom line and reputation. Prognosis 10 gives you an intelligent 360° view across your entire UC ecosystem with real-time analytics and historical reporting. You can more effectively manage multiple technologies and vendors including Avaya, Cisco, Microsoft, Alcatel-Lucent, and others.

Address The Cause, Not Just The Symptom

Prognosis 10 not only identifies the location of problems, embedded links within alerts take you straight to the root cause. It means you can pinpoint and resolve issues before they impact services. By fixing the cause, not just the symptoms, you can create solutions for the long term to reduce outages, not just temporary fixes.

Respond Faster With Mobile Alerts

Stay informed anytime, anywhere with the new Prognosis First Responder mobile app. Securely receive, prioritize and forward alerts and take immediate action to fix issues while on the move. Prognosis First Responder works with Apple iPhone, iPad and iPod Touch.



“Prognosis really is the only solution that can provide that end-to-end call quality visibility needed to get to the root cause of issues faster.”

*Kathy Lijoi,
CIO Spoken
Communications*

Improve User Experience

User perception and satisfaction is critical for technology adoption, and that directly affects productivity and customer service. Now you can improve user confidence with solutions that work as promised.



Have Complete Visibility

You'll have complete visibility across teams and technologies for business-critical systems, whether it's an impending capacity threshold, a sporadic voice quality problem, persistent network device error or unexpected contact center routing spikes.



Fix Problems Fast

Fix problems fast, prevent them happening, and optimize operations to provide the functionality and reliability your users require. This can help you drive adoption and advocacy to maximize the value that technology delivers to your business.



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Ensure New Technology Success

Enterprises are increasingly moving to the cloud. During the migration process, you need to ensure a trouble free adoption of new technologies as well as the ongoing performance of legacy platforms. This balancing act is much simpler with Prognosis 10.



Single Pane Of Glass

You can monitor both old and new environments from a single pane of glass, while mashups allow you to share custom views with team members and across the organization.



Rebuilt From The Ground Up To Be Cloud-Enabled

Prognosis 10 provides maximum flexibility to operate in private, public and hybrid clouds while enhancing the traditional on-premise model. You can confidently deploy powerful new capabilities to help your people work faster, smarter and improve customer service. With deeper insight, you can deliver technology rollouts on time, on budget, and with less risk.



Extend Monitoring Reach

Prognosis 10 generally provides all the functions you need out of the box. If you want to deploy specialised functionality, it can be extended to include more specific metrics with the Prognosis Agile Configuration Engine (PACE). PACE uses the widely accepted XML format for simplicity, interoperability and ease of use to collect and manipulate data. If needed, our consultants will work with you to widen and deepen management capabilities to incorporate boutique devices, processes and applications.

Optimize IT Operations

Make your support teams more effective and efficient.

Prognosis 10 lets you monitor, measure and manage your environment to high standards with fewer IT staff, allowing you to redirect them to more strategic projects.



Control & Security

Control and security are built in with encrypted, role-based access that lets you define dashboards for users and groups according to your policies. Prognosis 10 is also quick to master, so you won't tie up your IT teams with long training sessions.



Share Information Across Teams

Share your perspectives inside and outside your team with Prognosis Mashups. Pull content from multiple Prognosis displays to create new, sharable dashboards, and customise views on the fly to share insight with your peers.



Cross Team Collaboration

The ability to make cross-team collaboration simpler, faster and more focused can promote deeper understanding, along with a faster and more cohesive response.



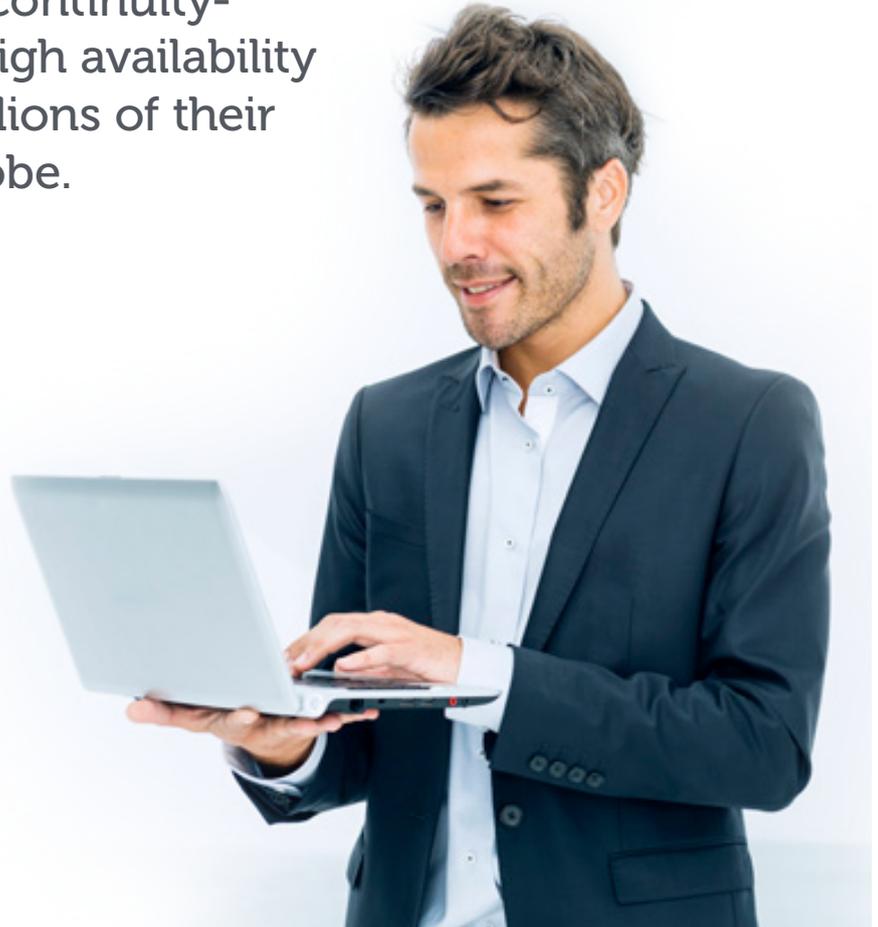
Control Costs

A small footprint means Prognosis 10 uses less IT infrastructure, which reduces capital costs as well as ongoing management and maintenance. Flexible licensing options make budgeting simple.

About Prognosis

Prognosis is used by thousands of organizations in more than 50 countries, and includes some of the world's largest banks, stock exchanges, airlines and telecommunication companies. They rely on Prognosis performance management to ensure continuity-critical systems deliver high availability and performance for millions of their customers across the globe.

AVAYA
DEVCONNECT
TECHNOLOGY PARTNER



For more information about Prognosis 10 please visit Prognosis.com/Prognosis10

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