



Why Choose MaaS for your Contact Centre?

At the core, MaaS is an advanced proactive and predictive monitoring service designed to keep an eye on all of your Contact Centre applications, integrations and services. Sabio MaaS is combined with our own support expertise and knowledge to actively pinpoint the common failure scenarios and raise the alarm before a service outage is experienced.

This proactive service allows the Sabio Support Centre to respond and prevent the situation from causing costly downtime. The Mean time to Resolution (MTTR) is greatly reduced; often without any impact to your contact centre operations.

Advanced proactive checks at an application, operating system and hardware level allows MaaS to keep a record of what is happening in your Contact Centre. System alerts and threshold breaches are communicated to your nominated contacts and also to the Sabio support centre.

Via MaaS your operational team can manage Capacity issues, future service availability predictions and operational constraints.

A single holistic view....

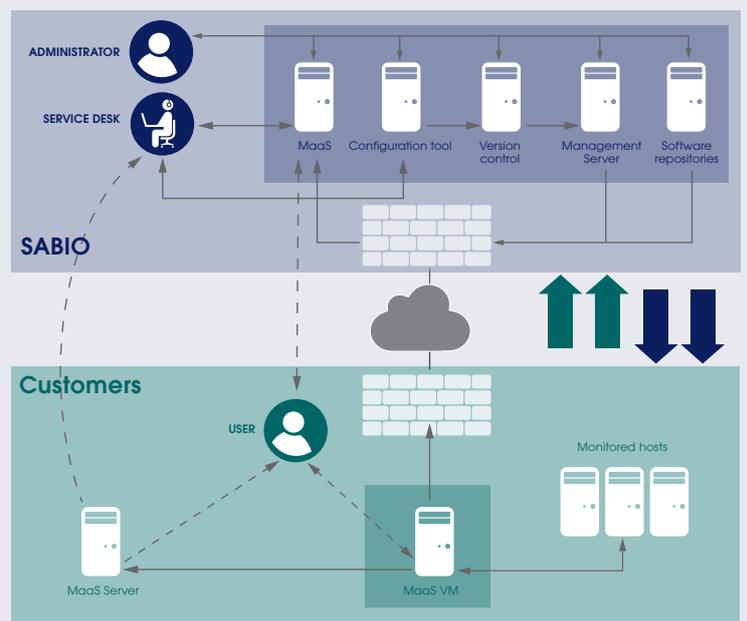
Seeing the big picture is vitally important. Everything that goes on in your Contact Centre equates to millions of events every day within the technology stack. Let's take a look at the number of products you may find within a Contact Centre:

- Core Avaya Communication Manager platform (multiple servers, gateways and circuit boards)
- Contact Centre reporting platform
- Advanced real-time or historical feeds to other applications
- CTI integration servers and licences

- Call Recording and Quality Management, possibly with Speech Analytics
- Work Force Management
- Proactive Dialler
- IVR
- Other Sabio applications or 3rd party services

One single failed event can have serious consequences to the uptime and availability of these services. Many of the products also have dependencies on other elements within the technology stack. Sabio MaaS provides a top down holistic view across all of these technologies.

A typical MaaS topology:



Evolution of Technology

Technology is moving fast. There are many separate technology changes and trends which are coming together to create a significant cumulative impact on how systems should be supported and monitored:

- SIP is allowing organisations to rationalise their hardware footprint across multiple sites to gain the benefit of reduced costs and improved efficiencies.
- More than ever before standalone technology streams are being integrated together in single data centres or comms rooms.
- Manufacturers making advancements in the way their software is released to take advantage of virtual machine environments.
- Systems that made use of specific hardware components for processing or converting data are being replaced by advanced software.
- Convergence of network protocols, data networks and cabling to carry voice, video and application data.

These changes add complexity to the technology stack and more than ever before each stack is more critical and important to the running of your Contact Centre.

MaaS is developed in house by Sabio's experts and is designed specifically for complex Contact Centre environments. As a leading Contact Centre expert, we encapsulate everything we know about the market into the development cycle of MaaS; including the evolution of that technology.

Unlike our competitors who write software for the PBX market, we are at the cutting edge of Contact Centre development not only in the solutions we design, implement and support but also in the MaaS monitoring coverage we develop.

This ensures that Sabio MaaS is the right choice for today's technology in today's market.

MaaS Technical Metrics

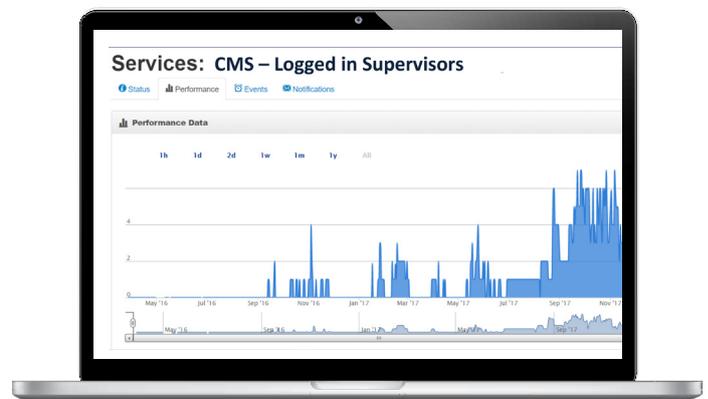
These are made up of core system checks such as those concerned with the base operating environment of a platform, e.g. disk space, memory and processor load, and basic status information. Although on the face of it these are very simple items, they do contribute to the overall picture and add important context when combined with the more advanced items below. It remains surprising how often the basics are neglected in contact centre monitoring and how often the simple items cause problems.

MaaS Application Metrics and Performance Management

These are made up of application specific checks focusing more on the application in question including items such as SNMP feeds but also using more sophisticated diagnostic tools, log file parsing; and metrics available from the supported application, e.g. voice recording statistics, CTI/tagging events, utilisation and performance statistics. These items tend to be a combination of vendor/application provided information as well as custom written items derived from Sabio's own experience of the operation and support of the platforms.

MaaS Business/Operational Metrics

These metrics are either built up from a combination of the other feeds via event correlation or written specifically for the required task. These focus on the availability of the solution's key business functions and their performance against requirements/expectations. Examples include items such as statistics from the application functions such as ID&V stats from IVR's, and call recording volumetric in a given period.



Event Identification and Alerting

Sabio MaaS uses thresholds to provide performance metric indicators to the event management layer. Events are correlated by MaaS to provide a consolidated view of where the issue has manifested itself. This allows Sabio and our customers to quickly identify the root cause and pinpoint exactly what is causing the issue. Issues are reported through to the visualisation layer (dashboards) and through proactive notifications (emails).

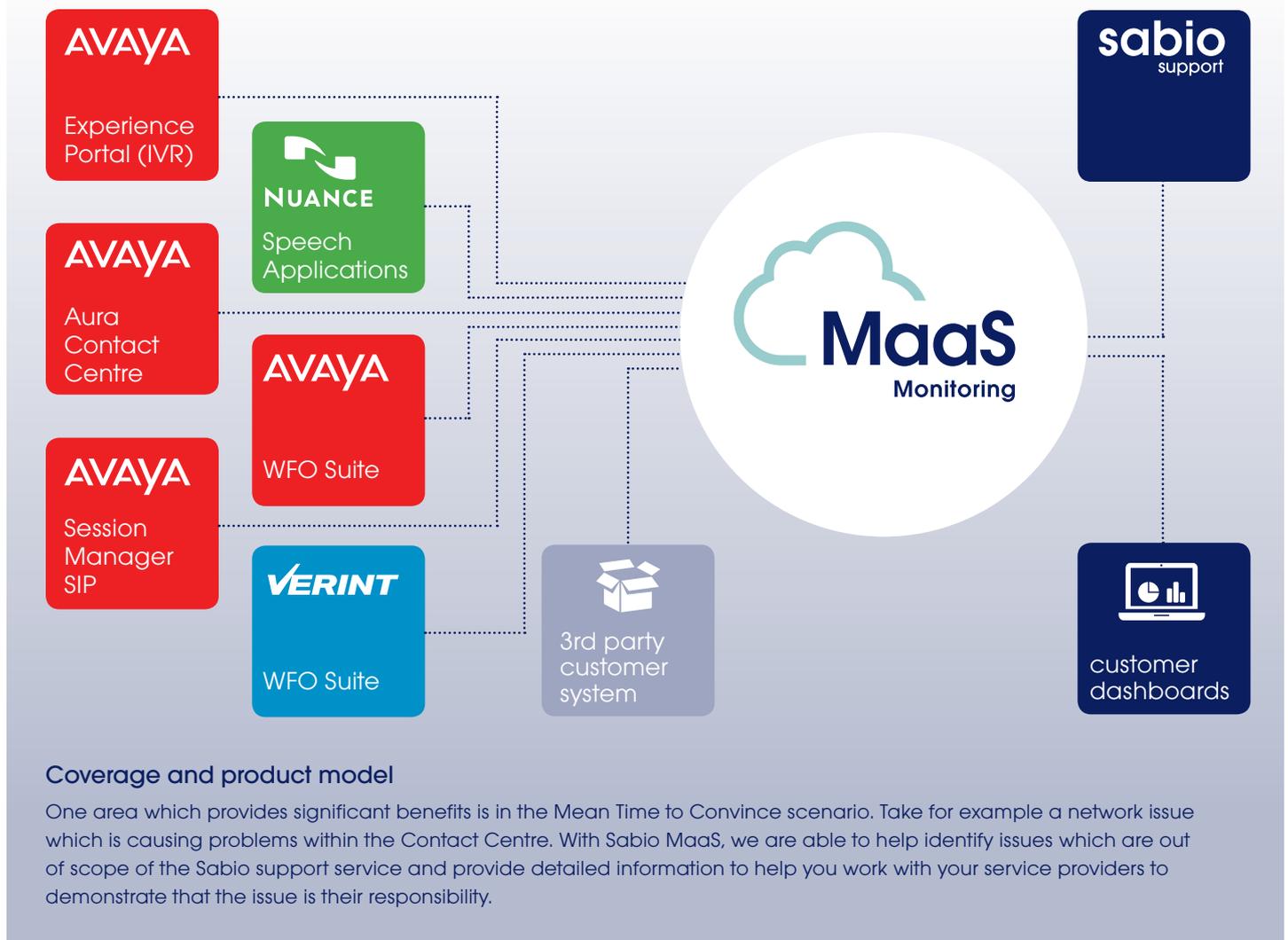
Notification emails are configurable to enable operational action items to be included within the notification. This simple but effective feature assists the recipient to understand the impact context and if appropriate set out the recommended next actions. Again the aim here is to shorten the diagnosis and potential outage time minimising business impact.

These notification features enable Sabio to assign appropriate resources with the specific technology skill sets to provide a proactive resolution often before the users of the system notice any issues. This ensures that the Mean Time to Restoration/ Recovery is significantly reduced. The MaaS dashboard provides an intuitive interface which can be customised based on each



customer's specific requirements.

We have customers who have many different MaaS views for different parts of their business. Operational views for the team who run the Contact Centre, technical dashboards for the IT team who provide the in house support of the systems.



Coverage and product model

One area which provides significant benefits is in the Mean Time to Convince scenario. Take for example a network issue which is causing problems within the Contact Centre. With Sabio MaaS, we are able to help identify issues which are out of scope of the Sabio support service and provide detailed information to help you work with your service providers to demonstrate that the issue is their responsibility.

Change Success Verification

Reduce downtime by verifying system changes using MaaS...

With a holistic MaaS view of the system components in conjunction with Sabio developed operational checks, the task of change verification is greatly streamlined. Operational team confidence is assured through "after change" testing ensuring bugs or incorrect configuration updates are identified before go live. MaaS is used to verify the impact of technical and operational changes made within the contact centre to validate that the business function is available and working as it should.

When you consider the unintended consequences of changes within a typical environment, MaaS really makes the difference. As the complexity of the contact centre evolves over time (through agent increase or the deployment of additional applications and services), the risk of issues following planned changes increases dramatically.

Helping customers ensure that contact centre operations are working as expected after planned changes is one of the core drivers behind the development of Sabio MaaS.

Capacity, Availability and Uptime Manager

Capacity and Availability Management modules trend 1000's of events, data and important statistics every day, enabling customers to make informed decisions. Through the monitoring services, Sabio will capture up to 2 years of trend related data helping to pinpoint future capacity constraints or areas to focus service improvement efforts on.

The list below provides a small sample of the items managed under the Capacity Manager module:

- CPU utilisation
- Available license details (used/free/licensed)
- Trunk utilisation
- DSP resources
- Stations
- Gateway resources
- Logged in agents
- Memory status
- Active sessions
- CTI streams

These reports are provided through your assigned Service Delivery Manager, however customers will be able to access this detail directly within the MaaS system dashboard if required. More importantly, any capacity elements which breach the predefined thresholds will be alerted proactively.



Capacity reporting to enable proactive and predictive decisions on operational service improvements while managing costs.

Uptime Manager

Uptime Manager is an additional module within MaaS which provides a visual representation of the uptime of each system. It is highly recommended that Clients reboot their systems on a regular basis in line with the manufacturer guidelines. Uptime Manager provides vital visibility and notifications to help you keep on top of this area of system management.

As an example, Avaya recommends that Avaya CMS is rebooted every 90 to 180 days. Sabio will provide a dashboard and threshold alerting to warn the Client as the reboot period is approaching.

From our experience, Clients who adhere to regular system management, housekeeping and proactive manufacture recommended system reboots observe higher levels of service and system availability.



License Manager

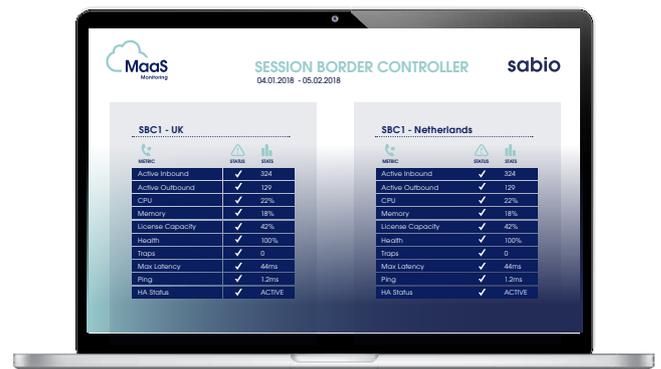
Within the Sabio roadmap is the 'License Manager' dashboard. This is planned for release in Q2 2018. This provides a holistic single view of system license capacity across the core technologies within the environment.

This module will help you plan for capacity growth and where needed capacity reduction. License Manager enables the proactive management of campaigns and business growth by ensuring you have the right peak licences to help you manage operational performance.

Are you adding agents or any other licences to your estate in the near future? License Manager can tell you at a quick glance if you have the right number of licenses already in place. Using this module from Sabio will negate the all too common approach we see in the market of "just sell the customer more licences". The accurate control of licences will enable simpler budgeting discussions and result in lower CapEx and OpEx costs.

This module has been designed in conjunction with many existing Sabio Clients. The Client benefits are as follows:

- Provides an "at a glance" view of the license status and capacity of the systems
- Highlights areas for improvement and focus
- Reveals if the Client has available capacity
- Provides important data for Clients who operate SaaS models
- Track usage and correct billing
- Manage manufacturer support costs
- Easy to identify when the Client is carrying too much capacity
- Provides key peak/trend data to help remove the risk of unused capacity



Session Border Controllers

Session Border Controllers are a vital component of SIP trunk enabled contact centres. System performance, uptime and availability are all key areas to watch out for and are important to trace, track and trend against.

In addition to the core platform, MaaS will capture the utilisation of licences, trunks (inbound and outbound sessions) and the service objectives of the Session Border Controller configuration. In addition, MaaS will alert against a set of predefined thresholds ensuring rapid response to service degradation and where possible the prevention of a complete service outage. For the customers further peace of mind, MaaS will capture, update and alert on the status of the High Availability configuration of the SBC design.

Contact Sabio on 0344 412 300, email info@sabio.co.uk, visit www.sabio.co.uk or follow @sabiosense

EMEA

+44 344 412 3000
info@sabio.co.uk
www.sabio.co.uk

APAC

+65 6812 0560
info@sabio-apac.com
www.sabio-apac.com

sabio