



LICENSE RESOURCE MANAGER

EXECUTIVE SUMMARY

ethosIQ is a data analytic solutions provider that offers disparate data collection and business intelligence in real time. We offer a variety of solutions to enhance customer experience, one of which is the ethosIQ license and asset management software or License Resource Manager. This software allows companies to understand license and asset usage in one, inclusive report to ensure compliance with commercial terms on a daily, weekly, monthly and quarterly basis. ethosIQ's asset management helps eliminates the possibility of audits by enabling your organization to be more proactive with its compliance strategy, preempt any unexpected cost, improve license calculation, budgeting and forecasting and much more.

CHALLENGES

ethosIQ revealed a gap in business intelligence solutions; the inability for organizations to view historical and real-time usage of active licenses and assets in an easy-to-read, comprehensive report. Today, most license and asset management is done manually, requiring thousands of hours and millions of dollars. This solution breeds a new conversation in the market place due to its ability to reduce cost, increase efficiencies, increase revenue, enhance customer experience and maintain capacity for growth and change. The below information reflects the experience of a fortune 500 insurance provider that expressed a need to improve license management efficiency.

SPECIFICATIONS

- (1) Genesys Voice
- (1) Avaya Environment
- (1) eGain
- (1) SFDC
- (1) Genesys iWD
- (4) Login IDs per Agent
- Multiple Routing Engines
- U to (4) ACD IDs per BU

RESOLUTION

- Installation of a single collector (CEP)
- Correlation of agent interaction from all sources into a single agent ID
- Provided single, real-time state of agent
- Single historical feed
- Single enterprise view
- Hosted solution

BENEFITS

- > \$1,275,000 5 yr TCO savings
- Increased Efficiency
- Enhance Customer Experience

