SERVICE PROFILE
VSM FOR FINANCIAL SERVICES

The simple way to manage complex communications driving new customer experiences

Financial services providers believe the future of their companies will rise on customer experience-focused digital strategies. That means talking one-to-one with increasingly tech-savvy customers across multiple channels. When customer experience defines the future, communications networks – including unified communication (UC) and contact center (CC) systems – and other critical links must work flawlessly end-to-end..

Virsae Service Management (VSM)

- Keep your UC and CC systems running flawlessly with VSM's intelligent cloud-based service management
- Go beyond simple monitoring to a world of diagnosis and proactive fixes, where 90% of network issues are resolved without human intervention
- Work smarter with at-a-glance graphical dashboard views of your UC networks views of your unified communications networks
- Monitor UC resource utilization to retire unused capacity and forecast future requirements
- Protect your UC network with real-time threat awareness capabilities

VSM shines a light in every corner of communications platforms, correlating millions of data points across system capacity.

Old-world new-world service management tools

More of today's financial services providers use UC systems to connect staff, partners, and customers. The trouble is, some providers use old-world IT tools to manage their UC networks – and it simply doesn't work.

While IT tools monitor basic functions, they aren't up to the job of managing things like UC network capacity, or balancing the impact of individual components on the performance of UC networks.

Short on real-time information about call latency, jitter, and overall quality of experience, network managers use instincts rather than intelligent diagnosis to pinpoint and fix problems. In the meantime, calls get dropped, lines go dead, and call centre applications turn to sludge.

VSM is expert eyes for UC service management, delivering new-world capabilities to monitor, diagnose, and report the performance of your unified communications systems and applications.

Deliver top-notch customer experience every time

VSM shines a light in every corner of communications platforms, correlating millions of data points across system capacity, configuration, software releases, and application events – so your communications channels never miss a beat and your customers receive the experience they expect.

Cut costs from communications

VSM capacity management tools balance software and hardware resources with service demands, so you never again pay for idle resources or get caught short with insufficient capacity.

Stay compliant

Regulators require financial services providers to record client calls. Can you guarantee every call is recorded? VSM puts you in the picture, alerting managers when call recording fails.

About Virsae

Businesses around the world use Virsae's cloud-based service, Virsae Service Management (VSM), to keep their unified communications systems performing at their best – so their channels stay open, workers stay productive, and customers always get an answer

Let's get started

Learn how VSM helps financial service providers keep critical communications in tip-top health.

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