



# VSM for the Hybrid Workplace

XCaaS analytics for flawless communication  
everywhere your people work.

FOR ENTERPRISE & MANAGED SERVICE PROVIDERS



## VSM Everywhere (VSM-E) delivers the complete end-to-end view of XCaaS performance and user experience, including 'unmanaged' remote worker environments.

Common causes of poor remote user experience are typically located beyond the XCaaS provider's network. But that doesn't mean they should remain out of sight.

VSM provides the complete picture. Our category defining analytics platform shows the quality of user experience in every dimension – from XCaaS platforms to the remote workers' environment, and everything in between.

## Adapt to the changing rules of 'experience' management

The remote workforce has changed everything. Users are making calls via collaboration platforms on a technical backdrop of variable connectivity, speeds, consumer-grade connections, and background noise.

XCaaS providers are moving to support both the business and its employees under these new conditions, providing call analytics and quality monitoring. But these systems rarely extend to 'unmanaged' remote and work (WFH) environments, limiting their effectiveness as an accurate measure of user and customer experience.



### Keep your workers happy and productive

VSM-E's AI-powered intelligence lets you track and manage user experience and the comfort and wellbeing of your workers, everywhere they work



### Manage smarter with full stack data-driven insights and optimization

Diagnose and act decisively with at-a-glance views of applications, communications systems, networks, ISPs, and 'unmanaged' workstations, remote environments, audio and video devices



### Deliver experiences your customers expect

Understand the entire customer calling experience end-to-end, with 360-degree visibility



### Enhance your troubleshooting capabilities

VSM's machine learning draws on 12+ billion interactions from thousands of sites globally every month, providing category-leading interaction insight and troubleshooting capabilities



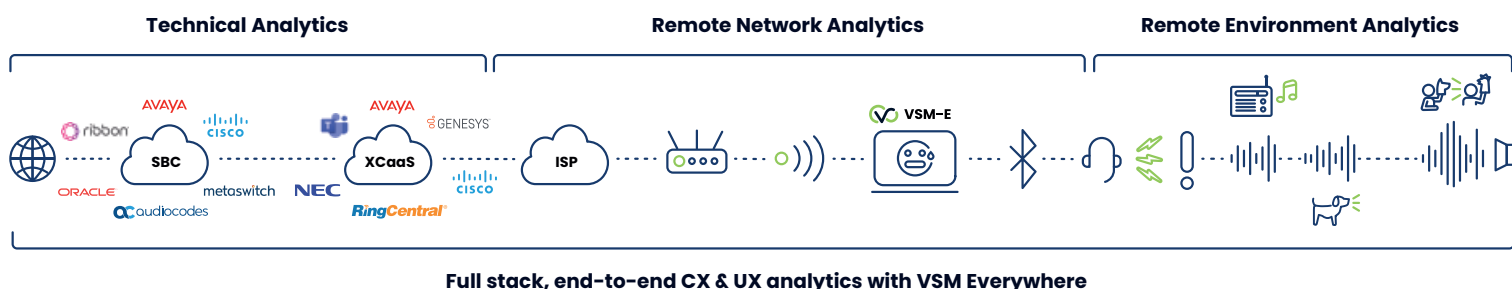
## Built for the enterprise and managed service providers

VSM and VSM-E combines technical analytics with remote network and environment analytics, to provide full stack end-to-end visibility of the hybrid workplace..

Designed for optimizing customer and user experience, VSM collects data from XCaaS platforms and enabling technologies, in the cloud, across the enterprise, and courtesy of VSM-E in 'unmanaged' remote environments – even extending to telemetry data, such as headset boom position and background noise. The data from disparate sources is joined together within each communications interaction, presenting a full stack view, from end-to-end.

- **Technical Analytics** – manage the performance of your XCaaS platform, including voice quality, call details, and SIP (external connectivity) utilization

- **Remote Network Analytics** – monitor local network and technology performance for remote workers, including PC / laptop, ISP, Wi-Fi performance. Capture elements of configuration, release, and capacity management of remote networks
- **Remote Environment Analytics** – identify environmental factors affecting remote workers and the customers they support
- **Telemetry** – track boom arm position guidance, microphone defects, and mute/unmute events during calls
- **Environment** – monitor background noise and audio exposure during calls
- **Inventory** – automatically track serial numbers, firmware versions, attached device product name, and populate in the VSM ITIL framework



## Solution components

- Virsae Service Management (VSM) is securely hosted in Microsoft Azure and delivered to users via an API or web browser.
- VSM Collectors, Virtual and On-premise, retrieve data from solution components, everywhere they are deployed.
- VSM Web Portal provides support teams and management with real-time data, AI-driven analytics and historic reporting.
- VSM Everywhere (VSM-E) is a software agent deployed on user workstations. For ease of deployment, VSM-E is delivered as an MSI and runs as a service. The software agent feeds information specific to the workstation and the environment in which it operates back to the VSM platform, via a Virtual Collector.



Now there's nothing standing in the way of flawless enterprise communication.

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## About Virsae

Virsae Service Management (VSM) is the category defining performance analytics platform used by organizations around the world to optimize enterprise communications systems. VSM simplifies the management of complex contact center and UC environments, empowering partners and customers with unrivaled insight and visibility to minimize risk, manage cost, and perform at their best. With thousands of customer sites around the globe, and billions of interactions powering our insights, VSM's data-to-action model brings new clarity to service management.

## Let's Get Started

Learn how VSM supports flawless enterprise communication everywhere your people work.

Contact Virsae today:

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