Virsae
Unrivaled Insight

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COMPANY PROFILE

Businesses and Managed Service Providers (MSPs) use Virsae's service management platform (VSM) to keep their unified communications and contact center environments performing at their best.

Combining big data, machine learning, AI-powered diagnostics, and automation, VSM empowers partners and customers with unrivaled interaction insight to optimize customer and employee experience, resolve technology issues faster, manage costs, and reinforce security and compliance.

With thousands of customer sites around the globe, and billions of interactions powering Virsae insights, VSM's data-to-action model brings new clarity to service management for enterprise communications, contact center and Work From Home (WFH) hybrid environments.

Overview of Products and Services

VSM is a cloud-native rapid analytics platform for the proactive management of multi-vendor UCaaS and CCaaS systems.

Architected on the Information Technology Infrastructure Library (ITIL), VSM enables partners and customers to apply ITIL best practices to the management of complex communications.

VSM Everywhere is a unique solution installed on the end-user's workstation that extends VSM analytics to previously 'unmanaged' WFH environments. Applying full stack diagnostics to everything from Technology and WFH networks to Room analytics, such as headset boom position and background noise, VSM Everywhere provides IT teams with end-to-end CX and UX analytics with comprehensive data-driven insight.

The unique selling points

VSM's end-to-end analytics platform provides partners with unrivaled interaction insight and visibility to proactively optimize customer and user experience.

VSM goes beyond standard UC performance analytics, combining data available through XCaaS with myriad data points collected from underlying technology – in the cloud, in the enterprise, and with VSM Everywhere, even in the remote worker's physical environment.

A cloud-native service, VSM is highly flexible and extremely simple, both technically and commercially. Virsae make it easy, and low risk.

The benefits to the Partner

VSM gives partners the ability to:
- Differentiate their offers from competitors
- Enter new markets and win new clients
- Broaden their reach within customers
- Quality fix longstanding customer problems
- Deliver evidence-based technology change and migrations
- Optimize customer and user experience
- Accelerate issue resolution
- Reinforce security and compliance
- Improve financial performance

Partners benefit from a data pool fed by the global environments VSM supports. Each month VSM processes 12-plus billion interactions to deliver AI-powered service management insights.

Based in the cloud and available via an API or web browser, VSM is quick and easy to use and integrate into service management ecosystems.

How a partner can add the product/service to their portfolio

As a cloud platform, deploying VSM is quick and simple, with fast return.

It can be applied as a low-risk subscription-based service or complement existing service management offerings as an embedded, fully branded service, to provide added value and drive premium service revenue.

Partners can also take advantage of Virsae's 'proof of value' system assessment to quickly identify and fix often long-standing customer issues or win new business.

This engagement unlocks deep insight into availability, configuration, capacity, security, and customer experience. The results of which provide a strong business case for full client adoption and extended service revenue.

VSM ITIL-aligned Framework

Service Desk
Availability Manager
Capacity Manager
Configuration Manager
Continuity Manager
Release Manager
Change Manager
Security Manager

PRODUCTS & SERVICES

▶ Call & Contact Centres
▶ Call Management
▶ Cloud Services/Software
▶ Collaboration
▶ SaaS
▶ Unified Comms
▶ VoIP
▶ XCaaS Analytics

Boost management revenues with high-value service options

Generate new revenue streams with high-value UC and contact center management services from Virsae. Keep client XCaaS systems running at peak performance, exceed service expectations, simplify complex feedback, and look deeper into client environments.

Contact Virsae

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