Solutions for Public Sector

Video-Voice-Meeting and Contact Centre Performance and Experience Management

Integrated Research

What is Cisco and IR solution:

- Cisco, in partnership with Integrated Research (IR) provide customers with real-time performance insights, deep data analytics, complete collaboration visibility, customisable dashboards, rapid end-to-end troubleshooting, and proactive alerting. *See more about Cisco and IR*

Why customers are investing:

- **Healthcare, Education, and Government** organisations are increasingly investing in monitoring and ensuring quality of service for multi-channel communication technologies (video, voice, messaging, meetings, contact centres) across all environments (on-premises, cloud, hybrid) to boost operations, productivity, and customer satisfaction in virtual care, hybrid learning, and online citizen services.

Main Use cases and Applications:

Unified view of multi-vendor UC environments	Complete end-to-end visibility and troubleshooting	Cisco Webex Calling performance analytics	Real-time alerts and notifications
Real-time monitoring, troubleshooting, and optimisation of voice quality and system performance across hybrid and multi-vendor environments	Data and insights across all environments (on-premises, cloud, hybrid) to quickly identify root causes, reduce resolution time, and minimize user impact	Real-time data and analytics for Webex Calling with insights into call quality, availability, and capacity for optimal performance and user experience.	Proactive alerting enables early issue detection, allowing resolution of performance problems before they impact customers.

Key Benefits in Education | Healthcare | Government

Education	• Enhance student experiences and teaching productivity in hybrid and distance learning environments, and student support. *Read the case study: Texas tech university*
Healthcare	• Ensures high-quality consultations, improving contact centre efficiency, patient satisfaction, and care outcomes.
Government	• Strengthens communication for government agencies, ensuring reliable, efficient, and secure operations to better meet citizen needs.

How IR integrates with Cisco:

- IR – Integrated Research seamless integrates with Webex Calling, Webex Contact centre and UC solutions
- IR is a Cisco Solution Plus Partner

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