



Provisioning Solution

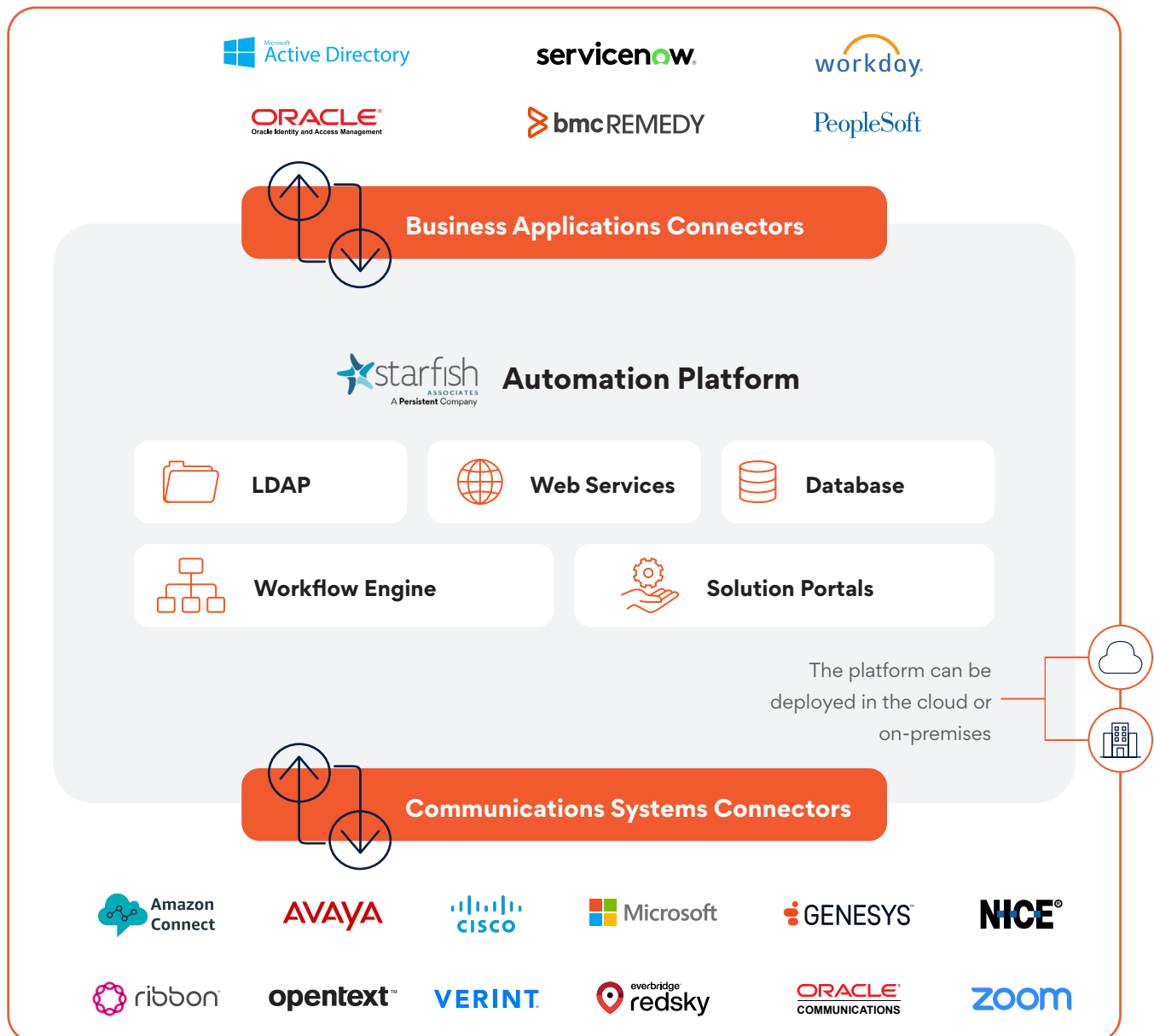
Automate and simplify provisioning on multi-vendor systems including Amazon Connect, Avaya, Cisco, Genesys, Microsoft Teams, Nice, Verint, Zoom, and more



When it comes to managing communication systems, enterprises stand to achieve significant benefits by automating labor-intensive processes of on-boarding and off-boarding users, agents and their associated communication resources. Automation empowers enterprises to be more agile and respond faster to dynamic conditions which drives operational efficiencies.

Solution Overview

Provisioning Solution automates communication management workflows (moves, add, changes and deletes) by integrating with IT business applications including Microsoft Azure Active Directory, Identity Managers, IT Service Management systems such as ServiceNow and HR systems such as Workday. Business applications trigger transactions comprised of multiple tasks to an intelligent rules-based workflow engine that provisions communication resources for users and agents.



Provisioning portals simplify day-to-day complex provisioning tasks by enabling specific users or delegated administrators to provision and manage multi-vendor communication systems.

The screenshot shows the Starfish Provisioning Portal interface. The top left features the Starfish logo with the text "starfish ASSOCIATES A Persistent Company". The top right displays "Provisioning Portal". A dark sidebar on the left contains a navigation menu with items: Users, Manage, Provision, De-Provision, Bulk Provision, Bulk De-Provision, Scheduled Workflows, Resources, Logs, and Help. The main content area is titled "Provision User" and contains a form with the following fields: User ID (text input), Email (text input), First Name (text input), Last Name (text input), Location (dropdown menu), Org Unit (dropdown menu), Bundle (dropdown menu), Report User Group (dropdown menu), and Secondary User ID (text input). At the bottom right of the form are "Cancel" and "Submit" buttons.

Solution Integrations

Provisioning Solution is tightly integrated with Microsoft Azure Active Directory, leading Identity Management systems, HR systems, and ITSM systems to streamline on-boarding and off-boarding of users, agents, and their associated resources.

Microsoft Azure Active Directory

Provisioning Solution leverages Azure Active Directory to automate provisioning of communication resources. For example, when users are added or modified in Azure Active Directory, communication resources such as phones and voicemail boxes are provisioned and configured based on user attributes such as role, department and location. When users are disabled or deleted from Azure Active Directory, all related communication resources are automatically de-provisioned, thereby addressing security concerns and facilitating efficient re-use of resources.

Identity Management Systems

Provisioning Solution seamlessly integrates with leading Identity Managers. Management agents snap into standard Identity Management Systems from Microsoft, Oracle, IBM and others effectively extending the reach of those systems to UC and contact center systems.

Human Resources Management Systems

Provisioning Solution supports leading HR Systems. Integration with Workday, Oracle, PeopleSoft, and others enables HR Systems to automatically trigger provisioning and de-provisioning transactions throughout the lifecycle of enterprise users and agents.

As an example:

Workday

Provisioning Solution integrates with Workday for automatic processing of communication requests. Additionally, phone numbers can be synchronized in user records when changes are made to the communication systems. Updates are made in real-time making Workday an authoritative source of user-to-phone number mapping. Workday can then propagate this data to other applications in the enterprise.

IT Service Management Systems

Provisioning Solution supports leading ITSM systems. Integration with ServiceNow and others enable ITSM systems to automatically fulfill service requests which automates the configuration of communication resources for multi-vendor communications systems including.

As an example:

ServiceNow

When service requests, tasks or incidents for communication resources are submitted, Provisioning Solution automatically provisions or de-provisions communication resources for users, along with updating the request with the action taken, status, and detailed information about the resources provisioned. Depending on the type of user (knowledge worker or contact center agent), specific communication resources are created or removed.

Web Services

Web Services includes an Application Programming Interface (API) that provides RESTful web services for configuration management operations for multi-vendor communication systems.

The API offers granular level of controls for configuring unified communications and contact center systems.

Solution Benefits

Simplify

Execute routine tasks (moves, adds, changes, and deletes) and make bulk changes from a single, easy-to-use interface.

Streamline

Make it faster and easier to manage multi-vendor unified communications and contact center systems.

Automate

Accurately and consistently on-board and off-board and agents. Optional integrations include ServiceNow, Workday, PeopleSoft, and other leading business applications.

Key Features

Contact Center System Integrations

Provisioning Solution enables auto-provisioning of agent logins and resources on Amazon Connect, Avaya contact center systems, Cisco contact center systems, and Genesys cloud and engage.

The solution also integrates with NICE, Verint and more to provide a complete solution for even the most complex, multi-vendor contact centers.

On-boarding and Off-boarding

Automate, configure and remove communication resources such as phones, voicemail, agent logins and call recording accounts for multivendor communication platforms.

Number and Extension Management

Manage inventory of available, used and reserved numbers plus extensions.

Roles-based Access Control

Perform bulk changes for unified communication and contact center platforms.

Configuration and Inventory Database

Maintain a searchable and reportable database of configurations and inventory database with data consolidated from multi-vendor communication systems.

Web Services

Standardized services to multivendor communication platforms enables customer applications to trigger MACD workflow transactions.

Compliance

Enforce compliance for communication passwords, call recording and access controls to communication resources.

UC System Integrations

Provisioning Solution simplifies management of UC user resources on Avaya, Cisco, Microsoft Teams, Zoom, and more.

IT Application Integrations

Connectors to ServiceNow, Workday, and PeopleSoft trigger workflows to auto-provision UC user resources and contact center agents.

Standardization

Communication resources are created and managed in a consistent manner and configured to meet customer standards.

Roles-based Access Control

Flexible controls over who can perform specific actions and what they can manage.

Bulk Provisioning and De-provisioning

Perform bulk changes for unified communication and contact center platforms.

Intelligent Rules-based Workflow Engine

Standardized services to multi-vendor communication platforms enables customer applications to trigger MACD workflow transactions.

Synchronization Engine

Synchronize authoritative phone & communication resource data between IT applications.

Provisioning Portals

Customizable provisioning portals for end users and delegated administrators simplifies complex tasks, reduces service tickets and workload for administrators and helpdesk staff.

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 23,200 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company has been recognized as the “Most Promising Company” of the Year by CNBC-TV18 at the 2023 India Business Leader Awards. Persistent has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 327% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in the 2024 Brand Finance India 100 Report.

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