

Automated Telecom On and Off-Boarding from Unimax

Eliminate the high cost of telecom provisioning and de-provisioning for new and departing employees

Employees come and go every day. These changes add a significant cost to telecom administration. Industry analysts agree that it cost as much as \$250 to on or off-board a single employee. With Unimax's automated on and off-boarding solutions, this administration expense can be dramatically reduced or even eliminated.

The Unimax on-boarding solution automatically detects, from any data source, that there is a new employee and uses their profile information to provision phones, extensions, mailboxes, etc. by configuring hundreds of settings without human intervention.

Similarly, the off-boarding solution can reverse this process by automatically performing tasks such as disabling phones, redirecting extensions, locking or restricting mailboxes, aging and reserving assets, and subsequently freeing those assets for redeployment at a later time.

For example, when a new employee joins an organization, his or her information is captured in a human resources system or added to Active Directory. Unimax integrates these systems with the PBX and mail systems so that the new employee, based on their profile and group membership, is automatically assigned a phone, voice mailbox, email box, or other managed asset such as a call accounting or E911 record. In this example, a senior employee could automatically receive a phone type with more features, greater call coverage, extension mobility, call



forwarding, conference capabilities, etc. He or she could also receive a larger voice mailbox with message notification and message broadcast features and also be automatically added to management voice distribution lists. A junior employee, on the other hand, could be automatically assigned a basic phone and voice mailbox.

In this simple example of on-boarding, literally hundreds of settings needed to be configured (a partial list of these settings is shown on the reverse side of this document). If done on a manual basis, like it is for most enterprises, on-boarding this single employee would have cost as much as \$250. Automating the process would have nearly eliminated the expense.

Inventory systems can also be integrated into Unimax's Automated On and Off-Boarding so that records of used and available phones, extensions, mailboxes, etc. are kept accurate.

With Unimax's Automated On and Off-Boarding, telecom and IT departments realize four key benefits:

1. Significantly reduce provisioning costs

Automated on and off-boarding eliminates time intensive process cycles and the need to dedicate expensive administration personnel to the task. The result is significant cost reduction. Telecom employees who traditionally administered these tasks can now focus their time on other initiatives. Additionally, portions of managed service contracts that included this work can now be eliminated.



2. Improve telecom security

Experts agree that automating data intensive processes increases security. Automating the on and off-boarding process limits access to sensitive employee data by minimizing the number of people who have access to it. The number of places where sensitive data is stored is also minimized resulting in greater security. Security is also improved with faster and more thorough off-boarding. Immediately upon termination, employee access to their telecom assets is automatically disabled, PINS and passwords are changed, and extensions are redirected. This proactive approach of addressing off-boarding security measures helps to eliminate insecure activities by terminated employees. This process no longer takes hours or days to complete. It happens immediately and without error or incident.

3. Save time

Eliminating the need to manually process on and off-boarding work tickets will save your organization a significant amount of time on an annual basis. Time spent correcting provisioning errors caused by manual data entry is also eliminated driving even greater efficiencies, allowing telecom staff to focus on more important projects.

4. Improve internal service levels

Automation will dramatically improve the time it takes to process organizational requests to on and off-board employees. In addition to the benefits associated with providing better internal customer service, faster provisioning of important telecom assets will help a new employee achieve immediate productivity.

Are we compatible?

Unimax software is compatible with leading PBX, voice messaging and unified communications systems from Avaya®, Cisco®, Legacy Nortel®, Microsoft®, AVST® and others. For more information on specific system compatibility, please email us at TellMeMore@unimax.com.



Automate the entire on and off-boarding process

Industry analysts indicate that the total number of steps included in a typical enterprise on or off-boarding process numbers over one hundred. Unimax's On and Off-Boarding solutions eliminate the time intensive need to manually process this data. A partial list of these steps includes:

1. Confirm that the following information supplied in the work ticket is complete and accurate

WORK TICKET

- Date opened
- Effective date
- SLA date

CORPORATE DIRECTORY

- Employee
 - » ID (user id or alias)
 - » Name
 - » Email address
 - » Mobile phone number (if desired)
 - » Title
 - » Department
 - » Location
- Manager's name
- Group membership email distribution lists

PHONE

- Phone type
- COS
- COR
- Billing information/cost center
- Additional line directory numbers
- Additional key layout (speed dials)
- Call forwarding requirements
- Extension mobility requirements
- Remote destinations (single call reach)
- Group membership and position number
 - » Intercom group
 - » Pickup group
 - » Hunt group
 - » Skill group
 - » ACD queues

MAILBOX

- COS
- Verify name uniqueness
- MS Exchange message server
- Notification requirements
- Additional devices specified (mobile, home, etc.)
- Group membership
 - » System distribution lists
 - » Enterprise lists

2. Find the following available resources from an inventory system and assign them to the employee

- MAC address
- Availability
 - » Directory number
 - » Corresponding mailbox number

3. Create or assign the following new assets to the employee

PHONE

- Create phone type using phone button template
- Set
 - » Employee identification
 - Designator
 - Description
 - Name
 - » COS
 - » COR
 - » CSS/location call restriction type
 - » Building
 - » Floor
 - » Wiring
 - » Jack
 - » Site data type
- Create lines
 - » DN
 - » Route partition
 - » Billing/cost center
 - » Name
- Create speed dials and additional keys (park, etc.)
- Set
 - » Call forwarding
 - » Extension mobility
 - » Remote destinations (single call reach) for mobile and home
- Set group membership and position number
 - » Intercom group
 - » Pickup group
 - » Hunt group
 - » Skill group
 - » ACD queues

MAILBOX

- Create mailbox (same as DN)
- Set:
 - » COS
 - » SDL group membership
- Enable notification
 - » Call-me
 - Create additional devices (mobile and home)
 - » Find-me
 - » Notify-me

NETWORK MESSAGING

- Enterprise List group membership

CALL ACCOUNTING

- Create call accounting entry for each DN
- Set
 - » Employee name
 - » PBX identifier (site code and site name)
 - » Cost center
 - » Manager's name

INVENTORY

- Update available inventory (remove)
 - » DNs
 - » MAC addresses
- Update assigned inventory list (add)
 - » DN and name
 - » Mailbox number and name
 - » Used TN or MAC address and name
 - » Location of TN or MAC address

CORPORATE DIRECTORY

- Update corporate directory for employee ID
 - » DN
 - » Mailbox number
 - » Group membership e-mail distribution lists

4. Close the work ticket

TIME TO COMPLETE WORK TICKET

ADMINISTRATOR NAME WHO WAS ASSIGNED THE TICKET

DATE/TIME CLOSED



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