OPENTEXT™

OpenText™ Qfiniti Managed Services

Achieve breakthrough workforce optimization with a complete solution on a single managed appliance

Many contact centers rely on legacy systems running on dozens of servers that are complex and costly to operate. These unwieldy installations can create operational complexity that makes it difficult to effectively manage the quality of multichannel customer service and support.

Innovation Delivered to the Contact Center

OpenText Qfiniti Managed Services resets the future of contact center management, making it possible to address multiple challenges at once. The entire OpenText Qfiniti modular WFO suite, as well as OpenText™ Explore advanced Voice of Customer (VoC), speech, and multichannel analytics are custom-built to operate seamlessly on a single custom-configured, high-density server system, which is installed inside your network.

Gain Unprecedented Speed and Scalability

Delivered on a single high-density, energy-efficient system, OpenText Qfiniti Managed Services offers a range of advantages:

- A single server system replaces up to 18 traditional servers performing a comprehensive, integrated stack of WFO functions.
- The full Qfiniti Managed Services System requires 76 percent less rack space and 65 percent less power consumption, significantly reducing operational costs.
- The computing power of the smaller hardware footprint can outperform the servers it replaces, enabling complete workforce optimization and speech recording functionality for as many as 1,800 agents.
- Qfiniti Managed Services provides the capacity for full-time voice and screen recording in addition to comprehensive interaction analytics.

BENEFITS

- **Comprehensive solution:** *a complete workforce optimization (WFO) and speech analytics offering is loaded onto a single managed system.*
- **Higher reliability:** *the simplified hardware and software architecture ensures superior up-time and streamlined maintenance.*
- **Cloud flexibility without the risk:** *the flexibility normally associated with a cloud deployment is achieved while maintaining the on-premises stability and security provided by your existing infrastructure and familiar applications.*
- **Resource elasticity:** *both the hardware and software are managed remotely by a dedicated OpenText operations team.*
- **Usage elasticity:** *scale up or down and pay only for usage.*
- **Price elasticity:** *the pay-as-you-go subscription basis converts CapEx dollars into a monthly operating expense.*
- **Lower cost:** *save as much as 60% in total costs over traditional systems.*
- **Lower resource requirements:** *ease of maintenance and managed services reduces pressure on over-extended IT resources.*
- **Lower carbon footprint:** *the high-density hardware consumes up to 65% less power, 76% less rack space and 98% less cabling.*

Benefit from a Managed Services Solution

To complete the offering, OpenText provides expert 24/7 management of both software and hardware from a central command center as a managed service from a dedicated operations team that delivers a unique combination of ease, lower cost of ownership, cost elasticity, and exceptional reliability.

The benefits of a managed services solution include:

- 24/7 monitoring from a central command center by a dedicated expert team
- A comprehensive set of advanced monitoring and diagnostic tools
- Immediate triggering of automatic alerts and effective responses
- Regular health checks and proactive issue resolution

The Solution

OpenText Qfiniti Managed Services customers can implement this solution on a monthly subscription basis, to convert high CapEx costs into one low monthly operational expense, with the ability to easily scale up or down—paying only for usage. In addition, a simpler hardware and software architecture translates into higher reliability. Finally, this solution requires significantly fewer resources to manage workforce optimization in the contact center and back office. As a result, customers can save more than 60 percent in total costs compared to traditional systems, while decreasing the overall carbon footprint.

The combined advantages of OpenText Qfiniti Managed Services are unique in the industry:

- **Breakthrough economics:** Turn one-time capital expenditures into an elastic operational cost, with an economical "pay-as-needed" delivery model that allows the enterprise to scale up and down according to business demands. Substantial savings are also realized from state-of-the-art server technology, which significantly reduces power consumption and space requirements.

- **Elastic cost model:** Remove the high cost of one-time WFO software purchases from the equation and replace it with an elastic operational expense and flexible, efficient leasing model.

- **WFO deployment minus the risk:** Benefit from the industry's first workforce optimization platform that offers the cost and resource elasticity normally associated with cloud deployment, while also preserving the on-premises stability and security provided by your existing infrastructure and familiar applications.

- **State-of-the-art server technology:** Transform your contact center operations with a solution architected to scale to 100 percent of your big data needs, making possible real-time analysis of all the rich data collected in the contact center.

Build a Fast and Nimble Contact Center

Finding real value in the vast amount of information that flows through today's contact center requires the ability to gain immediate insights from big data. Because traditional systems are not up to the task, organizations are turning to innovative solutions such as Qfiniti Managed Services to enable real-time analysis of all the rich data collected in the contact center.

Additionally, today's contact centers must extract the value of competitive advantage in the vast amount of customer interaction data while controlling costs and resource allocation. With HP Qfiniti Managed Services' award-winning workforce optimization solutions and state-of-the art server technology, the 21st century enterprise can achieve truly flexible contact center management and improved business results with speed, power, and agility.

Visit opentext.com/qfiniti to learn more.

INTERACTION RECORDING	DESKTOP CONTROL	PERFORMANCE MANAGEMENT	DESKTOP ANALYTICS	CUSTOMER SURVEYS	ANALYTICAL SCORING	WORKFORCE MANAGEMENT	ONLINE TRAINING	VOC ANALYTICS
Multichannel Capture	Muting & Masking	Quality Monitoring	Application Monitoring	Multichannel Surveys	Automated Scoring	Scheduling & Forecasting	Integrated e-learning	Multichannel Connectors
PCI DSS Compliant	Metadata Attach	Evaluation Planning	Real Time Guidance	Integrated & Actionable	Speech Enabled	Mobile Engagement	SCORM Compliant	Centralized VoC
Qfiniti Observe	**Qfiniti** ICE	**Qfiniti** Advise	**Qfiniti** Optimize	**Qfiniti** Survey	**Qfiniti** AutoScore	**Qfiniti** Workforce	**Qfiniti** Expert	**Explore** Analytics
OpenText Explore Voice of Customer - Multichannel Analytics									
Qfiniti On-Premises Modular WFO Suite				**Qfiniti Managed Services** Managed WFO Appliance					

Setting a new benchmark for workforce optimization, the OpenText WFO Software portfolio includes the full suite of OpenText Qfiniti products, engineered to operate seamlessly together. They can be deployed as a single, comprehensive solution or as individual, standalone products to solve your most urgent contact center management needs. OpenText Explore™ delivers Voice of Customer, speech and multichannel analytics; and OpenText Qfiniti Managed Services provides the entire Qfiniti portfolio on a managed, high density server system. opentext.com/qfiniti

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