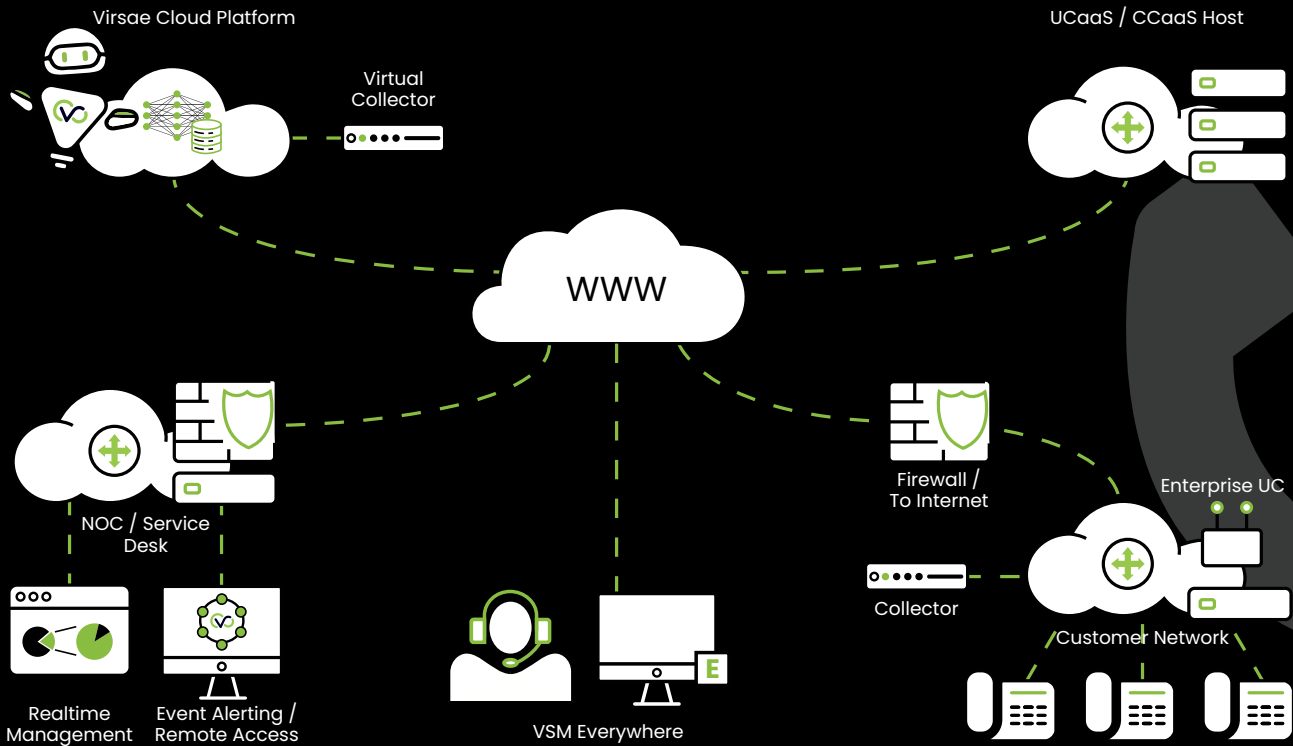


Virsae Service Management for Cloud & Hybrid

The mass migration to cloud adoption spurred on by the boom in remote working has accelerated the shift to complex hybrid solutions, comprising existing on-premise legacy technology and new technology enabling employees to stay connected from home.

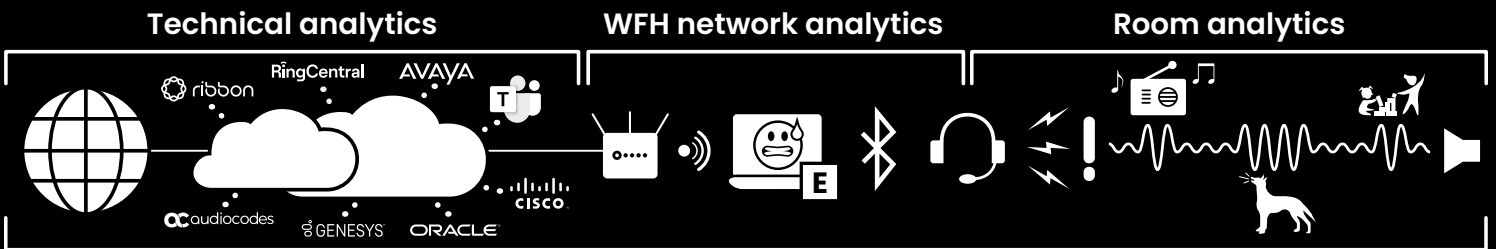
Beyond the necessity of enabling remote working, hybrid technologies have introduced new thinking and processes that allow employees more scope to define for themselves how they go about their days, fostering innovation and a happier more engaged workforce. But this more enlightened approach to modern work requires a consistently great user and customer experience.



Empowering support teams

Virsae is uniquely positioned to offer MSPs and customers the end-to-end visibility they need to deliver a flawless experience in this reimaged working environment.

Virsae's cloud-native AI driven platform, Virsae Service Management (VSM) aggregates legacy and new data points, from the likes of Avaya, Cisco, Genesys Cloud, Microsoft Teams and RingCentral, and SBCs such as AudioCodes, Oracle and Ribbon. Data that is combined into one secure, single pane of glass.

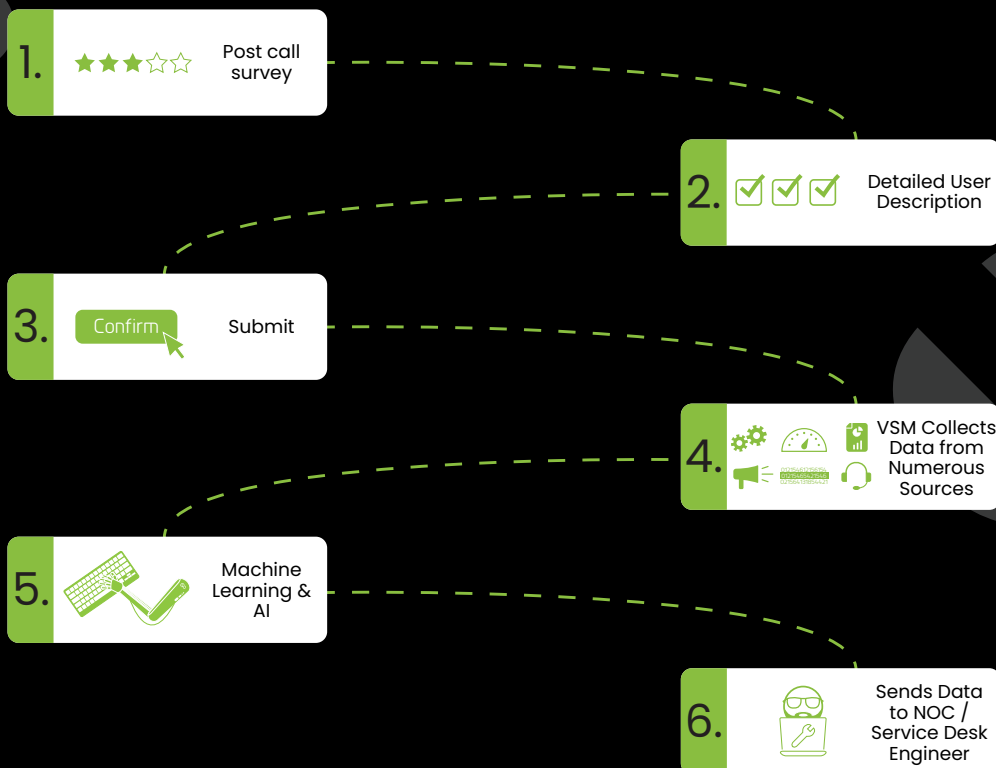


Full stack end-to-end CX / UX analytics

With this capability VSM combines technical analytics with work from home network analytics, and room analytics to provide full stack, end-to-end CX and UX analytics.

Closing the Microsoft Teams user feedback loop

Focused on both the Customer and User Experience, VSM combines the data collected from post session surveys with the myriad data points collected from the underlying technology, be it in the cloud, in the enterprise, and even in the remote worker's physical environment courtesy of VSM Everywhere, a small client on the user's workstation. This pragmatic capability can be used to build a premium service.



To find out more [Book a Demo](#), or visit www.virsae.com