



# Tiger Prism Skype for Business Online

Prism is a reporting and analytics tool used to measure and monitor activities, utilisation and adoption of your UC platforms. Using the Microsoft Graph API, Prism gives clear insight into collaboration tools

### **Product Overview**

Tiger Communications is an international market leader specialising in UC and collaboration analytics. We have nearly 40 years' experience in delivering business intelligence and management information to global corporates, public sector organisations and SMEs.

## Features Include



No data limits. Microsoft only stores 180 days worth. Once collected in Prism it is always available



Profile user interactions through available modalities; IM vs. video, screen share vs. file transfer



Identify the devices used to connect to Skype for Business



Observe registered and active users to measure adoption



Understand meeting and participant volumes



Holistic and hierarchical view of your collaboration and communication tools

# Why Analyse Skype for Business

Skype for Business is a Unified Communications (UC) platform that integrates channels of business communication and online meetings – including instant messaging (IM), presence, voice over IP (VoIP), voicemail, file transfers, video conferencing, web conferencing and email.

Solutions like Skype for Business give a more fluid, flexible and user-friendly platform for professionals to communicate over, rather than just the conventional form of email. It allows for more seamless communication, which can differ depending on needs and desired outcomes. It also enables stronger interaction methods for those who need or wish to work remotely – with the options of video, voice and screen share capabilities.

#### Understanding User Behaviour

Monitoring registered and active user accounts is crucial. Prism gives you insight into usage rates and methods. If most of your users are not taking advantage of their Skype for Business accounts but you're paying for the license, you'll know, and you'll be able to encourage better use of the service.

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#### Alerting Receive notifications of events



- Receive notification of events, based on user configurable data queries
  - Schedule alerts based on specific criteria, such as active users, total sessions or exceptional use

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Analytics

Monitor activity and p

dashboards allow access to data the way you need itGain insights into adoption, performance and usage

Intuitive analytics and

 User friendly data presentation with hierachy from O365

# Measuring Adoption



- Observe registered and active users across multiple devices
   Measure engagement to
- calculate ROI of deployment
  Monitor users behaviour over time to bigblight change or
- time to highlight change or areas for improvement