

# Tiger Managed Service

## Overview

Tiger Prism is a centralised reporting and analytics tool used to measure and monitor the cost, performance and adoption of your Unified Communications (UC) estate. Billing, security and fraud detection are also key components of the Prism software.

### Why choose Tiger Managed Service?

With over 30 years' experience in providing customers with a powerful, flexible approach to their communication management information, Tiger are pleased to offer fully managed service options, both for on-premise and cloud-hosted environments. With a small upfront capital investment you are able to budget for a fixed monthly service fee, giving you full visibility of lifetime costs and ensuring that important business data is accurate and provided through dashboards, reports and easy to use analytics. Outsourcing your software management is an ideal way to reduce operational overheads and eliminate housekeeping activities.

### Why should I outsource my IT services?

- ▶ Low capital expenditure, allowing organisations to allocate IT budget more strategically
- ▶ Reduces operational costs such as the staff required to run systems, training and maintenance
- ▶ Outsourcing daily management activities allows staff to focus time, money and resource into higher priority projects and focus on their core competencies and tasks
- ▶ Provides access to IT staff who are experts in their field ensuring you receive specialist knowledge and skills, which is ideal if these resources are not available internally.

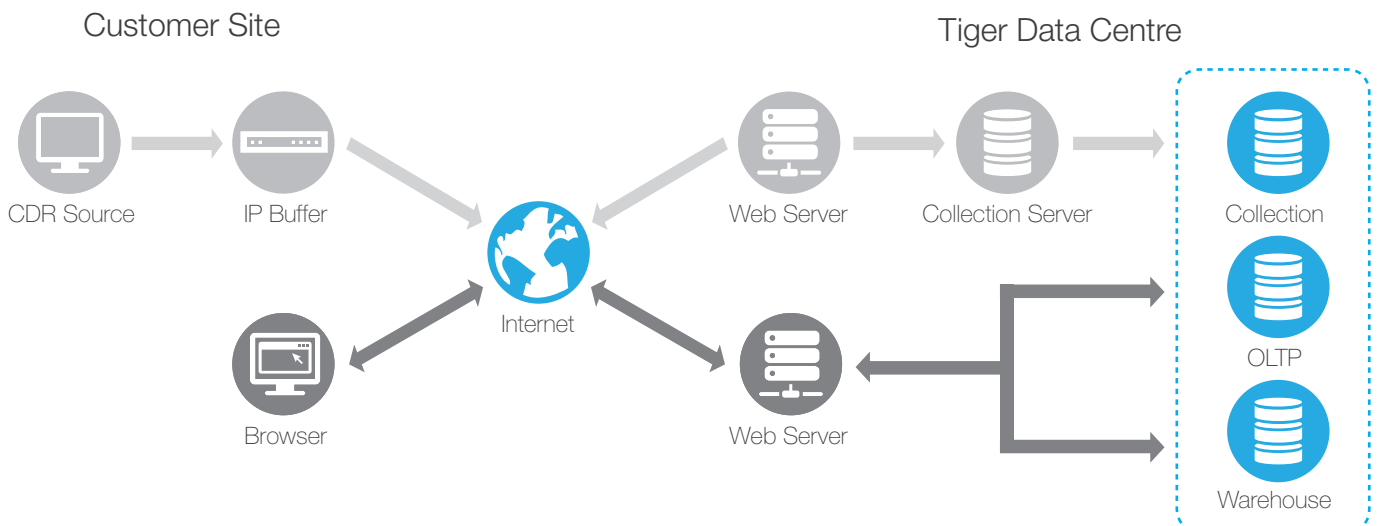
### Software as a Service (SaaS)

Choosing Tiger Managed Service means you no longer require any server hardware on site. All the server hardware is held in our high security data centre and all responsibility for its maintenance and upkeep is with Tiger. Authorised client users have access to a Tiger Prism portal to view, create or update information. Automated, customisable reports can be issued to any given schedule and either sent by email (in various formats including PDF, CSV, Microsoft Word, Excel and Powerpoint) and published on the Prism web portal for retrieval.

All of your data and Prism software will be hosted in the cloud, making managed service a perfect option for organisations who lack the resources to host and run software on site.

Alternatively, we also offer an on-premise model, which means you hold all server hardware on site. Tiger will run the system remotely, sending reports to your staff in line with individual requirements. This greatly reduces the time needed for daily management tasks, allowing your IT personnel to focus on more critical projects.

### Managed Service Architecture



## What access will I have to my data?

Handling sensitive data, including personal employee details and their telephone activity, dictates that system security is a key concern, and is built in at all levels. Tiger Managed Service allows you to have as much access to your data as you require. The level of access can be discussed with your Account Manager and is completely flexible during the term of contract

- ▶ 24/7 Access can be offered so you are able to run your own reports.
- ▶ All system access is secured though HTTPs browser connections and all information is password protected.
- ▶ Security groups restricts access to data by region, country, department or even individual roles

Prism has been designed and implemented to support, present and provide an industry standard Application Programming Interface (API) enabling secure access to the entirety of core data and functionality within the platform, giving you full access to your information at all times. Using the API, you can extend, customise and harness the power of Prism within your own or third party applications.

## What do you get from us?



## What about the long run?

The Managed Service model is highly scalable in order to facilitate future expansion, offering both Guaranteed Levels of Service (SLA) and Software Assurance and providing access to new releases and features.

Tiger offers a highly flexible and efficient 'pay by port' model. By conducting a regular port count, Tiger ensures that you only ever pay for what you actually use.

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▶ To find out more about the Tiger Solution go to [www.tigercomms.com](http://www.tigercomms.com)

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