

## Consilium UniInsight™

Business Insight, Data Integrations & Real-time Views

# Specialized Business Intelligence (BI) reporting product focused on Management Users

### About Consilium Software

Consilium Software is the Unified Communications software company which is Enabling Unified Success™ in enterprises and contact centers – with solutions that combine industry-leading products from technology partners, innovative software applications and unmatched services expertise. Powered by communications convergence, collaboration and customer interaction optimization software, Consilium's solutions enable companies to improve communication flows, transform business processes and increase business efficiency.

### The Consilium Advantage

Consilium uniquely helps clients get business results fast by focusing on their requirements first, creating solutions using the best and most appropriate technologies, and providing the finest technical services. The Consilium team is comprised of management, advisers and delivery leaders who have significantly shaped the global contact center industry for the last 20 years.

### For More Information

If you are interested in learning more about how Consilium UniInsight™ can help you, please write to [info@consiliuminc.com](mailto:info@consiliuminc.com) or visit [www.consiliuminc.com](http://www.consiliuminc.com).

### Contact Us

Consilium Software's global corporate headquarters is located in Singapore, in the heart of the Asia-Pacific region, with significant presence in Greater China, India and Philippines.

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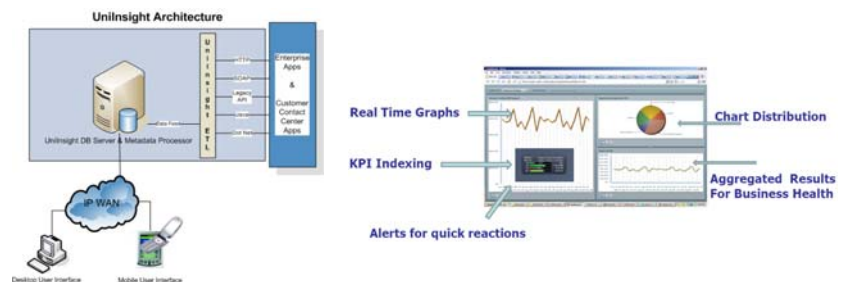
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**Consilium UniInsight™** is a Business Intelligence (BI) reporting product focused on management users. The goal of UniInsight™ is to provide time-starved management and managers the information and insight they need to take better and timely business decisions, and be suitable for both, "novice" and "power" users. BI tools analyze and report on the volume of data organizations collect and store, with the objective of driving better business decisions to improve the organization's performance – not just by understanding what happened, but also understanding the why behind results using key performance indicators (KPI's.) While reporting tools have been an important element of any enterprise's operations, the customized, spreadsheet-based and static nature of reports has been largely ineffective in preparing them for the future. UniInsight™ promises to change this with a solution that can be deployed quickly, can be delivered through a software-as-a-service deployment model (SaaS), and is financially risk free using a hosted sales model.

UniInsight™ analyzes and reports on the volume of data organizations collect and stores, with the objective of driving better business decisions to improve the organization's performance - not just by understanding what happened, but also understand the why behind results by drilling down to discover the underlying causes.

Business intelligence often uses KPI's to assess the present state of business and to prescribe a course of action. Examples of KPI's are lead conversion rate (in sales) and promise-to-pay success rate (in collections).



### Benefits

- Pre-packaged data integrations and real-time capability for on-the-fly monitoring.
- Extrapolation for 'What if' scenarios for looking into the future (predictive capability), aiding faster and better decisions.
- Designed for management users, not IT. Easy user-definable report formats
- 'Push' instead of Pull reporting - pushes the reports automatically based on user-defined parameters
- Versatile alerts and alert delivery options