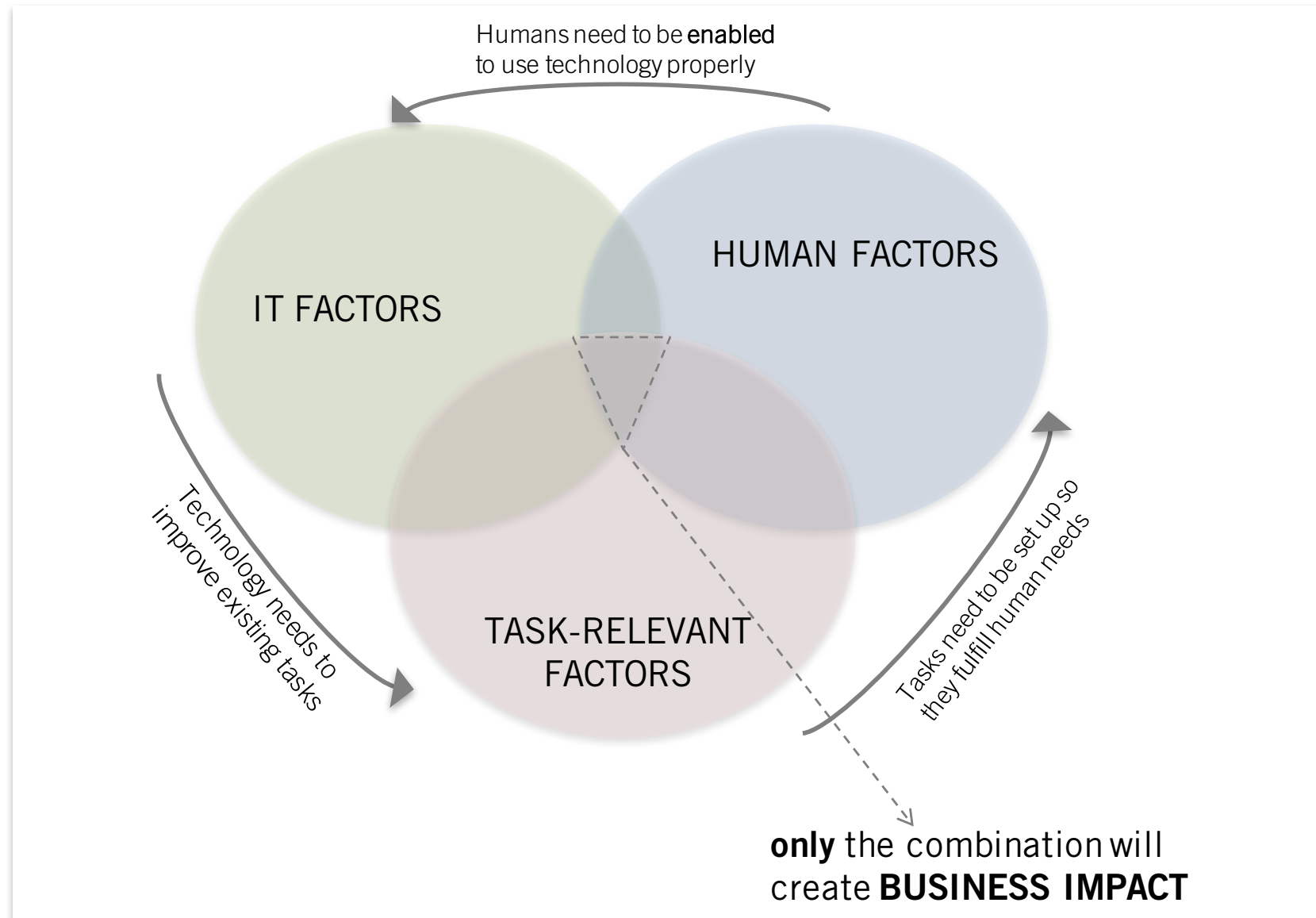




FRINK ANALYTICS LABORATORY

A software solution that allows in-depth real-time analysis of user behavior based on collaboration data and enterprise directories.

IDEA BEHIND THE PRODUCT



For the first time,
FRINK ANALYTICS LAB™
allows you to track how many people
used WebEx™ and monitor their meeting
activities.

Watching your stats is a
—sometimes obsessive—thrill,
and reports give you lots of valuable
information to help you improve your
collaboration infrastructure.



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behavior based on collaboration data and enterprise directories.

Monitor trends

Find out how and why the meeting behavior changed over time. Also learn how the adoption rate and the quality of calls performed over time.

Interactive graphs

The FRINK ANALYTICS LAB™ shows you interactive graphs in each category in real time. This feature enables you to plan your IT activities and infrastructure in the best possible way.

User activity reports

Dig deeper with FRINK ANALYTICS LAB™ by exploring which department, which international subsidiary and which users are the most active meeting hosts. This feature allows for better training plans and support initiatives.

High-impact lab

FRINK ANALYTICS LAB™ allows you to customize your data sets and extract reports of 3 different categories: tech factors, human factors and business-impact factors.

PLANNED UNIQUE FEATURES



TECHNICAL

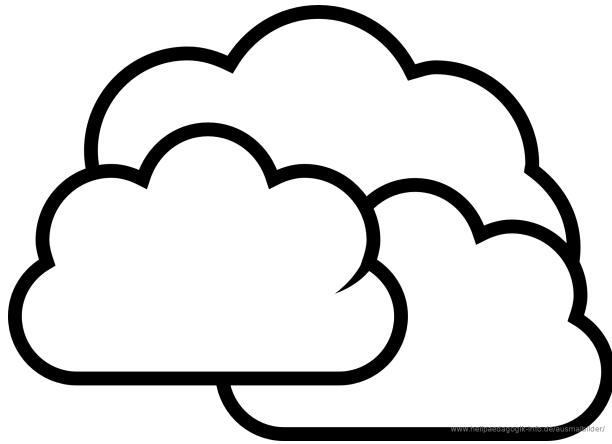
- Merge CMR (Cloud and Hybrid) sessions; show both TP and Webex info
- Show Jabber call stats incl. location info (Connected via Expressway or Locally)
- Display device distribution for Jabber and Webex
- Use flexible IP address info for location pinpointing



HUMAN FACTORS

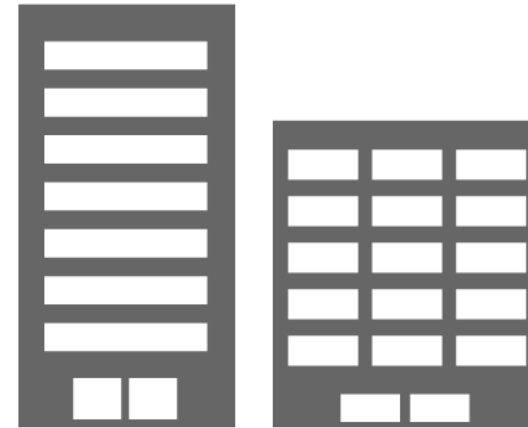
- Show variety in usage across user groups AND collaboration tools
- Show usage across int'l subsidiaries
- Show power structures by usage across hierarchies
- Alert systems for VIP usage/device usage

PRODUCT TYPES & FEATURES



CLOUD-BASED SERVICE

- Greater flexibility with OPEX
- Monthly subscription fee
- No customer infrastructure needed



ON PREMISE

- Higher security given
- High costs in the 1st year (setup fee)
- Deploy on own infrastructure

FEATURES REGARDLESS OF THE CHANNEL

- Localization will be available
- Fully web based
- Mobile device support
- New versions delivered agile (every month/quarter)



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