

UNLOCKED

HELLO

and welcome to the third Code Newsletter of 2020. First of all we want to send our well wishes and hope you are keeping at home as much as possible. It has been a challenging month (to say the least) but we are adapting to our new environments and remaining positive. We hope you can take some time out to read this and please let us know if you would like to be featured in next month. We would love to hear from you: jess.edwards@codesoftware.net

BUSINESS CONTINUITY WITH A CONNECTED WORKFORCE

We are certainly seeing unprecedented times at the moment from the extreme of mass panic to the rather blasé attitude of it's not going to affect me. Regardless of which camp you sit in there is a very real need for businesses to continue operating as near to 'business as usual' as possible. Unified Communications will facilitate a degree of business continuity allowing for portions of a work force to move to home working, but this comes with the associated challenges of management, control and visibility.

Now more than ever it is essential for businesses to have insights into the performance and productivity of employees regardless of their location. So what are the key considerations for IT professionals and heads of business?

IT Professionals

- Connectivity – is employees' home wifi giving the service levels required to effectively deal with customers?
- Devices – are approved devices being used or are employees using their iBuds to make calls?
- Call routing – are inbound calls being effectively distributed and dealt with?
- Extended business continuity – is your home-working plan resilient enough to manage all or only part of your workforce?

See full article here:

<https://www.codesoftware.net/business-continuity-with-the-connected-workforce/>

NEW PARTNER ALERT!

This month we have formed a new partnership with Kathea Communications based in South Africa.

Kathea is a distributor of Voice, Audio Visual, Video Conferencing and Workspace Management Products, Solutions and Services.

To see more information please see:

<https://www.kathea.co.za/post/kathea-now-offers-reporting-and-analytics-management-solutions-for-unified-communications>

2020 DIARY

30th March-2nd April **VIRTUAL
ENTERPRISE CONNECT**

3rd June
TEAMS THURSDAY NEW ENGLAND
Burlington, MA

-
11th June
TECH FUSION, Bristol, UK

-
29th-30th April
6th - 7th July
COMMSVERSE Weybridge, UK
RESCHEDULED

-
19th-23rd July
MS INSPIRE Las Vegas, US

-
ENTERPRISE CONNECT
NEW DATE: 3rd-6th August
San Francisco, US

-
19th-20th August
COMMS VNEXT Colorado, US

-
21st-25th September
MS IGNITE New Orleans, US

-
13th-14th May
UC EXPO London, UK
RESCHEDULING: 29th Sept-1st Oct

-
30th Nov-4th Dec
AMAZON RE:INVENT Las Vegas, US

MEET OUR NEW PARTNER



Are you finding this mildly interesting?

If so you can view all our newsletters here: <https://www.codesoftware.net/newsletter/>

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TRACKING THE TRANSITION TO TEAMS

Whether you are migrating to Teams from Skype for Business or other platforms such as Cisco, Clobba gives you access to essential insights to ensure you are managing the process as efficiently as possible. It will ensure and drive user adoption of Teams whilst confirming such details as Skype for Business usage vs. Teams usage within an organization. Trends can be seen over a period of time which include voice, video, conferences and IM volumes, inactive users and the use of approved or none approved headsets and devices.



A couple of new Clobba features...

What's new this month with Clobba?

Our software is always developing and we've added new features this month.

1. SINGLE SIGN ON (SSO)

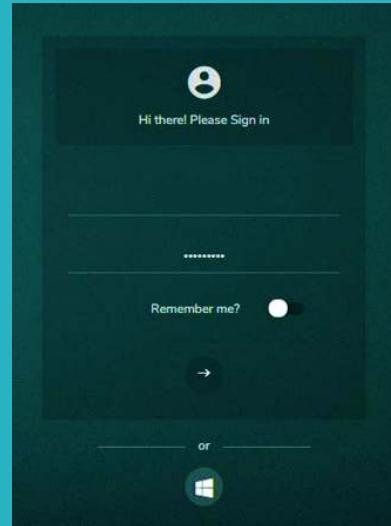
Clobba now has support for Single sign-on (SSO) with Microsoft. With SSO, Clobba doesn't make users prove their identity by checking within itself, it asks Microsoft if it can verify their identity and if so, allows access with a defined security policy.

2. FILTERING ON DATA SOURCE

With the requirement for organizations to monitor the transition to new platforms such as Teams we have introduced the ability to view selected data sources in monitors and reports.

Want more information on Clobba see link below:

<https://www.codesoftware.net/solutions/clobba/>



COMMSVERSE RESCHEDULE

We were really sad to hear the news regarding the cancellation of Commsverse this month. Mark & Randy have worked extremely hard to make this event possible and due to the current Coronavirus situation it could no longer go ahead as planned at the end of April. However, please put the new date back in the diary for July, we will be there and look forward to seeing you all!

For more information and to keep up to date:

<https://www.commsverse.com/>

