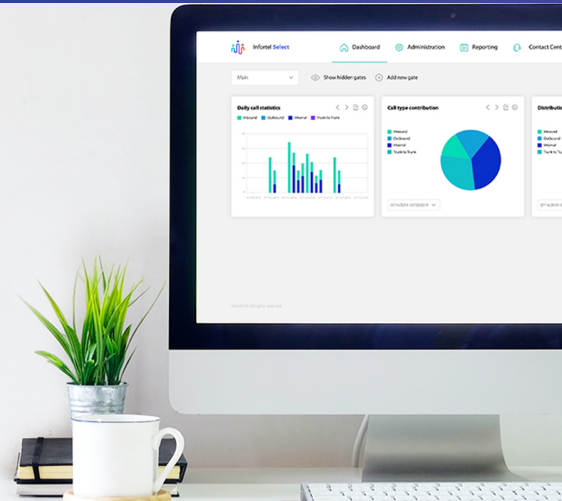# ISI
Empowering Communication

We are moving our customers to the Cloud.
Join us!

Join the thousands of ISI end users moving their Unified Communications analytics and reporting to the Cloud.

To better serve our customers, ISI is moving to Cloud-only service delivery effective March 2021. We will no longer be investing in our on-premises system architecture, adding new capabilities, or supporting server moves, adds, or changes. We have already begun transitioning customers to the new ISI Cloud Services platform. Moving to the Cloud allows you to take advantage of numerous financial, operational, and security benefits not possible with your current premises-based ISI platform.

Real Cost Savings

Minimize IT staff dependency. Eliminate on-premises server and storage hosting, maintenance, and upgrading. End OS and Microsoft SQL Server software license expenditures.

Azure Cloud Deployment

Benefit from Microsoft Azure's secure and highly resilient Cloud infrastructure that minimizes ISI application latency and downtime.

Always the Latest Software

Cloud-based application deployment means your software is the latest version, including all feature enhancements.

Cloud-only Development

ISI's development efforts are completely Cloud-focused. Enhancements such MS Teams support and cradle-to-grave call visibility are only available from ISI Cloud Services.

No Manual Upkeep

ISI Cloud Services handles time-consuming infrastructure management, patching, and system updates.

Security & Compliance

HIPAA, GDPP, and SSAE-16 compliance and 90 additional Azure-supported certifications. Multi-layered data security provides extensive physical, infrastructure, and operational controls.

At ISI, we don't make Unified Communications platforms. We make Unified Communication platforms better.

ISI UNIFIED COMMUNICATIONS ANALYTICS & REPORTING IN THE CLOUD.
FREQUENTLY ASKED QUESTIONS

Q: Are there features and functionalities that are only available in the ISI Cloud?

A: Yes. And more are being added all the time!

Q: What are some of these new capabilities?

A: MS Teams; Cisco UCCE and PCCE contact center reporting; cradle-to-grave call visibility and reporting; and real-time hunt group reporting and management.

Q: What is the licensing model for ISI Cloud Services?

A: User-based on an annual subscription.

Q: How will moving to ISI Cloud Services save me money?

A: By eliminating the need to host servers, storage, and OS and Microsoft SQL licensing fees. By offering the ability to redeploy IT resources to other, more strategic activities.

Q: Does ISI offer fully managed Cloud services?

A: Yes. ISI Cloud Services Pro provides comprehensive cloud reporting and analytics management.

Q: How are ISI Cloud Services support issues handled?

A: Exactly as they are handled now. You may open a service ticket on the ISI website, via email, or by phone.

Q: Do I still get full access to the Select user interface for ad-hoc reports and dashboards?

A: Yes. Existing reports can be moved to the Cloud without losing any of your data. Many customers utilize this time to clean-up their report libraries, discard any unused reports, and develop reports that better fit their current reporting needs.

Q: How frequently are new call records refreshed to support real-time 911 alarms, dashboard gate data, and ad-hoc reporting?

A: With ISI Cloud Services, you can choose to have your records refreshed several times a day or opt for ISI's dedicated service which provides near real-time priority processing.

Q: What are your security credentials as we typically do not allow confidential call detail histories outside the company firewall?

A: Because ISI Cloud Services are deployed via the secure Microsoft Azure infrastructure, your organization benefits from 90 global compliance certifications, including HIPAA, GDPR, and SSAE-16.

Q: Can we implement Single Sign-On (SSO) to optimize user login security and authentication?

A: Yes.

About ISI

ISI doesn't make the Unified Communications collaboration platforms and applications you use. We make them better. Our Cloud analytics and business reporting capabilities help your organization secure the full value of these strategic enterprise investments.