



Empower Your Teams to Make Smarter, Data-Driven Decisions

Flexcom Analytics is a powerful, vendor-agnostic solution that provides companies with complete visibility into their Connected Workplace environment. Whether on-premises, hybrid, or cloud-based, Flexcom delivers actionable insights through a single pane of glass.

Organizations managing enterprise communications often face:

Lack of Visibility into Communication and Meeting Usage

Untracked voice, video, and mobile data consumption lead to inefficiencies.

Service quality

Ensure a high standard of customer care when contacting the Company Service Desk or Contact Center.

Adoption of New Collaboration Tools

Challenges in verifying and quantifying the usage of new technologies and their impact on employee satisfaction.

Compliance and Security Challenges

Ensuring adherence to industry regulations and internal governance policies.

Inefficient Resource Allocation

Limited data insights result in excessive operational costs and underutilized resources.

Quality and Performance Issues

Poor monitoring leads to unresolved call quality problems and network inefficiencies.

How Flexcom Analytics Can Solve These Challenges

Advanced Reporting & Customizable Dashboards

Gain deep insights with tailored reports, real-time dashboards, and KPI tracking, so you can consistently make smarter, data-driven decisions.

Real-Time Meeting Usage Monitoring

Track and analyze communication data across voice, video, and screen-sharing to optimize resources and empower your team with data-driven decisions.

Automated Billing & Expense Management

Ensure accurate billing based on actual usage with detailed Call Detail Record (CDR) analysis and automated cost allocation, enabling smarter financial decisions.

Compliance & Fraud Detection

Monitor communications to detect anomalies, prevent fraud, and ensure regulatory adherence with customizable alerts and reports—fueling smarter, risk-aware decisions.

Performance & Quality Insights

Identify and resolve call quality issues in real time, track mobile fleet usage, and optimize collaboration platform performance, ensuring that every decision is informed by real data.

Business Impact

Improve User Experience
Enhance call and meeting quality, network performance, and service reliability, empowering better decision-making.

Improve visibility into the connected workplace
Unify communication channels across all levels of the organization.

Enhance IT Efficiency
Automate data collection and reporting, reducing manual workload.

Ensure Compliance & Security
Strengthen governance and fraud prevention with real-time monitoring.

Reduce Costs & Improve Budgeting - Streamline communication spending and eliminate billing discrepancies to potentially cut your telephony budget by up to 30%.

Industries We Serve

Telecom (Managed Service Providers):

Complement MSP offerings by delivering added value to clients.

Finance:

Ensure compliance, prevent fraud, and optimize resource allocation.

Government & Public Sector:

Enhance operational efficiency and ensure compliance through scheduled or real-time reporting on costs allocation and resources usage.

Third Sector (Nonprofits & NGOs):

Maximize resource impact by monitoring communication costs.

Healthcare:

Improve patient care and operational efficiency with real-time multimedia services activation and automated billing.

Utilities:

Optimize communication infrastructure, automate billing, track data usage, and optimize network performance with predictive analytics.

Consultancy:

Drive smarter decision-making with customized reports, call analytics, and resource optimization to improve client outcomes.

Education:

Enhance institutional communication and collaboration between campuses, teachers and students.

Get Started Today: Take control of your Connected Workplace with Flexcom Analytics. Gain visibility, optimize costs, and enhance compliance with a single, intuitive solution designed to help you make smarter, data-driven decisions.