

Lucidity Provisioning & Automation

From early on in our product road map, we felt it was essential to ensure that we could automate deployment of services and give our customers the ability to self-manage day to day IT operations; like creating new users or assigning email aliases and applications.

To effectively scale our organisation, IT Operations had to be executed uniformly, so that we could manage growth without having to continually employ engineering resource to do manual and repetitive tasks.

Now more than ever in the modern workplace, provisioning and automation solutions allow us to deliver a consistent and flexible IT management solution to customers.

We have designed a suite of customer service management and monitoring tools to give our customers secure access to real time provisioning and reporting systems. Our solution allows resellers to access their customers through a simple and effective management solution.

We can tailor any customer billing requirements to work in with existing reseller systems.

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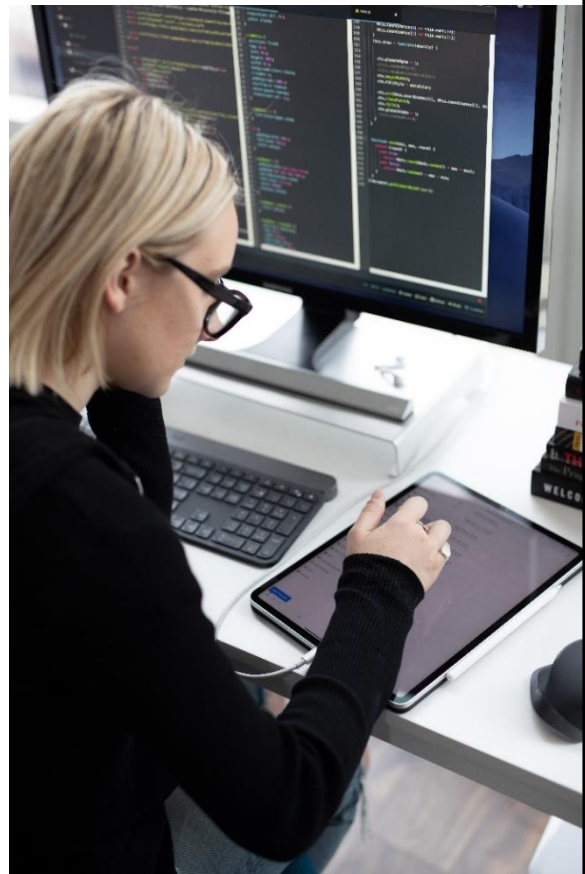
One of the key systems we offer to our partners is the Lucidity Customer Portal.

This platform allows customers to sign in and view a detailed breakdown of services by location and by user, as well as invoices.

Our pivot table reports show all users within a business, by services and individual costs per service. You can see a cost breakdown at an individual user level, so you can decide which services are assigned to users within the business.

Our Voice customers can view detailed information about phone calls, drilling right down to a user level to evaluate phone usage and cost.

Finance teams can see a breakdown of services across multiple locations. We can work with your finance requirements to enable tagging of codes and cost centres on all hosted services, and provide downloadable reports showing monthly consumption.



Lucidity have a dedicated team of automation engineers who focus on automating the day to day IT management tasks and bringing these solutions into our Lucidity Customer Portal.

Lucidity are a Tier 1 Microsoft CSP Partner and continue to evolve our automation solutions to enhance the Microsoft products we resell, as well as managing the day to day maintenance of Remote Desktop servers and solutions.

If your business provides a specific IT solution and you believe one or more of Lucidity's product offerings could complement your business, please do not hesitate to get in touch and we can discuss how we can possibly simplify the delivery of your services.

Call 0800 HOSTED
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