



US Department of Veterans Affairs Awards Multi-Million Dollar Contract to Deploy TeleMate's Unified Communications Observability Platform

TeleMate will deliver vendor neutral UC observability across the VA's vast ecosystem

Atlanta, Georgia – August 22, 2024 – TeleMate, a leading developer of vendor neutral monitoring, analytics & observability solutions for unified communications (UC), collaboration & contact center environments, today announced the US Department of Veterans Affairs has awarded a contract to deployment TeleMate's platform across their unified communications environment. The deployment will enable both the VA's IT and functional stakeholders to operate smarter and faster by delivering elevated levels of visibility with proactive monitoring, intelligent analytics and interactive dashboards underpinned by comprehensive role-based access.

With a mission to provide veterans with the highest quality of care and services, the VA requires robust, reliable, and flexible UC solutions and tools. TeleMate's platform is uniquely positioned to meet these needs, offering unmatched capabilities in UC monitoring, analytics & observability. By implementing TeleMate's solutions, the VA will gain deep insights into their communications infrastructure, enhancing operational efficiency, and ensuring seamless service delivery.

"We take enormous pride in the VA's decision to trust our technology, our people, and our processes," says TeleMate CEO Steve Tabaska. "There was a lot of work done between the VA and TeleMate teams during the proof of concept phase to demonstrate how deep we go into UC, exceeding use case expectations, as well as, scaling to handle the VA's massive multi-vendor UC environment. Our commitment is to add significant value by closing critical visibility gaps that the VA encounters daily. Plugging these improve user experience, reduce troubleshooting time, and ultimately improving crucial service outcomes. Our ability to meet these challenges aims to positively impact the brave men and women who have and are serving our country. "

The deployment will cover a wide range of communication technologies and platforms, providing the VA with a unified, holistic view of their UC environment. This comprehensive approach will facilitate better decision-making, improved resource allocation, and enhanced overall performance.

To learn more, access the "*How we are transforming the VA with TeleMate Unified Communications (UC) Monitoring, Analytics & Observability Solution.*" <https://www.telemate.net/dept-va-case-study>

About TeleMate

TeleMate is based in Atlanta, Georgia, and specializes in providing vendor-neutral monitoring, analytics & observability solutions for unified communications, collaboration, and contact center environments. TeleMate's platform delivers comprehensive visibility, performance monitoring, and management oversight, helping organizations achieve operational excellence and superior user experiences.