

> Inova products are the **easiest to use**

A product's learning curve, usefulness, and overall adoption by workers are greatly affected by ease-of-use. That's why the entire suite of Inova products shares a **consistent, intuitive interface** that allows everyday users to quickly and easily create, schedule and send messages, modify display layouts, and perform other common tasks **without IT or admin assistance**.

- ❑ WYSIWYG editors for message creation and screen layout make it easy for non-technical users to create and modify what is shown on displays.
- ❑ Preview modes allow accurate on-screen testing of layouts and effects prior to sending to displays; crucial when the person creating the content can't see the destination devices.
- ❑ One tool can be used to simultaneously send a message to multiple output devices, a big time saver in mixed environments (wallboards, desktops, etc).

> Inova solutions are built on a **superior software architecture**

Software architecture significantly impacts performance and stability. That's why Inova uses publish-and-subscribe middleware with a distributed architecture. This approach **communicates data more efficiently** than the point-to-point model typically found in homegrown solutions, and provides **greater scalability and stability** than the client/server model used by competing systems.

- ❑ Only one connection to each contact center application is required, instead of the multiple connections needed in point-to-point solutions. This lowers integration costs and lessens the impact of multiple connections on a system.
- ❑ One-to-many communication makes more efficient use of network bandwidth than the one-to-one model used in point-to-point solutions.
- ❑ Core functionality split into components that can be distributed over multiple servers to balance load and offer superior scalability to client/server systems.
- ❑ Distributing critical components across servers avoids the single point of failure risk associated with client/server solutions.
- ❑ System runs as Windows Services that launch at computer startup without needing to login, allowing the Inova system to operate unattended.
- ❑ Data source managers re-establish lost data connections for automatic recovery from network issues or interruptions in 3rd party system availability.

> Inova offers the most comprehensive **security & administration**

Ensuring proper access and consistent operation of a solution requires strong security and administration tools. Inova is the **only solution in its class to provide built-in security**, allowing you to set appropriate access levels and privileges on an individual or group basis. **Modifying and maintaining the system is made easy** with a full set of administrative tools that can be securely accessed from anywhere on the network.

- ❑ Control group or individual privileges through secure user accounts. You can safely allow front-line managers to make frequent changes related to their groups while limiting global access to administrators.
- ❑ Accounts leverage network logins that eliminate the need to separately login to the Inova system, and allow profiles to follow users to any computer.
- ❑ Administer the system from anywhere on the network. A "security lock" keeps changes from being overwritten if multiple administrators are logged in.
- ❑ Optional data encryption for high-security environments.
- ❑ A single screen provides the status of all data connections, devices and messages in the system, with an automatic alert option if a status changes.
- ❑ Remote updates eliminate the need to physically visit each device.
- ❑ Detailed system logging provides audit trails.