

# TELESOFT USAGE MANAGEMENT

## CREATE VISIBILITY ACROSS THE ORGANIZATION BY IDENTIFYING FRAUDULENT USAGE, ALLOCATING EXPENSES, AND TRACKING UNIFIED COMMUNICATION USAGE WITH TELESOFT CALL ACCOUNTING

### OVERVIEW

It takes a clear, enterprise-wide picture of usage to properly plan, budget, and chargeback expenses throughout your organization. Done right, this can save over 30%, according to a Gartner study. Unfortunately, many organizations lack the know-how to achieve this. Telesoft Call Accounting provides a comprehensive view of telecom services and usage by individual, department, cost center, or other user-defined categories. It also enables you to optimize network traffic, and eliminate fraud and abuse. The result is visibility across the organization which leads to reduced costs.

### HOW IT WORKS

The Telesoft Call Accounting module plugs into Telesoft's integrated management platform and is offered as a hosted, licensed, or outsourced solution.

**1. Full Usage Tracking** - Automatically logs usage from PBX and VoIP systems, wireless, text, data, local, long distance, 800 numbers, calling cards, and conference calls.

**2. Full Costing** - Quickly processes and costs millions of calls in minutes and provides real-time alerts and exception reports on unidentified callers and high-cost users.

**3. Automatic Cost Allocation** - Chargeback costs to the appropriate individual, department, cost center. Roll-up costs to spend categories across all levels of the organization.

**4. Built-In Reporting** - Easily report on capacity, determine peak usage, and analyze traffic patterns on your network. Choose from more than 50 standard reports or create your own with an easy to use drag-and-drop interface that allows you to save, share, schedule, and publish reports and automate distribution to a number of different audiences.



### WHAT THEY'RE SAYING

"Telesoft receives consistently strong customer references for its expertise in call accounting and broad usage management."

- **2012 Gartner Magic Quadrant for Telecom Expense Management**

"With Telesoft's Call Accounting Solution, we were able to produce unique reporting to flag improper conference bridge usage, saving us more than \$6M per year."

- **Project Manager, Fortune 50 Technology Company**

### FEATURES AND FUNCTIONALITY

**Usage Tracking** - Tracks consumption on PBX, VoIP systems, and wireless users to establish visibility, accountability and cost allocations

**Cost Allocation** - Allocates cost to the appropriate individual, department, cost center, and includes financial integration

**Toll Fraud Alerts** - Real-time tracking and notification of excessive idle times, unusual call volume, or specific numbers dialed during peak or off-peak hours

**Traffic Management** - Tracks capacity utilization and reports on peak usage time as well as anomalies in your telecom network

**Network Optimization** - Makes sure calls are routed to the lowest cost routes within the network

**HR and Cost Center System Integration** - Adds, updates, and tracks terminated users and extensions to keep inventory, extensions, and users in sync for accurate chargeback and reporting

### DELIVERY OPTIONS

**Hosted** - Control your telecom expenses while we manage the software

**License** - Install and manage your Telesoft solution behind your firewall

**Managed Service** - Let Telesoft streamline your business and telecom processes by managing your TEM solution on a day-to-day basis

### TELESOFT

Reach out for more information

**800.456.6061**

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