

# TELESOFT UNIVERSITY SERVICES OVERVIEW

## SOFTWARE AND SERVICES TO HELP UNIVERSITIES MANAGE THEIR TELECOM AND TECHNOLOGY ENVIRONMENT FOR ZERO COST ACCOUNTING AND INTERNAL CHARGEBACK

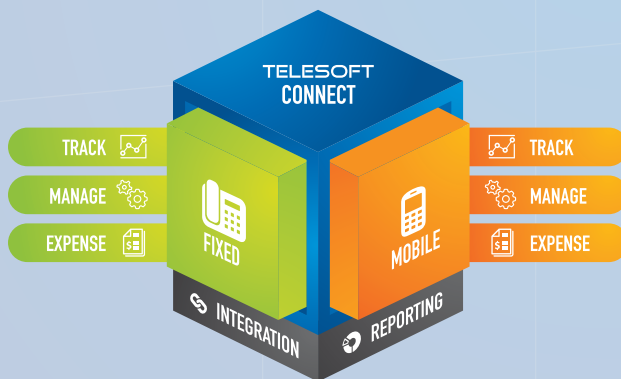
### WHO IS TELESOFT?

Telesoft was established in 1982 to provide software solutions that help universities manage telecom usage and assets for faculty and students. As the telecom landscape evolved, from student telephone services to VoIP and beyond, Telesoft has continued to support the needs of its university clients and provide a level of service that is unparalleled in the industry.

**Being a stable, owner-operated organization - we focus on you, the client, to deliver software and services to meet your ever-changing requirements.**

### TELESOFT SOLUTIONS

This is where Telesoft makes the difference. Telesoft offers responsive, flexible fixed and mobile telecom management solutions and services that are built by Telesoft from the ground up, offering superior integration, visibility, and performance. These solutions and services are built on our fully integrated Purpose-Driven Platform to form Telesoft Connect, helping organizations manage fixed and mobile telecommunication, IT inventory, assets, usage, and expenses through a single interface.



### FOR CLIENTS LIKE YOU

Auburn University  
CSU - San Bernardino  
Tulane University  
CSU - Fullerton  
Central Michigan  
CSU - Long Beach  
UNC - Wilmington  
East Carolina University  
University of Richmond

Texas Tech University  
CSU - Chico  
Johns Hopkins University  
University of Texas - Arlington  
The College of New Jersey  
Virginia State University  
Santa Clara University  
CSU - San Marcos  
And many more...

### SOLUTION HIGHLIGHTS

#### Call Detail Reporting, Toll Fraud, E911

Log usage from PBX and VoIP systems, including local, long distance, 800 numbers, auth codes, and conference calls. Real-time tracking and notification of excessive idle times, unusual call volume, or specific numbers dialed during peak or off-peak hours

#### Chargeback and Internal Billing

Allocates charges to the appropriate individual, department, cost center, and includes financial integration. Generate internal billing documents that users can access within a report portal or that can be distributed via email.

#### Work flow and Technician Assignment

Automates the entire work order process from order to completion through an easy to use web-based interface and automated work flow emails. Assign work to technicians to log time, cost, and complete work.

#### Cable/Wire Infrastructure Management

Determines the layout of your network and manages the ports, jacks, and cable pairs are available at all times.

### TELESOFT BY THE NUMBERS

**35+** years experience as owner-operated industry pioneer in fixed and mobile telecom management

**25+** university clients emphasizing CDR collection, internal billing, infrastructure, work flow management, and technician assignment

**95%** customer retention rate

### TELESOFT

Reach out for more information

**1.800.456.6061**

**WWW.TELESOFT.COM**

**TELESOFT**  
PURPOSE-DRIVEN SOLUTIONS FOR PROVEN RESULTS