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Avotus Releases Upgraded Premier Call Accounting Software, ICM Unity 1.2

By [Shamila Janakiraman](#)

TMCnet Contributor

Avotus ([News](#) - [Alert](#)) Corporation a provider of Telecom Management Services announced the release of a new version of its premier call accounting software, ICM Unity 1.2.

Sumer Shankardass, CEO of Avotus, said in a [release](#), "We are pleased to offer a new release of Unity, our award winning platform. This will help our customers further meet the changing realities of their communication landscape."

[Avotus'](#) services include Expense Management (TEM), eProcurement, and Usage Management solutions. The new version of ICM Unity 1.2 incorporates multiple features that are based on the feedback received from their sales teams and customers.

The upgrades encompass features that are available on popular PBXs in the market such as Avaya, Cisco, Mitel ([News](#) - [Alert](#)), Nortel and others. ICM Unity 1.2 also includes a series of other enhancements to Avotus' ICM solution such as a bilingual interface (French and English), updated browser and "core" switch support for enhanced call accounting.

The new version also includes several conference call reporting and management features, added company sources.

Commenting on the new version's capabilities Shankardass said, "We remain committed to offering the most comprehensive [Telecom Expense Management](#) solutions and services to companies of all sizes. We firmly believe that, in the current economic environment, companies need our solutions and services more than ever before, to effectively manage their communication landscape."

The company's flagship Usage Management solution enhances call accounting by incorporating VoIP, video conferencing, wireless, and mobile demand management. Also the platform features comprehensive SIP based communications tracking, fully accountable records of VoIP calls, complete wireless and mobile integration of all company accounts, and video usage tracking.

These features address the areas that are most vulnerable in the communications field and areas that will experience robust growth in future.

Avotus' suite of Intelligent Communications Management (ICM) solutions encompasses ICM eProcurement, ICM Expense Management and ICM Usage Management. It offers a complete lifecycle management approach, starting at procurement and continuing with the life of the contracts.

Officials added that ICM Usage Management enables traditional landline, wireless, multi-media, and VoIP communications to be tracked and allocated to the proper division, cost center, or individual. It also provides rich reporting and analysis capabilities.

Avotus recently [announced](#) that it is joining the Cisco ([News](#) - [Alert](#)) Developer Network as a Registered Developer within the Unified Communications technology category.

Shamila Janakiraman is a contributing editor for TMCnet. To read more of Shamila's articles, please visit her [columnist page](#).

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