

Enhanced Usage Reporting and Analytics for Avaya Aura and CS1000



HR Manager:

Can we run a report on something sent through instant messages?



IT Administrator:

Yes, we have logging capability...

Avotus Enhanced Usage Reporting (EUR)

Avotus EUR - available as both a **Cloud and On-Premise solution** - puts the customer in control by providing a comprehensive and integrated view of all the communications services of the organization. This enables the customer to manage communications assets more effectively and ensure that real business value is delivered for the communications spend.

Key challenges faced by organizations

- » Are you looking for a solution that provides visibility into your complete call detail information?
- » Do you need to ensure compliance with IT telecom policies, over voice or unified communications (voice, video, instant messaging, file sharing)?
- » Are you concerned about data retention, regulatory requirements and security of your communications assets?
- » Are you tasked to provide ongoing scheduled reports for departments, cost centers, business units, management or executive?

Avaya-compatible IP-based Avotus EUR solution for communication management is your answer!

IM reporting now
available for
Avaya Aura!

Avotus EUR benefits

Avotus EUR is a modern telecom usage reporting platform that delivers several key benefits to Avaya clients – both Avaya Blue and Avaya Red category.

Automation

Configure the Avotus EUR platform to notify you automatically whenever unusual or atypical call patterns occur. Potentially avoid fraud or minimize improper usage.

Security

Review any calling activity, investigate any captured usage, including Unified Communications (voice, video, instant messaging, file sharing).

Visibility

Set up automated reports for departments, cost centers, business units - delivered via email in a variety of formats.

Legacy

Planning to transition from a CS1000? Avotus EUR can provide reporting throughout, from Avaya Blue to Avaya Red or even an alternate upgrade platform – we support 130+ different platforms and formats.

Avotus EUR is certified compliant with:

- » Avaya Aura Communication Manager 7.0
- » Avaya Aura Session Manager 7.0
- » Avaya Aura Presence Services 7.1
- » Avaya Communication Server 1000E and Avaya DBA Toolkit 2.0

Avaya Aura® Session Manager is a SIP routing and integration tool and the core component of the Avaya Aura solution. Session Manager integrates all of the SIP entities across the entire enterprise network within a company. It offers a new perspective on enterprise communication where individual locations are no longer managed as separate units within the enterprise. Each location, branch, and application is viewed and managed as part of the overall enterprise.

Avaya Aura® Communication Manager software is the open, highly-reliable and extensible IP Telephony foundation on which Avaya delivers Intelligent Communications to enterprises large and small. Communication Manager effectively scales from less than 100 users to as many as 36,000 users on a single system, and to more than one million users on a single network.

Avaya Aura® Presence Services is a key enabler of pervasive collaboration and provides a scalable, high performance presence aggregation service that collects and disseminates rich presence information across the Avaya Aura Platform. The presence information allows users to locate colleagues and experts to address customer inquiries, handle a service issue, or solve a critical problem in real time.

Communication Server 1000 is a business communication system designed for mid-to large-sized companies that offers exceptional future growth and expansion possibilities while seamlessly integrating with Microsoft and IBM solutions. CS1000 is a fully featured highly scalable IP communications system that meets business needs from as few as 48 extensions.

Avotus EUR features


- » **Gain Visibility Into Employee UC Utilization and Behavior** - Avotus EUR for Avaya's tracking and exception reporting across Unified Communications features detects abuse and ensures compliance with corporate guidelines and regulatory requirements. This allows communication managers to gain unprecedented visibility into the full suite of Unified Communications features, including: Instant Messaging, Voice, Wireless and Video conferencing with one unified tracking and reporting platform.
- » **Multi-site multi-vendor single web based portal** for managing all CDR reports, including mobile carrier based data.

Avaya Red

- » **Seamless Directory Synchronization Capability** – EUR solution has the ability to configure and connect to Avaya Red phone systems using the Avaya AES web services. With this new ability, administrators can connect to pull directory related information from PBX using Avaya AES services. This allows for updated data to be synced with the platform more seamlessly.
- » **Capabilities to Consume and Parse Data** – Avotus has developed unique capabilities to consume and parse data from different Avaya products. These capabilities include the Avotus GenIP solution that collects call records from Avaya Red PBX (classic Avaya) in a buffer-less environment and the Avotus Directory Sync solution that synchronizes with the directory of Avaya Red PBX.

Avaya Blue

- » **Advanced Nortel CS1000 Traffic and Inventory Reporting Capabilities** – EUR comes with reporting applications that are used to provide PBX trunk usage, configuration, and inventory information. With CS1000 Traffic you can quickly monitor network performance and efficiency, quickly generate detail and summary inventory reports, listing cards and sets installed on the CS1000. EUR provides 30+ reports that help reduce administration time and improves inventory accuracy. CS1000 downloads for inventory is required in order to sync up assets and inventory reports as required by customers leveraging the feature of CS1000 reports.
- » **Nortel CS1000 CPND Name Retrieval Capability** - EUR has the capability to retrieve name information automatically from each set and populate directories without costly, time-consuming data entry. One way updates can provide entity information to EUR Directory module without risk to phone system.

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IP-based Avaya-compatible communication management solution by Avotus provides visibility into usage patterns and costs across your corporate communication network.

KEY MESSAGES – VALUE PROPOSITION

AVOTUS DELIVERS: (Remember DVS)

- “Data” for Informed Decision-Making
- “Visibility” into your Network
- “Savings” both Immediate and Long-term



About Avotus

With more than 30 years of industry experience, Avotus is the award-winning provider of **Intelligent Communications Management (ICM)** solutions. ICM solutions enable users to optimize, manage and protect against misuse and abuse of their critical investments in telecom and technology. Avotus' ICM lifecycle can be deployed in a manner that allows each engagement to self-fund the next, while putting cash on the client's bottom line at each step. ICM solutions include: Enhanced Usage Reporting (EUR) for Unified Communications, Expense Management with ITAM Robot (EM), Intelli-Sourcing and Wireless Management. Avotus and its partners serve more than 1,000 clients in North America and around the world, many of which are industry-leading Fortune 5000 companies. ICM is Avotus' Intelligent approach to managing wireline and wireless assets, and a safeguard for your next-generation communications solutions.

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