

Enhanced Usage Reporting for Unified Communications

Complete Visibility & Usage Reporting for UC



Deploying UC Platforms without Visibility & Reporting Tools Exposes Companies to Significant Risk

UC deployments are expanding rapidly, yet many organizations may not be aware of potential security and abuse exposures inherent in these deployments. The same UC tools, which enhance productivity, can be misused allowing for harassment or even possible intellectual property loss. For over 30 years, Avotus has been providing visibility, data management and savings for voice networks. It was a natural extension to lead the field in developing Enhanced Usage Reporting (EUR for UC). Now clients can confidently use their preferred UC platform, in concert with EUR, mitigating these risks and protecting their communications investment.

EUR from Avotus integrates, tracks and reports on usage for UC services. EUR allows communication managers to gain unprecedented visibility into the full suite of UC features, including: Instant Messaging, Presence, Voice, Wireless and Video Conferencing with one unified tracking and reporting platform.

Can you track UC Usage and protect your firm? Lack of visibility, data and analytics allow for abuse or misuse of UC platforms. What is the cost of a security breach? Internal security breaches collectively cost billions each year. **Monitoring of communication assets is a key component of Risk Management.**

Avotus EUR for UC Protects Your Business

Deployed in our cloud or yours, Avotus EUR delivers unmatched visibility into your communications environment, improving overall asset usage visibility, reporting, monitoring and security across your wireline, wireless, VoIP, UC and legacy platforms.

- » Gain visibility into the departments contributing most to telecom expense and broadband usage
- » Optimize your UC investment by identifying under- utilization, training opportunities and unsecure platforms operating within the firewall
- » Integrate, manage and control telecom investments across multi-vendor/multi-site environments
- » Uncover security, compliance and other potential asset misuse or abuse, gain visibility into UC file-sharing, screen share and instant message content
- » Better manage growing and diverse fleet of mobile, tablet and other communication devices
- » Comply with HIPAA, Sarbanes-Oxley, and Regulatory obligations
- » Save money

Avotus EUR Solution Provides:

- » Tracking and exception reporting across all UC features detects abuse and ensures compliance with corporate guidelines and regulatory requirements
- » Multi-site and Multi-vendor integration provides full visibility via single portal
- » Enhanced visibility across wireline, wireless, VoIP, UC, SIP and TDM based links
- » Full asset-tracking module for traditional and non-traditional TEM assets
- » Organized Call Detail Record (CDR) reporting
- » Respond to litigation with accurate information about UC usage
- » Consolidated billing reports
- » Automated reports in a variety of formats via email
- » Bill back - usage charges to departments, cost codes or employees

Additional Add-On modules include:

- » The **Wireless** module is used to import mobility carrier data to accurately view or report usage from any mobile device, including smartphones, tablets, etc. Reporting can be across departments and across different bill periods, including monthly plans, SMS, data, etc.
- » **Order Management** allows analysts to track the status of work orders or trouble tickets, typically related to the telecom environment. Orders are created, assigned to technicians or emailed to vendors, milestones are tracked, and SLAs are defined and reported.
- » **Asset Management** allows the import or definition of assets, as well as asset-fixed charges. Ownership of assets is tracked, reported, and costs are allocated against cost centers. Consider Avotus EUR for UC platform a traditional communications management and reporting solution, only better – much, much better.

New features added to our latest release EUR 9.1 include:

- » Additional UC Platform Integrations
- » IM logging for Avaya Session Manager
- » Certified up to Avaya Aura 6.0 and Avaya CS1000 7.5
- » Additional Conferencing UC Reports
- » Web Interface for Costing Configuration
- » Multi-tenant license Pooling
- » Cisco Collection Efficiency Enhancement and Multi-Version Support
- » Multi-Vendor UC Reporting
- » Enhanced Patch Versioning Process
- » EUR 9.1 utilizes TLS 1.2 for organizations seeking compliance with PCI Data Security Standards
- » Miscellaneous Updates and Fixes

“There will be a bit of an education process that we will need to go through with the customers but I'm convinced "reporting" is going to become table stakes.”

- David Walsh, CEO of GENBAND

Major Platform Integration

Cisco

Cisco Unified Communications Manager provides reliable, secure, scalable and manageable call control and session management. Cisco enables people and teams to communicate simply with a UC solution featuring IP telephony, high definition video, unified messaging, instant messaging and presence, plus much more.

- » Avotus is certified with Cisco to release 11.5
- » Provides Enhanced Usage reporting on voice (CDR) and SIP trunking (CMR & QoS)
- » Cisco Unified Presence (CUPS) reporting on Instant messaging (IM), Web Conferencing & Video
- » Support for HCS and Business Edition platforms

BroadSoft

Avotus EUR for BroadSoft is capable of consolidating call records from BroadSoft BroadWorks and legacy PBXs, providing clients with multiple PBX installations a path to seamlessly transition to BroadSoft BroadWorks with zero loss of call management features and functions. In addition to voice, we can now do Video calls on BroadWorks, as well as IM from UC-One.

GENBAND

GENBAND's real time communications solutions help service providers and enterprises connect people to each other and address the growing demands of today's businesses for real time communications wherever they happen to be. Avotus brings visibility into this communications usage.

- » Integration with GENBAND's EXPERiUS and Nuvia platforms
- » Enhanced Usage Reporting on voice calls, including MeetMe and Adhoc conferences
- » Unified report highlighting summary of voice calls, video calls and IM sessions, with drill down to the details of each by employee, department or location

Avaya

Avaya Aura[®] is Avaya's core communications platform delivering company-wide, people-centric collaboration and supporting full UC and contact center solutions for midsize to large enterprises. Don't let your current UC network stop you from having full, rich UC reports to better manage your investment.

- » Avotus EUR is certified up to Avaya Aura 6.0 and Avaya CS1000 7.5
- » IM reporting available for Avaya Aura
- » Advanced Nortel CS1000 Traffic and Inventory Reporting Capabilities
- » Nortel CS1000 CPND Name Retrieval Capability
- » Report usage from Avaya Communicator on Video calls and IM
- » Multi-site multi-vendor single web based portal for managing all CDR reports, including mobile carrier based data

Skype for Business

The Skype for Business server brings to its users total presence, instant messaging, conferencing and enterprise voice capabilities through a user-friendly GUI that is compatible with personal computers, web browsers and cell phones. Skype for Business is Microsoft's server platform for unified communications. Skype for Business ties real-time presence information with instant messaging, video conferencing and voice communication. Our reporting tool will give your enterprise up-to-date Skype for Business UC reporting:

- » Avotus EUR is compatible with on premise Skype for Business and legacy Microsoft Lync systems
- » Report on chat room discussions and video conferencing
- » Manage and report on all telecommunications in the office, at home, or on the go with EUR

Key Messages - Value Proposition

AVOTUS DELIVERS:

- “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 (EM) with ITAM Robot, 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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