

PHONECONTROL



COMPLETE TELECOM USAGE MANAGEMENT SOLUTIONS FOR VOIP, PABX, HYBRID, MOBILE, FAX, CARRIER BILLS, AND MORE...

PhoneControl Telecom Usage Management Solutions can analyse the usage of telecom services in your organisation, calculate and disperse the cost of VoIP, fixed-line, mobile telephony, and related charges to departments, cost centres and customers and measure the performance of your telecom equipment and services, in real-time or over historical data, for any number of services, sites or countries in the world.

www.phonecontrol.com

PhoneControl Usage Management Solutions help you reduce cost, gain visibility and manage your telecom environment. We have helped organisations save 30% of their annual telecom cost.

Managing your telecommunications environment

Organisations continuously face challenges to provide sufficient Telecommunication Services within the organisation, while simultaneously controlling the cost and preventing misuse or abuse of those services.

For most organisations the cost of telecommunications is a high expense. With the ever growing need for more demanding (mobile) voice and data applications, monitoring the usage and controlling the cost, while maintaining or improving the performance of the services provided, is important.

PhoneControl solutions go beyond traditional call accounting and provide you with detailed usage information about the latest communications technologies. Today's Mobile, PDA and Blackberry® phones, mobile data applications, VoIP, soft-switches, and converged communication systems all produce call or session records that provide additional information that needs to be collected and analysed.

PhoneControl offers a complete range of Telecom Usage Management solutions suitable for different types of organisations enabling you to effectively manage your telecommunications environment and business.



Information at your fingertips

Once the PhoneControl Usage Management solution has collected usage information from all of the disparate sources, it can be analysed and shared within the organisation. A wide variety of reports are available presenting a critical snapshot of the information on the basis of which business decisions can be made.

Your online Organisational Directory

The PhoneControl Directory is flexible and fully customisable, allowing you to include any additional field as you wish. The PhoneControl Directory can also be used for your external contacts, such as suppliers or customers, which can then also be reported on. The Directory includes multi-field search tools for ease-of-use by receptionists and users.

Works with all major vendors and telecom service providers

PhoneControl Usage Management Solutions work with all the latest VoIP, Hybrid and PABX / telephone systems.

Bills from most (mobile) telecom service providers can be imported and analysed.

Scalable and robust

PhoneControl Usage Management solutions can support the largest organisations irrespective of location. Systems are designed to be scalable and robust, and can aggregate and report on usage data from an unlimited number of sources, services and locations. There is no limit on the amount or time data can be stored or reported. This may be critically important if you need to maintain detailed call accounting data for regulatory or legal purposes.

Reporting - how and when you need it

PhoneControl Usage Management solutions enable you to view usage, traffic and costing data for every level and staff member in your organisation.

Ideal for Hospitality, Student Housing and Live Style Villages

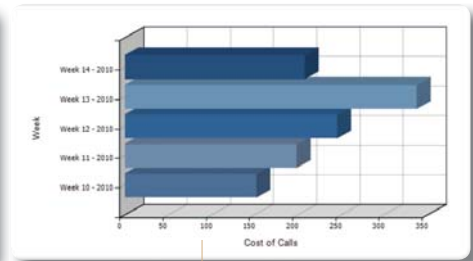
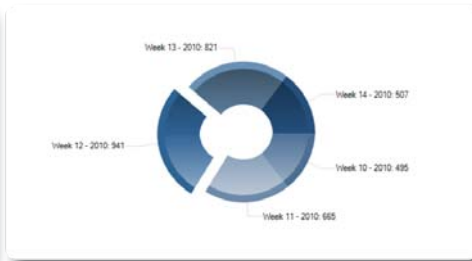
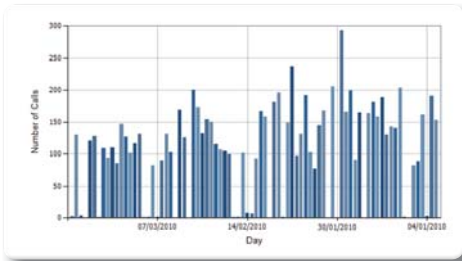
The PhoneControl Affinity Module integrates into all major Property

Management Systems (PMS), and comes with an optional bi-directional interface to handle features, such as Room Check-in/Check-out, Room Status, Mini bar, Message Waiting, etc. For properties without a property management system PhoneControl's Classic Billing Module can be used to bill guests for telephone usage and other services provided by the property.

We can grow with you

If your usage management requirements or your network grows or you need additional devices or services, PhoneControl Usage Management solutions are capable of incorporating this growth.





PHONECONTROL Welcome Supervisor

Email will be unavailable due to maintenance Saturday between 18:00- 22:00.

PHONECONTROL THE COMPLETE TELEPHONE ACTIVATION & MANAGEMENT SYSTEM

Home >> Directory Welcome supervisor | Last Login: 04/05/2010 13:52

Menu Options	Mobile	Email					
Last name	Extension	Mobile	Email	Pleasantville	Department	N	M
Adam	4807	0400234567	kate.adam@pleasantville.gov	City of Pleasantville	Knoxville		
Ades	4571	0409765432	jeff.ades@pleasantville.gov	City of Pleasantville	Riversdale		
Aged Care	4742		workshop@pleasantville.gov	City of Pleasantville	Liberty		
Aged Care	4756			City of Pleasantville	Liberty		
Alder	4717		leonie.alder@pleasantville.gov	City of Pleasantville			
Allan	4697	0412567876	colleen.allan@pleasantville.gov	City of Pleasantville			
Alvares	4569		trish.alvares@pleasantville.gov	City of Pleasantville			
Ambrose	4407		joan.ambrose@pleasantville.gov	City of Pleasantville			
Anderson	4516		mag.anderson@pleasantville.gov	City of Pleasantville			
Anderson	4531	0456987321	jeff.anderson@pleasantville.gov	City of Pleasantville			
Andrews	4585		paul.andrews@pleasantville.gov	City of Pleasantville	Riversdale		
Angliss	4734		vivienne.angliss@pleasantville.gov	City of Pleasantville	Liberty		
Anzlovar	4506	0487345864	david.anzlovar@pleasantville.gov	City of Pleasantville	Knoxville		
Arsenis	4573		virginia.arsenis@pleasantville.gov	City of Pleasantville	Riversdale Depot		

Why use PhoneControl Telecom Usage Management solutions?

Understand staff productivity

PhoneControl helps you understand how much time your employees are spending on the phone in support of their job functions. PhoneControl enables you to track and report on Critical Performance statistics for your agents or staff, including number and type of calls, (average) call duration and origin / destination.

Provisioning of communications services

Employees use multiple methods to communicate with customers, prospects and partners. Understanding the details of your communications services enable you to select the right mix and level of communication services. For example, telephone lines not utilized can be cancelled or mobile phone plans can be changed to suit the call pattern of users.

Improve customer service

With customer service a hallmark of good business, PhoneControl solutions provide you with the detailed information you need about how much time your employees are spending on the phone in support of your customers. PhoneControl can be used to verify that calls are



answered in a timely manner and for how long they spoke to your customers.

Justify Telecom spending

Organisations and in particular Government organisations have a requirement to justify their telecom spending. PhoneControl Usage Management solutions allow organisations to understand where telecom cost are generated, enabling organisations to make departments accountable.

Highlight system abuse

Telecom services used for illegal or unauthorized use is a major concern and cost to organisations. PhoneControl enables you to spot potential system abuse by reporting usage out-of-office hours, over a certain cost or duration, or to unauthorised destinations, so you can immediately take actions to solve any security problems.

Disperse cost to departments, cost centres and clients

PhoneControl enables you to allocate the costs of VoIP, fixed line, mobile telephony, Internet usage and related charges to departments, cost centres, employees or projects using PIN, Authorisation or Account codes, with a percentile surcharge if required.

Support legal and regulatory requirements

Industry regulatory requirements often mandate that proof be provided that particular calls have been made – or not made – by an organisation. PhoneControl provides the detailed calling information to support these requirements.

Protect your employees

In current society, organisations are legally and ethically bound to potentially trace, report and/or alarm on emergency, malicious and threatening calls. PhoneControl can monitor your telephone calls and enables you to trace back threatening or abusive calls.

Identify system misuse

PhoneControl provides call detail information to identify possible misuse of the communications system, such as staff calling the companies 1800/1300 number using a mobile phone.

Integration with Financial Packages

Reports generated by the PhoneControl system can be imported into your financial packages, Property Management Systems, Accounts Payable and other software using user definable Import/Export facilities.

GENERAL INFORMATION	
System interfaces	PhoneControl Usage Management Solutions can collect Call & Session data from over 180 VoIP switches and PBX's, including all popular brands. PhoneControl Australia is a Development Partner with Cisco, Avaya, Alcatel, NEC, Nortel, Siemens, Ericsson, LG Aria
Carrier Bill support	PhoneControl Usage Management Solutions can import billing data from your (mobile) telecom service providers, including usage data and other charges.
Users supported	The number of users supported is unlimited scalable. PhoneControl Solutions are developed to support the needs of large enterprises
Locations supported	Locations supported are unlimited scalable. PhoneControl solutions are available for small single site locations to large multi-national networked organisation with any number of sites in as many different countries.
Services supported	PhoneControl Usage Management Solutions are available to report on VoIP, Hybrid, Fixed and Mobile Telephone services, including Satellite, PDA, Blackberries®, Pagers, Phone cards. Reporting on other usage based services, such as internet and email usage, can be made available on request
Security	Secure Hierarchical access gives individual users limited access to their own data and Heads-of-Departments access to data of all users belonging to their and any underlying departments. Password complexity and the maximum number of login tries before user account is locked can be defined. Log files are available to record all login and user activities.
REPORTING	
Reports	Virtually unlimited user-definable reports are available from a wide variety of Report types, including Detail, Summary, Frequency, Call & System Exception, Graphical, Traffic, Account Code, Budget, Trend, Authorisation Code, Organisational, Departmental, Individual, Cost Centre, Quality of Service, interactive Business/Private Call reports. Graphs and Drill-down options are available where possible. Reports can be saved in all popular file formats and encrypted with password protection.
Report distribution	Reports can be created and viewed online or reports can be scheduled for automatic distribution via email to the creator or all users included in the report
Call Costing Capabilities	Provides for multiple rate plans, including for private network calls Supports ad-hoc and recurring charges including import/export Ability to discount/mark-up cost of calls and charges Enables locked bill periods to protect historical data
Online Directory	The LDAP compatible Directory maintains and provides central and secure access to contact details of staff and, if required, external parties, such as customers or suppliers. The Directory can be fully customised to include any additional fields or sub-tables as you wish, which can be used to register useful information of different services or assets.
COMMUNICATIONS ANALYTICS DASHBOARDS	
For executive use	Organisational overview of corporate wide telecom usage Budget reporting –detect over/under spending within the organisation Trend reporting –analyse corporate telecom usage trends and forecast requirements
For telecom department	Compare cost and use of different communications methods Monitor performance of telecom infrastructure (on-net traffic / off-net traffic / overflow) Detect and resolve potential service issues, including system misuse and abuse Maintain accurate corporate directory
For finance department	Breakdown of total spend over the organisation by department or individual. Business/Private Call report to recover cost of private calls from employees. Charge third parties, such as customers or contractors, for their telecom usage. Budget reporting – Adjust current budget and prepare budget for next year. Trend reporting – compare month by month, year over year.
For department managers	Provides insight in telecom usage by team and individuals, including cost, calls & duration Identify performance issues and problem areas
VoIP SPECIFIC FEATURES	
Quality of Service Reports	Report on latency, jitter and packet loss
GENERAL SYSTEM INFORMATION	
Storage capacity	Unlimited
Database structure	SQL Server 2000/2005
System interfaces	Interfaces to all popular Accounting, Property Management, Human Resources and other corporate systems



Proudly distributing PhoneControl in Australia

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