ISI Telemanagement Solutions

Managed Services Solution Benefits

Infortel Select Managed Services offer a variety of ISI hosted alternatives to the purchase of an on-site software solution for CDR reporting. Time-proven practices, a well-equipped data center and a staff of experienced telecom professionals transform raw call detail records from most telephone systems and service providers into accurate, easy-to-use management reports tailored to your organization's unique needs. Infortel Select outsourced call accounting provides all the benefits of an on-premise call accounting solution without the burden or expense of owning and operating a call accounting system.

Please take note of the following money saving benefits of a Managed Service solution:

❑ Minimal up front capital expenditure for hardware, software, installation or training – ISI provides and hosts all necessary application software, servers and network infrastructure necessary to support the application.

- No software purchase expense
- No server hardware purchase expense
- No buffer box purchase
- Project management, end-user training and ongoing support included in service

❑ No need to hire or train additional staff to operate and support the call accounting solution. An ISI Customer Account Manager is assigned to manage the account and ensure that the desired call accounting services are delivered on a timely and accurate basis.

- No full-time or part-time dedicated personnel required to administer the application, create or distribute reports
- No need to maintain staff trained and certified on system or database administration
- No need for redundancy in system administration personnel to cover vacations or sick days
- ISI managed data collection, call processing, report production and report distribution
- A dedicated ISI CAM becomes an extension of the existing telecom department
- Allows customer staff to concentrate on managing the business rather than running a call accounting application

❑ Get expert level support and guidance from ISI team of telecom management professionals.

- ISI personnel are experts on the Infortel Select application – benefit from their extensive experience at creating, optimizing and delivering useful metrics to end-users
- Assistance in maximizing impact on telecom productivity, profitability and cost reduction
- Access to ISI personnel for analysis of reports and suggestions for telecom improvement
- Analysis of reports by personnel that are independent of internal political interests yields truly objective and impartial recommendations

❑ Application updates are performed by ISI staff to ensure customers benefit from the latest feature enhancements, product patches and carrier tariff changes.

- Managed Service customers benefit from service packs, patches and software upgrades as soon as they become available – No upgrade expense or burden
- Automatic rate and tariff table updates ensure the most current dial plan and rating information is used to determine call type, call rating and destination city, state and country

- ❑ Get call accounting services up and running *fast* – Since ISI staff handles all service activation and account configuration tasks on existing application infrastructure, new accounts and sites are activated and begin generating reports within days rather than weeks.
  - ▪ Eliminates much of the new application learning curve
  - ▪ ISI delivers 100% of product benefits right from the start
- ❑ ISI hosted web services provide secured web access to authorized users without building a web service infrastructure
  - ▪ Standard web browser access
  - ▪ 128 bit SSL encryption
  - ▪ Server load management to ensure acceptable server response for up to hundreds of users
- ❑ Data center security ensures data protection
  - ▪ Lock-down data center environment
  - ▪ Mirrored disk storage arrays
  - ▪ Daily and weekly backups with off-site storage
- ❑ Timely automated report distribution by ISI
  - ▪ Direct e-mail delivery of selected summary, detail and exception reports to departmental managers
  - ▪ Monthly CD provided as a permanent historic archive of call activity and reports run

In summary, ISI's Infortel Select outsourced call accounting service provides the added benefit putting ISI's team of experienced telemanagement professionals to work for you. Their mission is to ensure your organization derives the maximum benefit from our call accounting solution, without the burden of having to finance and manage an on-site application.