

Migration to Voice over IP as a communication solution introduces complexities that leading switching manufacturers fail to address. TeleMate® Unified Call Management (UCM) provides immediate visibility into converged networks to ensure business-critical functions have the quality of service needed.

TeleMate is the Difference

In today's business world, a strong telecommunications infrastructure is a requirement. With it, comes an array of new challenges, information, and expenses. Network managers are challenged with determining whether their voice network is being utilized efficiently, in a cost-effective manner, and to capacity. TeleMate UCM assists with all of these areas by transforming cumbersome call and diagnostic information into easily interpretable data. In turn, this data can be used in a number of ways: to minimize costs, to boost employee productivity, to manage network bandwidth/capacity, to tighten security, and to adhere to regulatory requirements.

Myth of VoIP Migrations

A migration from legacy TDM to VoIP communication services is rarely a smooth transition, as some switching manufacturers lead you to believe. Project coordinators often recognize during the deployment, and more often, post deployment, that their new system lacks the ability to provide immediate unified visibility into their investment. Leading manufacturers include simple tools for viewing basic call activity, which barely provides the insight required to determine the health and wellness of the voice network, let alone support business functions such as Call Centers, Sales Forces, Human Resources, Premise-Based Security, and Emergency Services.



The Benefit of Using TeleMate

Legacy call accounting applications have basic call reporting functionality with limited feature sets, forcing network administrators to conform to dated standards. On the other hand, TeleMate UCM is recognized as beneficial because it not only meets traditional requirements, but also VoIP Class of Service, Quality of Service, and network security.

How is TeleMate different? Good Question!

First, TeleMate Collector Pro seamlessly collects and relays all call detail from all PBXs regardless of manufacturer or location. This includes call managers, contact centers, voice mail, and popular ACD systems.

Second, real-time rating provides accurate call type classification and billing for clustered VoIP deployment.

Third, network integration and reporting flexibility provides on-demand, scheduled, or real-time dashboards of call activity by dozens of call attributes. Additionally, network triggers create instant notifications when anomalies occur.

Here are some additional features that set us apart:

Fast Installation and Single-Click Upgrades

- Installed in minutes and completely automated in less than an hour
- Available as License Software or Software as a Service
- Simple LDAP integration and automated synchronization

Innovative Features and Reporting Control

- Point and click reporting with over 100 detail, summary, and executive report templates
- Real-time monitoring with trend based notification methods
- Integrated notification methods include email, POST Request, GET Request, SNMP Trap, report generation, and more
- Trend-driven reporting and automated distribution

Highest Quality and Reliability

- Automated collection, rating, LDAP directory synchronization, reporting, alarming & notification, and system maintenance - all running as Windows services
- Automatic Tariff / V&H Delivery
- Unlimited data retention and multiple levels of backup options

Flexible Management and Delegation

- Security profiles by group or user-enabled restricted access to features, reports, and organizational structure partitioning
- Web-based HTTPS Access using Windows, and LDAP Authentication

Unprecedented Scalability

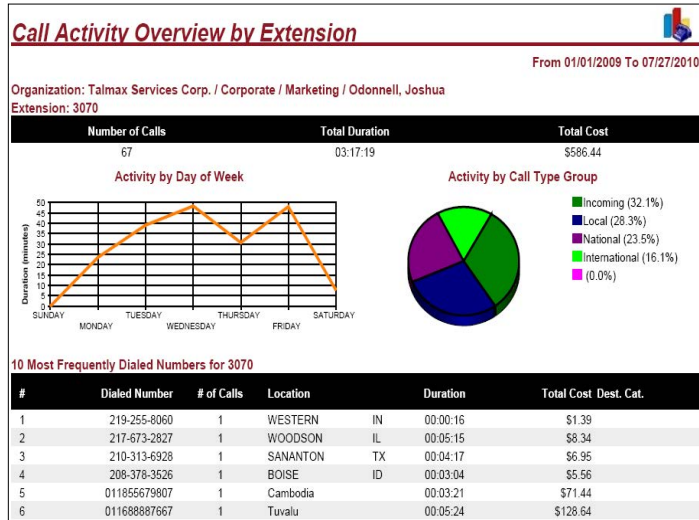
- Single repository for all call detail needs regardless of PBX manufacturer or wireless service provider
- Unlimited Extensions and unlimited phone systems
- IP Collection with real-time SSL relay
- Geographic VoIP Clustering
- International city names, currency, and time zone reconciliation

Industries and Markets We Support

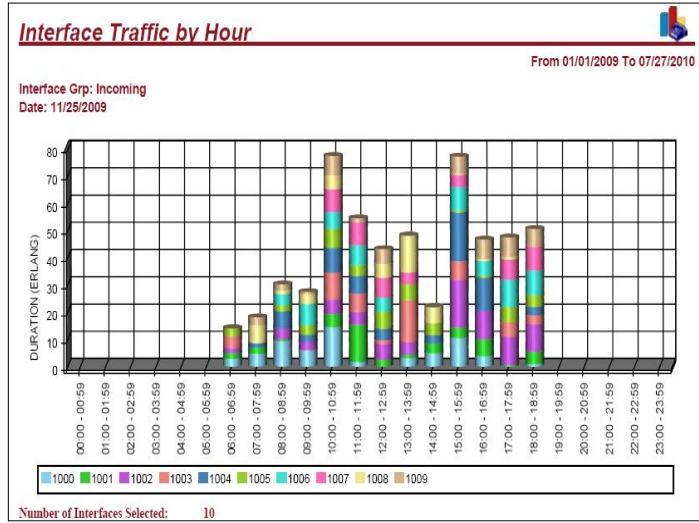
As an organization, we pride ourselves on listening to our customers and recognizing market trends that maximize ROI and minimize personal interaction. In our third decade of business, TeleMate.Net Software has deployed more than 18,000 products in every market segment. Leading verticals that we support include:

- Health Care
- Manufacturing
- Finance / Banking / Insurance
- Energy
- Technology & Communications
- Services / Call Centers
- State / Local Government
- Federal Agencies / DoD
- Higher Education
- Transportation
- Retail
- Service Providers

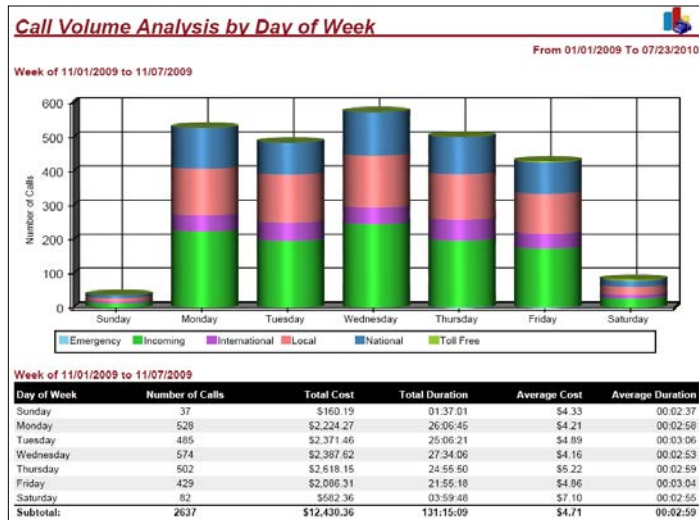
To learn more on how TeleMate Unified Call Management can benefit you, contact us at www.telemate.net or +1.678.589.7100.



Activity Overview by Extension



Traffic by Hour



Chronological Call Detail

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Featured Highlights

Core Configuration

- Embedded Microsoft™ SQL Server 2005 or integration with Microsoft™ SQL Server 2005 or SQL Server 2008
- All editions support all manufacturers regardless of underlying switching fabric
- All editions include real-time rating, automated reporting and delivery
- Enterprise Edition
 - Supports unlimited PBX sources and extensions
 - Multiple Users with user-defined security profiles
 - Includes more than 100 report templates
 - Recurring & Non-recurring Expense Management
 - User-defined alarm thresholds and notification
- Workgroup Edition
 - Supports unlimited PBX sources and extensions
 - Multiple Users with user-defined security profiles
 - Includes 80 report templates
- QuickView Edition
 - Single PBX with 200 extension limit
 - Single User
 - Basic Reporting

Reporting

- Flexible Export Formats with inclusive & exclusive filtering
- Email Breakout by Organization Filters
- Automatic distribution by Email, SMTP, and FTP profile

Rating

- VoIP Clustering
- Costing by any call detail record attribute
- International tariff and currency support
- Full V&H coordinates and city name detail
- Rate by day, time, duration, meter plus, dialing patterns
- Recurring and non-recurring expense allocation
- Time Zone reconciliation

Collection

- PBX, IP PBX, call manager, voice manager and gateway independent
- Collection method include RSP, FTP, Syslog, Telnet, ODBC, Serial, Remote Polling, Remote Call Storage Devices
- Automatic SSL relay for high availability deployments

Optional Management

- Windows Authentication with customizable data partitioning by PBX, product feature, and report
- LDAP Directory synchronization via Microsoft™ Activity Directory and Novell™ eDirectory
- Web based Report & Directory Management with HTTPS access
- Real-time performance monitoring & reporting
- Real-time trend driven event triggers & notification
- Professional Report Outsourcing with secure SSL and HTTPS access through TeleMate Managed Access

System Requirements

- Windows 2003 / 2008 Server, Virtual Server, Windows XP, 7, & Vista