



**TELTRAC
Enterprise**

REAL TIME
Centralised
Private Voice
Network
Accounting and
Management on a
Wintel Server for
multiple PBX on a
VPN

**Network Call Accounting
for Multi-Site PBX / IPT and Virtual Private Networks**

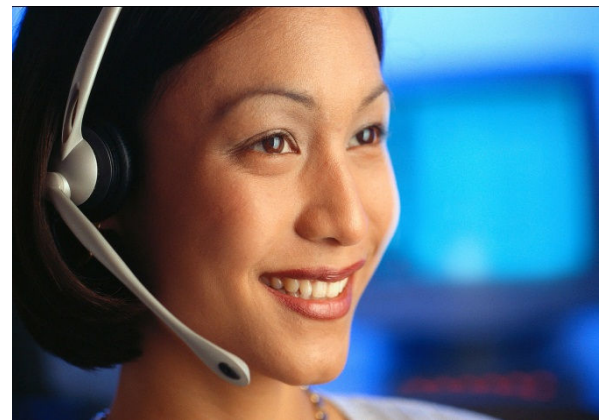
Accounting for and managing corporate PSTN and Private Voice/IPT Network call traffic enterprise-wide no longer needs to be an expensive headache. Teltrac Enterprise captures CDR data from each PBX / IPT node or voice Gateway on your network and forwards it over IP WAN in real time, to a single Wintel server located at any desired location. Remote nodes may be sited in any countries, using any number of carriers. Teltrac Enterprise then processes each call record using the correct currency and local tariff for PSTN calls, and using any company-defined costing scheme for Network calls – again in real time.

Teltrac Enterprise is scalable for any size installation, supports PBX / IPT from any vendors in any mix on a single network, supports any carriers, any tariff plans, in any currencies, in any countries.

An array of 100's of reports definable to your exact requirements are available on demand and by auto-scheduling:

For Each Node:

Full array of detail and summary call accounting reports for all call types, in the local currency of each site, equivalent to having a dedicated call accounting system at each node.



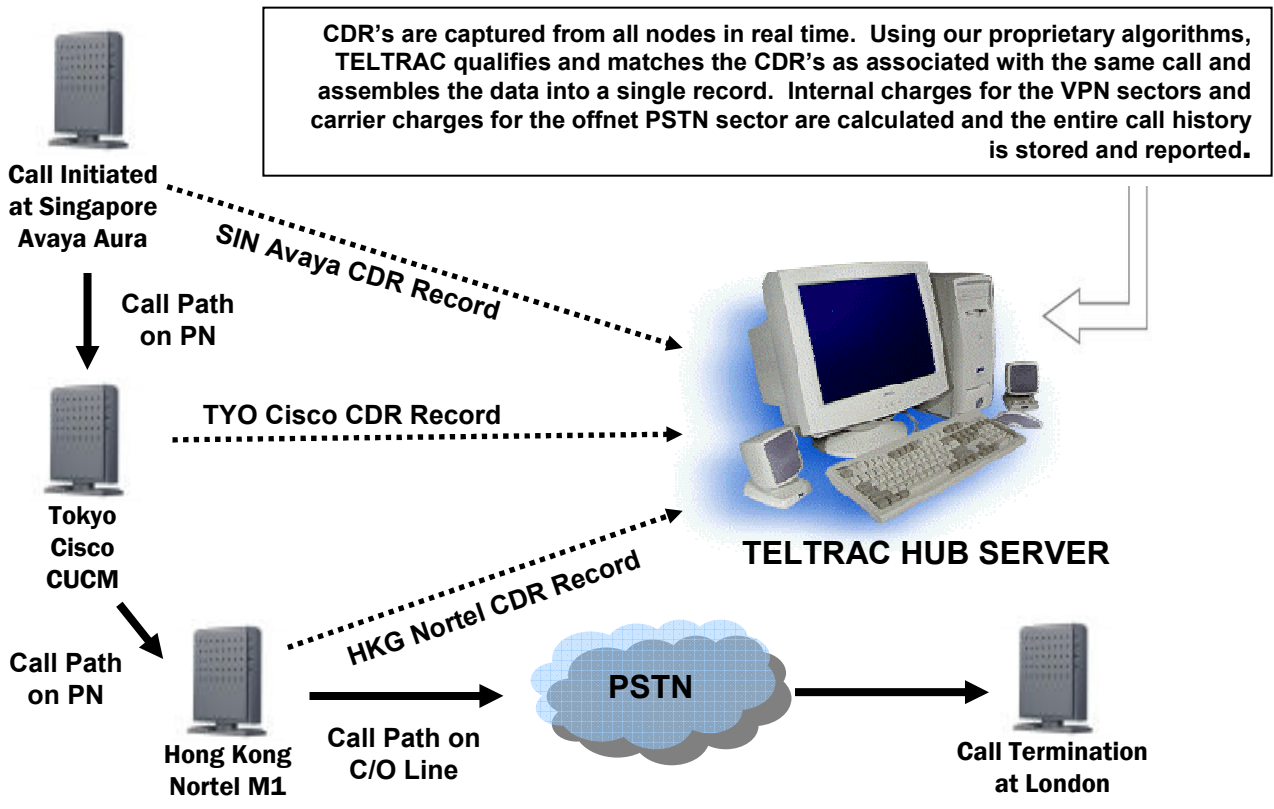
For the Network:

Multi-currency Network Consolidation reports showing call activity for each Node in local currencies, then consolidating in the base currency of your choice at exchange rates of your choice.

Key Features



- Standard WINTEL / SQL Platform
- Real-time CDR data collection and processing from all nodes
- Multi-Currency, Multi-Carrier, Multi-National, Multi-Vendor
- Any mix of PBX / IPT vendors supported on single network
- Tracks PN calls over multiple nodes and off-net
- User Definable report content and filters
- 500 PBX / IPT / Gateways supported with a single server



EXAMPLE: A call initiated in Singapore transits through 2 different nodes over the PN before going offnet from Hong Kong to the PSTN and terminating in London. Teltrac EMS can be configured to assign the PSTN call cost to the originating node or the offnet dialing node.

Top 10 Features

- 1. Multi-Country, Multi-Currency**
Deploys seamlessly across any boundaries, simultaneously supporting and reconciling multiple carriers, tariffs and currencies.
- 2. Multi-Vendor**
Will support any mix of different PBX or IPT devices on a single network. Dealer Systems are also supported.
- 3. Report Flexibility**
Report configuration features permit tailoring of report output exactly to your real needs. Report scheduler enables automatic report generation and dissemination.
- 4. Real Time Alarms**
Alarm treatment setup supports alarm delivery to desktop and via email and SMS
- 5. Access Security**
Password protection for all operations. Fully definable security levels and operational privileges for all system users.
- 6. Reliability**
Evolved through 15 years of multi-site call accounting experience, Teltrac-EMS is a proven and stable system in reliable service with a long list of global MNC's.
- 7. Global Support**
24 hour on-call support service comprising Helpdesk and Secure Remote Login provided from Interpac's two Global Support Centres, and on-site anywhere in the world.
- 8. Windows 2X Server Op System SQL 2X**
Industry standard Microsoft O/S and Database using ODBC
- 9. User Accessibility / Ease of Use**
Extremely user friendly interface makes it easy for system operators to become comfortable with the system within a short period of time.
- 10. No Configuration Boundaries**
Unlimited number of carriers. Unlimited number of rate tables. No limits on trunk lines, tie lines, account codes, authorisation codes, etc.

Support and Security Features

- Data capture is not interrupted during maintenance and re-configuration.
- Real-time logging of system accesses and runtime events.
- Global support, maintenance and tariff rate update by remote access and on-site.
- Global Helpdesk
- Sophisticated password structure with definable access privileges.
- Definable alarms for no data received from any given node, exceptional calls, toll fraud, unauthorised calls. Alarm treatment includes email and SMS.
- Multi-level password protection with definable access privileges for different users.
- Data encryption at buffer level.
- All call data stored in 2 separate hard disk files. RAID and full mirroring configurations available.

Technical Specifications

Software Design

- C++ C# Object Oriented under Windows XP Pro or Windows 2X Server O/S, SQL 2X database.
- Client Server Architecture supports any number of LAN/WAN clients.

Capacities

- Maximum data elements (nodes) comprising PBX, IPT or Dealer Systems: 500 plus
- Aggregate total extensions spread over any number of nodes: 500,000 plus
- Call record storage capacity per gigabyte hard disk space: 3 million
- Hard disk record storage period: No Limit

The screenshot displays the Teltrac GX-DNS Process Manager (8.4.39.77) interface. It features a menu bar (File, View, Setup, Help) and a toolbar with various icons. The main window is divided into several sections:

- Last call processed:** A form showing details for a call on 6/1/2006 at 10:41:00 AM. The node is 09, extension is 6701, and the called number is 31884912. The duration is 00:01:32.
- Raw Data / System Messages:** A text area displaying call logs with fields like Node, Extension, Date, Time, TAC, and Trunk.
- Node List Table:** A table listing various nodes and their associated data. The table has columns for No., Node Name, Buffer Timestamp, CDR Time, and Parser.

No.	Node Name	Buffer Timestamp	CDR Time	Parser
1	X VIRTUAL NODE			Meridian Parser 1
2				
3	HKTH-HUB		06/01 10:40	Meridian Parser 1
4	SING ETRALI		06/01 10:27	Etrali System
5	SEOUL IPC		06/01 11:31	IPC
6	TAIPEI IPC		06/01 10:38	IPC
7	TOKYO-IPC		06/01 11:37	IPC
8	SYDNEY IPC		06/01 12:42	IPC
9	HK-IFC2 ETRALI			Etrali F3
10	BANGKOK		06/01 09:38	Meridian Parser 1
11	MANILA		06/01 10:39	Meridian Parser 1
12	HK-DEVON HOUSE		06/01 10:40	Meridian Parser 1
13	HK-BAT TOWER			Meridian Parser 1
14	SINGAPORE-RP		06/01 10:42	Meridian Parser 1
15	TAIPEI		06/01 10:40	Meridian Parser 1
16				
17				
18				
19	CHINA-SHANGHAI		06/01 10:38	Meridian Parser 1
20	CHINA-BEIJING		06/01 10:40	Meridian Parser 1
21	CHINA-GUANGZHOU		06/01 10:39	Meridian Parser 1
22	TOKYO		06/01 11:40	Meridian Parser 1
23	CPC-GZ		06/01 10:39	Meridian Parser 1
24	KUALA LUMPUR		06/01 10:42	Meridian Parser 1
25	SYDNEY		06/01 12:39	Meridian Parser 1
26	JAKARTA		06/01 09:24	Meridian Parser 1
27	INDIA MUMBAI		06/01 08:14	Lucent F4
28	NEW DELHI		06/01 07:59	Definity F4
29	SEOUL NT		06/01 11:40	Meridian Parser 1
30	Cisco HK			Cisco CallManager
31	HK-IFC2		06/01 10:41	Meridian Parser 5
32				





Raw Data Collection

- Teltrac Enterprise captures and processes CDR call data at the Hub in real time. CDR data is captured by direct IP connection or at each node with a secure IP Buffer Box, and then encrypted and forwarded to the Teltrac Hub by IP connection.
- Teltrac Enterprise accommodates duplicate extension numbers across nodes: no need to revise your dialing plan.
- Supports Authorisation/PIN and DISA Codes across the network.
- VPN Module matches CDR records from multiple nodes in real time to create a complete record tracking entire history of each PN call, including offnet call completion.

Report Output

- Report output provided by Crystal Reports.
- Reports may be printed on-line on-demand. Output available 14 different formats: to Screen, Printer, File, Excel, Access, HTML, ASCII, etc.
- Set and forget automatic report scheduler. Reports may be printed, stored, or sent by email.
- WRP Web Report Presentment Option provides browser access to web based reports.
- Node Reports: Full set of TELTRAC call accounting reports for each node, in local currency, for all PSTN call types and all VPN calls.
- Network Reports: Array of Network consolidation, overflow and performance reports in local currencies, with consolidation into any base currency.

INTERPAC

Other Call Billing & Management Solutions



**TELTRAC
OUTSOURCED:** Teltrac Software as a Service, fully managed and Operated by Interpac



**TELTRAC FOR
MOBILE:** Call accounting for BlackBerry, Smartphones and mobile devices



MULTI-TRAC: Professional Public Switch Billing system for small to medium sized carriers and ISPs.



**TRAC-
RECORD:** Statistical Data System for call centres.



“You Can’t Manage What
You Can’t Measure.”

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