



### TELTRAC

- Brings your management team hard data about all of your organisation's telecom usage and expenses.
- Organised and sorted according to your requirement
- Presented in a readable and usable format when and where you need it.

## Call Accounting: A Fundamental Business Management Tool

Even in today's environment of IP Telephony and cut-rate international calls, telecommunications remains a major investment and monthly expense for most businesses. Yet when it comes to analysing and understanding your telecom service costs, monthly Telco phone bills provide almost no information you can truly make use of... except how much you owe your telecom carriers that month.

### You Can't Manage What You Can't Measure

The ever-growing array of carrier choices and IP telephony technology brings many benefits to businesses - but it also brings new complexities and challenges for managers who are responsible for selecting from those choices and then ensuring promised results are actually achieved.

Effectively managing telecommunications means analysing and controlling costs, comparing rate plans, performing cost-benefits, measuring results, verifying bills, preventing fraud and abuse, securing from fraud, measuring performance and ROI on plant and equipment, and more – all necessary functions in delivering optimal telecom performance to the organisation and value to stakeholders.

Only with an effective Call Accounting System can this be achieved. Teltrac will effectively "open up the books" on where your telecom dollars are really being spent, and enable you to truly lower monthly telecom spend and to extract the best value from your telecom CAPEX.



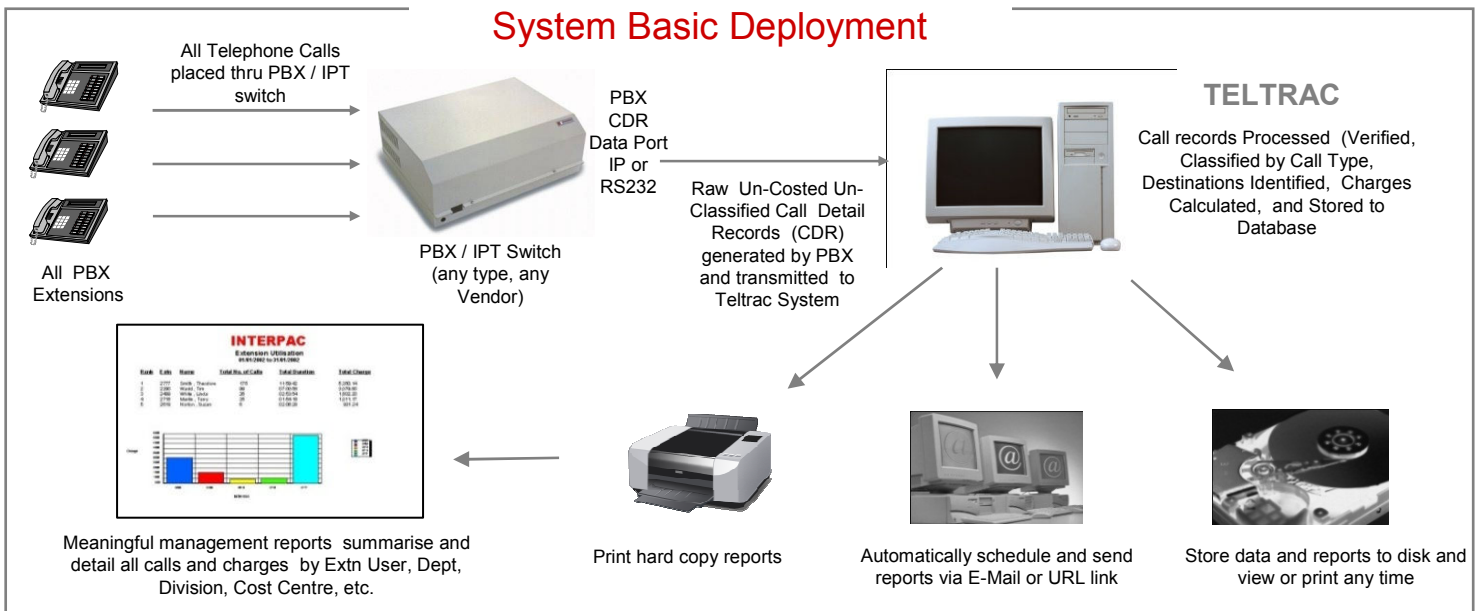
### Key Features

- **Supports:** Any PBX / IPT in any location.
- **Definable Reporting:** Custom-define 100's of reports and graphs to suit your exact requirement.
- **Unrestricted Corporate Hierarchy:** Ten levels and definitions flexibly accommodate any corporate structure.
- **Drag-n-drop Configuration:** Makes it easy to move departments, extensions, employees, etc.
- **Real Time Alarms:** For system faults, data security, fraud and telecom abuse.
- **Holiday/special rate:** Scheduler for pre-setting special limited-time carrier discounts.

### Benefits

- **Reduce Telecom Expense** by accurately monitoring staff and departmental calls and call charges in real time.
- **Allocate Telecom Charges** based on actual usage to responsible cost centres.
- **Bill Clients** or Projects for calls made on their behalf, back-bill staff for personal calls.
- **Prevent Carrier Over-billing**, verify rate plan implementation, measure carrier performance.
- **Optimise Efficiency:** Find and identify un-utilised capacity, extensions, C/O lines. Perform cost/benefit analysis for planned additions to lines and capacity, then verify after execution. Measure return on investment in telecom plant and equipment.
- **Detect Fraud**, telephone abuse, unauthorised calls.
- **Manage Risk** by archiving permanent records of all call activity for security, forensic investigation and compliance.

# TELTRAC System Basic Deployment



## Real-Time Reporting for ALL Calls

Teltrac™ will log, analyse and report on every call type dialed through your PBX or IPT switch: IDD, STD, Long Distance, Local, Tie-Line, Paid Service, Internal, Inward with Caller ID - TDMA or IP – all supported.

There is no limit on the number of carriers or tariff plans, and discounts plans for all carriers - day, time, holiday, multi-band, etc. - are definable both as recurring and ad-hoc.

## Configuration Flexibility

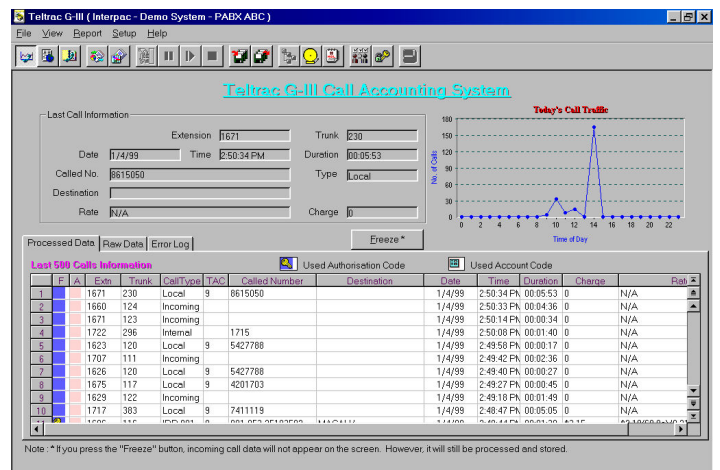
There is no "one size fits all" for organisational structure, so Teltrac™ has been designed to flexibly accommodate any organisational structure with up to 10 definable levels in the corporate hierarchy, and each level may be labeled with your own corporate terminology. No limits are imposed on the number of companies, departments, trunk lines, account codes, authorisation codes, employees, etc. supported.

A unique **flexible parallel hierarchy** feature allows your corporate hierarchy to be based upon extensions or upon authorisation codes, or both. Multiple codes per user or per extension are supported.

## Just Drag n' Drop

The on-screen tree structure with drag-n-drop icons for setting up Extensions, Departments, Divisions, Codes, etc. provides for **easy configuration and maintenance**. The system displays any missing extensions or authorisation codes, allowing quick redefinition by drag-n-drop to the correct department.

Teltrac provides a full Company Directory with text and sub-string searching functions for easy navigation and maintenance.



## Data Capture Security

Teltrac™ features an independent call data capture module, ensuring continued call data capture even while the main Teltrac™ processing module is shut down or under maintenance. All call records are stored twice in two discrete files to provide full data redundancy. Encrypted data buffer hardware can also be specified for remote installations or for PC-independent data security.

## Access Security

- Sophisticated password structure with definable access privileges for each system user
- System access and event logging: Records of user logins are automatically created for all accesses to sensitive areas
- Specific Privilege portfolio definition for every user
- Concealable screen display and automatic logout after user-defined time limit of inactivity

## Data Security Alarms

- No CDR Data received
- Hard Disk Nearly Full, definable in percentages

## Abuse Alarms

- Over-time calls
- Over-charge calls
- Calls during prohibited time periods
- Calls to prohibited numbers or destinations

Alarm messages are delivered via email or SMS the instant an event occurs

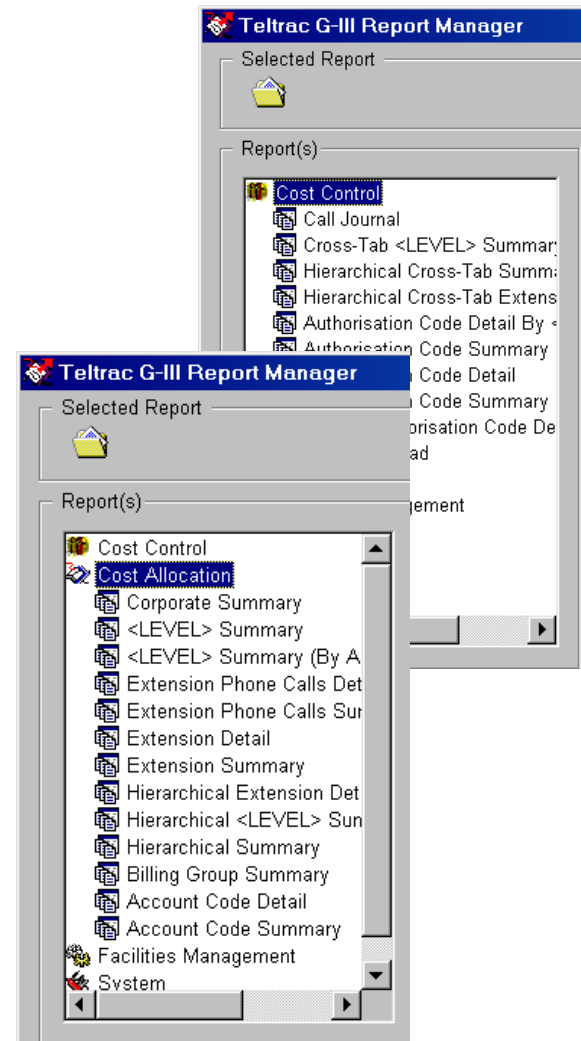
### Report Wizard

- Combination of predefined templates yields 1,000's of report options to fit your needs.
- Define the exact content of each report
- Presented in a readable and usable format when and where you need it.

### Comprehensive Reporting:

More than 50 pre-defined Report Templates yield 1,000's of reports to fit your needs

- **Industry-standard Crystal Reports** generates reports in an array of output formats and via browser.
- **Report Content Definition** feature makes it possible to define the desired content of every report, tailoring your report output to meet your exact requirements.
- **Data Filtering** may be specified on each report, making it easy to drill down to find overspending, exceptions and breaches of policy
- **Color Graphical Output** is available for all reports.
- **Customer or Destination** names may be defined to known phone numbers for display on call reports.
- **Email** reports or URL links to reports on a scheduled basis.
- **Set-and-Forget Report Generator** auto-prints to any pre-defined schedule, whether it be once a month, every other week, or every day.
- **Report generation** simultaneous with call capture and processing - including during peak call periods.
- **Web Browser Report Presentment:** Web based reporting from desktop browser with secure login for global or restricted use.



### Report Scheduler

- Automatic set-and-forget scheduler
- Disseminate reports by E-mail to defined list

### Clear & Meaningful Reports

Concise and Complete Management Information for:



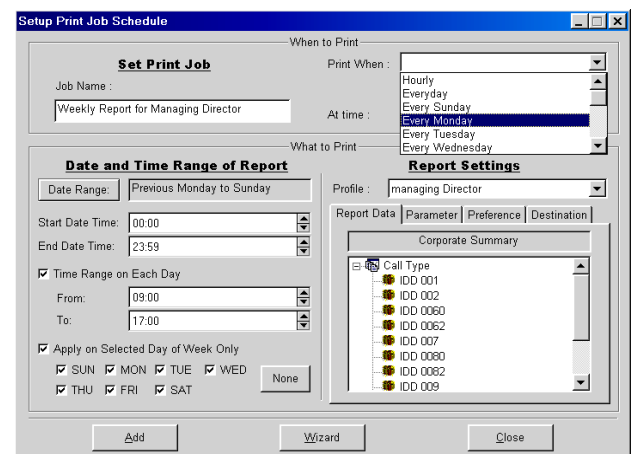
- Cost Control
- Cost Allocation
- Client Billing
- Fraud Detection
- Facilities Management
- Call Traffic Analysis

Choice of Report Outputs:



- To Printer, File or Screen
- To MS-Excel, Access, Word
- ASCII
- HTML

### Report Scheduler



Automatically prints to any pre-defined schedule and disseminates by E-Mail to a specified mailing list



## TELTRAC

### Capacities

**Extensions:** TELTRAC is fully scalable as a standalone or a multi-site deployment from 1 to 500,000 extensions. You only purchase the capacity and the options you need, and thus Teltrac will deliver a cost-effective solution to any size organisation.

**Multi-Site and Network** versions of Teltrac can handle hundreds of PBX / IPT / Gateways simultaneously for large organisations.

**Data Storage:** Approximately 5,000 call data records (comprising both processed and backup raw data files) can be stored 1 Mb of disk space. Data files may be maintained for years and archived indefinitely.

### Easy Deployment

Teltrac is fully installed and configured by trained Interpac engineers. Full user training will have any staff member comfortably operating the system within 2 hours.

### Total Support

Global support services and helpdesk are provided from day 1 of installation.

### PBX / IPT Types Supported

Teltrac™ will interface to all versions of any modern PBX / IPT, including: Avaya, Cisco, Nortel, Siemens, Alcatel, Mitel, Ericsson, ShoreTel, Astrix, MS-OCS, NEC, Fujitsu, Oki, Iwatsu, Nitsuko, Panasonic, Samsung, Iwatsu, Nitsuko, InterTel, Altigen, INDeX, Prologix, IBM/Rolm, Harris, GPT, etc.

Teltrac also interfaces to all dealerboard systems, including IPC, BT, Etrali, etc.

### Platform Requirements

- Wintel PC with 2 GB RAM, 100 GB HD
- MS-Windows XP, 2X, Vista, 7
- MS-Access (up to 3K Extns), or
- SQL-2X (above 3K extns and multi-site)

Typical Standalone version – specs will vary with size of installation

## INTERPAC

### Other Call Billing & Management Solutions



**TELTRAC Outsourced:** Teltrac Software as a Service, fully managed by Interpac.



**TELTRAC Enterprise:** Multi-Site Centralised Call Accounting, with VPN and Offnet call reconciliation



**TELTRAC for MOBILE:** Call accounting for BlackBerry and Smartphones



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



Authorized Interpac Distributor

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