Unified Communication Expense Management by RSI – SHADOW CMS Enterprise

Staying connected with customers is critical for a successful business, but those same communications facilities can often be its most costly expenditure. Managing telephone charges, VoIP traffic, internet usage and other related costs is a difficult task, whether for a small business or large multi-site enterprise.

SHADOW CMS Enterprise Call Accounting, from Avaya DevConnect Technology Partner Resource Software International (RSI), is a fully-scalable unified communications management solution. With SHADOW CMS, administrators can forecast, monitor and allocate their organization's communications management expenses.

Using the latest available technologies, SHADOW CMS Enterprise allows administrators to retrieve call detail metrics from Avaya telephone systems for facility planning, customer service, workforce management, bill back and billing reconciliation. It interfaces with Avaya IP Office, Avaya Aura® Communication Manager, Avaya Communication Server 1000, Avaya Business Communications Manager (BCM) 50 and Avaya BCM 450.

- **Avaya Aura Communication Manager** is an open, extensible IP telephony platform that can be deployed as an IP PBX or feature server supporting a SIP-only environment, or as an evolution server supporting both SIP and non-SIP environments.

- **Avaya IP Office** is a simple, powerful collaboration solution for small and midsize companies that offers increased scale, flexible deployment options, simplified management, and support for enterprise branch deployments.

- **Avaya Communication Server 1000** is a full-featured IP-distributed telephony communications system that provides the benefits of a converged network with consolidated routing, dial plan and system management.

- **Avaya BCM 50 and BCM 450** are Linux-based IP/TDM PBX convergence systems that deliver unified communications capabilities, proven and reliable voice processing, and an extensive range of feature-rich business telephony applications on a common browser-based management platform.

SHADOW CMS, part of the DevConnect Select Product Program, works equally well in small offices as in global, multi-site and multi-vendor enterprises. As organizations expand and grow, SHADOW CMS can expand and grow as well, limited only by the size of the hard drive where it resides. The solution integrates seamlessly into existing environments, making it ideally suited for a range of industries including hospitality, retail, education and healthcare, as well as government facilities and general business offices.

Features

- **Unified communications:** Compliant with all major Avaya telephony platforms for industries, government and business offices, SHADOW CMS allows organizations to unify communication facilities under one umbrella and consolidate communication metrics to effectively manage their entire ecosystem.

- **Built-in automation:** The built-in job scheduler provides automated reports, network analysis and fraud protection, which can be set to record when certain triggers or criteria defined by the business have occurred to help curb network misuse, abuse and system hacks.

- **Cost allocation:** A comprehensive real-time billing mechanism that retrieves, translates and processes call detail information gives administrators the option to view the data in various report formats, export it to back-end systems or post it to billing systems.

- **Expense reconciliation:** Accurate call detail billing calculations allow organizations to verify and reconcile telecom expenses with provider invoices.
- **Customer billing:** Real-time and long-term billing options are available for industries that routinely need to allocate communication expenses to customer accounts.

Benefits

- Curb misuse and abuse, helping lower costs and reduce erroneous network usage.
- Highlight detrimental quality of service, allowing for network adjustments that can result in more efficient communications and lower network infrastructure costs.
- Reconcile telecom expenses, enabling administrators to leverage tariff plan negotiations and discover billing errors that may result in cost savings.
- Monitor agents in real-time, allowing administrators to highlight bottlenecks and overflows, and track response times, which can result in a more dynamic and effective communication ecosystem.

System Requirements

- Hardware: Pentium III or greater; Pentium 4 recommended
- Operating System: Microsoft Windows Vista, Windows 7, Windows 8 or later
- RAM: 512 MB; 2 GB recommended
- Hard Disk: 10 GB; 30 GB recommended
- Network Connectivity: Required
- Peripherals: CD-ROM drive; Printer recommended

Learn More

To learn more about Avaya solutions and DevConnect Technology Partner RSI, contact your Avaya Account Manager or authorized Avaya reseller. Or, visit us online at **www.devconnectmarketplace.com**

About Resource Software International

Founded in 1990, Resource Software International Ltd. develops, manufactures and distributes total communication management solutions for small to medium and large enterprise organizations. It offers a wide range of products including call accounting, hotel/motel management, real-time dashboard, contact center console, switch administration, wireless mobile tracking and CTI applications. RSI offers organizations the training and resources they need to determine the health of their communications ecosystem.

The RSI call management portfolio spans a broad range of industries including retail, education, tourism, brokerage, professional, hospitality and healthcare as well as government. It also provides unique integration to hotel property management systems, emergency notification and professional accounting packages.

Headquartered in Oshawa, Ontario, RSI has distributors in Australia, New Zealand, Asia, Europe, United States and throughout Canada.

For more information, visit **www.telecost.com**

About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products are handpicked for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP products eliminate the hassle of managing multivendor relationships and are easy to order through the standard Avaya order processes.

About DevConnect

DevConnect is Avaya's developer and technology partner program. Through a free Registered level membership in DevConnect, members are able to access a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more, or register for membership, please visit **www.devconnectprogram.com**

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit **www.avaya.com**