Resource Software International

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Founded in 1990, Resource Software International Ltd. (RSI) develops, manufactures and distributes total communication management solutions. It offers a wide range of products including call accounting, hotel/motel management, real-time dashboard, contact center console reporting, switch administration, wireless mobile tracking and CTI applications. As a proud Avaya DevConnect Technology Partner, RSI is focused on providing Avaya customers with training and resources that offer insight about the health of their communication facilities.

Offers

SHADOW CMS Enterprise

• **Compliant with:** Avaya IP Office, Avaya Aura® Communication Manager, Avaya Communication Server 1000, Avaya Business Communications Manager and Avaya Norstar

• **Offer Solution Category:** Call Accounting, Hosted Solutions, Property Management

• **Primary Industries Served:** Healthcare, Hospitality, Legal

SHADOW CMS Enterprise Call Accounting is a fully-scalable unified communication management solution allowing administrators to forecast, monitor and allocate communications management expenses. It also provides metrics for facility planning, customer service, workforce management and bill back.

SHADOW CMS Enterprise interfaces with Avaya telephone systems for real-time data retrieval. The information is processed, assigned a cost, and delivered to property management systems for billing integration – ideal for industries such as hospitality, healthcare and professional services.

Depending on platform availability, SHADOW CMS Enterprise collects hunt group, voice mail and other traffic information for concrete historical reporting.

Member presence in North America, EMEA, APAC and CALA.

For more information, visit **www.telecost.com** or contact:

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Revolution Web Call Accounting

- **Compliant with:** Avaya IP Office, Avaya Business Communications Manager, Avaya IP Phones-Quick Edition and Avaya Norstar

- **Offer Solution Category:** Call Accounting, IP Telephony, Property Management

- **Primary Industries Served:** Healthcare, Hospitality, Retail

Revolution Web Call Accounting is a dynamic, totally browser-based application that helps businesses track and manage both analog and IP communications. This robust solution can be deployed in offices, hospitals, universities, or in any organization that needs to allocate telecom costs to various individuals, departments or cost centers. Revolution Web Call Accounting can also be used to monitor the telephone productivity of each employee in a company. The application can be accessed from the user's desktop or from around the world through its true web interface. Use Revolution Web Call Accounting to help maximize business efficiency and productivity, track and analyze network performance, and monitor misuse and abuse.

Visual Rapport

- **Compliant with:** Avaya IP Office, Avaya Business Communications Manager and Avaya Norstar

- **Offer Solution Category:** Attendant Console, Call/Contact Center, CRM, Unified Communications

- **Primary Industries Served:** Legal, Telecommunications

Visual Rapport is a desktop productivity suite providing real-time display of employee telephone status, instant messaging, desktop dialing, email integration, call logging, file transfer and screen-pop integration. Visual Rapport is pre-configured with an extensive library of scripts that communicate with many commercial contact management and database applications, such as Microsoft Outlook, Maximizer, Goldmine and Act, as well as unique in-house custom applications. Visual Rapport offers an integrated scripting engine that gives users the ability to tailor their system with features such as time logging, account code prompting, URL screen pop and call accounting integration.

SHADOW Real Time Dashboard

- **Compliant with:** Avaya IP Office

- **Offer Solution Category:** Attendant Console, Call/Contact Center, CRM, Unified Communications

- **Primary Industries Served:** Healthcare, Telecommunications

SHADOW Real Time Dashboard (RTD) is a powerful tool that can monitor a single system, or complex array of mission-critical communication systems that require uncompromised performance and availability. The solution is a browser-based, real-time console that can monitor and analyze data from virtually any telephony platform or device, including ACD, hunt groups, contact center, call center, voice mail, SMNP and CDR. Using SHADOW RTD, supervisors can instantaneously view metrics showing the health of their communication facilities.

tools Onsite Notification

- **Compliant with:** Avaya IP Office and Avaya Survivable Remote Gateway 50

- **Offer Solution Category:** Attendant Console, Call/Contact Center, Security, Unified Communications

- **Primary Industries Served:** Legal, Healthcare, Education

tools Onsite Notification (OSN) offers immediate on-site notification for emergency calls. When an emergency 911 call is dialed, tools OSN immediately notifies a security extension or authorized desktops. It instantly delivers information about the calling party, such as extension, date and time. tools OSN eliminates the need to spend time locating the individual placing the emergency call, thereby helping to reduce delays and overall response time.

RSICloud Call Accounting

- **Compliant with:** Avaya IP Office

- **Offer Solution Category:** Call Accounting, Hosted Solutions, IP Telephony

- **Primary Industries Served:** Healthcare, Hospitality, Retail

Secure hosted telecom software solutions provide a fully managed alternative to purchasing hardware and software and expending internal resources. RSI offers complete remote services for polling, charge-back, network planning, traffic analysis, carrier/service comparisons and ad hoc reporting. Many organizations have high overhead costs, mobile workforce and little time for in-house software. These businesses require accurate telemanagement information to allocate costs and track activity accessible anywhere, anytime. With RSICloud Call Accounting, businesses can select the variety of billing, traffic, exception and diagnostic management reports that they need. RSI provides a secure data center for data collection, processing and report processing from remote clients.

Success Story

Sherry-Netherland Hotel

Member product/service: SHADOW CMS Hospitality Call Accounting Software
Associated Avaya products: Avaya Aura® Communication Manager

Challenge:

The Sherry-Netherland Hotel is located at 781 Fifth Avenue in the heart of New York City. The property is a timeless classic among Central Park hotels, adding a distinctive touch of history and privilege to the Midtown Manhattan skyline.

The hotel recently purchased a call accounting solution to capture and bill back guest telephone charges. The call accounting system needed to interface with the Epitome Property Management System (PMS), which was housed on a different floor within the hotel. Further complicating connectivity between the two systems, the computer running the new call accounting system did not contain any serial ports.

The Sherry-Netherland needed an immediate resolution to its dilemma. Its new call accounting system was unable to support integration with the PMS software, preventing the hotel from billing their guests for any long distance calls they made. Every day without system integration caused the hotel to lose revenue.

Solution:

Working with Avaya partner Consolidated Technologies, Avaya DevConnect Technology Partner RSI performed a site survey to examine the existing computer hardware, property management software and integration with Avaya Aura® Communication Manager telephone system. RSI and Consolidated Technologies reviewed the site survey results and mapped out a new implementation plan to successfully connect the Avaya Aura Communication Manager, the proposed new RSI SHADOW CMS Hospitality call accounting software and the Epitome PMS.

With assistance from Consolidated Technologies, RSI installed the solution at the hotel and successfully captured guest telephone calls from its Avaya Aura Communication Manager telephone system. RSI worked with the PMS vendor to integrate the RSI SHADOW CMS Hospitality call accounting software with the Epitome PMS. Next, RSI trained the hotel staff to use the call accounting software, providing guidance on how to generate nightly audit reports to confirm all guest charges are posted.

To wrap-up the installation, RSI confirmed charges for guest telephone calls were accurately posting in a timely matter into the Epitome PMS system.

Value:

After installing the RSI SHADOW CMS Hospitality call accounting software, the Sherry-Netherland Hotel was able to begin billing guests for telephone calls made during their stay. The installation successfully achieved full integration between the call accounting system and the Epitome property management system. As a result, the hotel's previous daily revenue loss from unbilled guest telephone calls was eliminated, allowing the Sherry-Netherland to post and bill all guest calls appropriately.

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