

Avotus Intelligent Communication Management Enhanced Usage Reporting (EUR) for UC

Avotus ICM-EUR is a cross-functional enterprise product that delivers near real-time, organized, comprehensive and detailed usage reporting across all Wireline, VoIP, UC and Legacy platforms across the enterprise. When combined with its Wireless usage capabilities, ICM-EUR provides a unified 360-degree view of all the telecom assets and Unified Communications usage across all locations of the enterprise. It provides access to Big Data and visibility into network usage and employee abuse and misuse, yielding more informed decision making, significant cost savings and operational efficiencies across the enterprise. ICM-EUR can manage unlimited number of customer locations in one easy to view portal whereas Cisco is restricted to a single site. Cisco CAR is a proprietary software utility capable of providing limited telecom network activity usage only for Cisco's VOIP appliances at a single location.

Matrix of Cisco CDR Analysis & Reporting vs Avotus ICM Enhanced Usage Reporting

Functionality	Cisco CAR	Avotus ICM EUR
UC Reporting		✓
Reporting		✓
Reporting on IM, Web & Video Conference usage	✓	✓
Call reports can include single Call Manager	✓	✓
Call reports can include multiple Call Managers	✓	✓
Call reports can include Cisco and other phone system calls together	✓	✓
Near real time reporting	✓	✓
Run reports during business hours	✓	✓
Run reports during non-peak hours	✓	✓
Generate call charges or discounts	✓	✓
Generate billing or invoice type reports	✓	✓
Scheduled reports delivered via email	✓	✓
Over 220 Web Based Reports	✓	✓
Traffic reports can include QoS metrics	✓	✓
Traffic reports can include GoS metrics	✓	✓
Analytics		✓
Support for big data	✓	✓
Support graphical views across devices	✓	✓
Supported Platforms		✓
Cisco Unified Communications Manager	✓	✓
Avaya "Red" Communication Manager	✓	✓
Avaya "Blue" CS1000	✓	✓
Microsoft Lync	✓	✓
BroadSoft BroadWorks	✓	✓
Genband EXPERiUS & Nuvia	✓	✓
Report calls from over 120 platforms	✓	✓
Wireless Support		✓
Import wireless carrier call data	✓	✓
Call reports can include wireless call records	✓	✓
Web based trouble ticket system	✓	✓
Corporate Directory		✓
Support complex directory	✓	✓
Field level security for business roles	✓	✓
Deployment Options		✓
On premises	✓	✓
Cloud	✓	✓
Outsourced managed service	✓	✓