

## Comprehensive Cisco-compatible Communication Management Solution

Available as both  
**Cloud &  
On-Premise**

### Key challenges faced by corporate enterprises

- » Looking for a solution that provides visibility into your complete call detail information?
- » Need to track how much time your employees are spending on calls to support customers?
- » Waiting for a solution that allows you to spot atypical calling patterns?
- » Trying to track and report on crucial employee performance statistics?

**Cisco-compatible Avotus ICM EUR solution for communication management is your answer!**

### Avotus ICM EUR\*

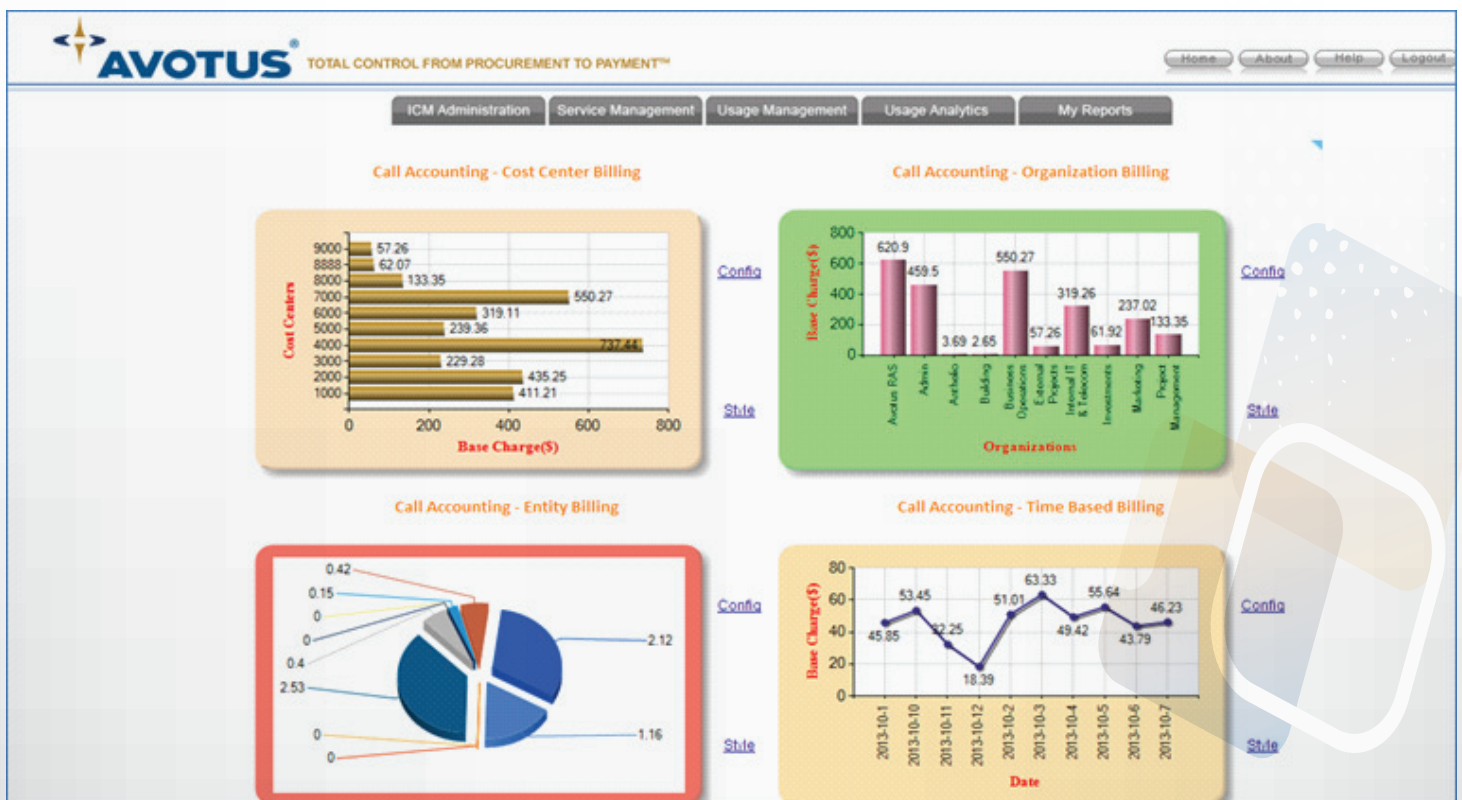
Today's business environment calls for a solution beyond traditional call accounting, as access to detailed usage information for all types of communication technologies has become a necessity for effective business management.

Avotus ICM Enhanced Usage Reporting (EUR) - **available as both a Cloud and On-Premise solution** - puts the customer in control by providing a comprehensive and integrated view of all the communications services of the organization. This enables the customer to manage communications assets more effectively and ensure that real business value is delivered for the communications spend.

*\*Intelligent Communications Management Enhanced Usage Reporting*

## Avotus ICM EUR features

- Capability to Support Latest Cisco Platforms** - Avotus ICM EUR supports Cisco Unified Call Manger 10.5 software and earlier. This demonstrates compliance of our products with the open standards followed by the Cisco Call Manager design.
- Seamless Directory Synchronization Capability** – ICM EUR has the ability to synchronize with the Cisco users directory using the WebAXL protocol to enable automatic provisioning of entity and asset assignment information in the ICM directory. This capability eliminates the need to manually maintain name changes, organization structure changes or asset assignments change in multiple interfaces.
- Advanced Cisco Traffic Reporting** – ICM EUR comes with several modules for Cisco traffic reports. These include:
  - » Gateway detail report
  - » Gateway utilization report
  - » QoS summary report
  - » QoS based on call types report
  - » Gateway summary report
  - » QoS detail report
  - » QoS based on gateways report
  - » Traffic summary report
- Accurate Billing and Cost Customization Capabilities** - ICM EUR allows for correct billing of multi-switch CISCO environment on the basis of the segment of the call. ICM EUR bills calls accurately right from the source of the call to the end destination.



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## Avotus ICM EUR and its compatibility with CUCM

Avotus ICM EUR is compatible with the Cisco Unified Communications Manager (CUCM) 10.5 software and higher. Cisco Unified Communications Manager is the powerful call-processing component of the Cisco Unified Communications Solution. It is a scalable, distributable, and highly available enterprise IP telephony call-processing solution. Avotus uses the Cisco documented “third party billing server” system for receiving CDR and CMR data from the Call Manager, using FTP or SFTP. Avotus is an external system which does not install directly upon, share or affect any hardware used by the telephone system.

## Avotus ICM EUR benefits

- » New filter and reporting grid technology
- » Supports 64 bit Windows Architecture (2012) or Legacy 32 bit Windows Architecture
- » Supports Microsoft SQL Server 2012
- » Asset usage monitoring
- » Easy, simple and intuitive GUI
- » New set of dashboards
- » Optimally provision communications environment
- » Identify system misuse
- » Support legal and regulatory requirements
- » Enable charge back to departments, cost centers and clients
- » Highlight system abuse

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Cisco-compatible communication management solution by Avotus provides visibility into usage patterns and costs across your corporate communication network

*\*Intelligent Communications Management Enhanced Usage Reporting*

## KEY MESSAGES – VALUE PROPOSITION

### AVOTUS DELIVERS: (Remember DVS)

- “Data” for Informed Decision-Making
- “Visibility” into your Network
- “Savings” both Immediate and Long-term



## About Avotus

With more than 30 years of industry experience, Avotus is the award-winning provider of **Intelligent Communications Management (ICM)** solutions. ICM solutions enable users to optimize and manage their critical investments in telecom and technology. ICM is Avotus’ Intelligent approach to managing wireline and wireless assets. Often times, Avotus’ ICM lifecycle can be deployed in a manner that allows each engagement to self-fund the next, while putting cash on the clients bottom line at each step. ICM solutions include: Enhanced Usage Reporting (EUR), Expense Management (EM), Intelli-Sourcing and Wireless Management. Avotus and its partners serve more than 1,000 clients in North America and around the world, many of which are industry-leading Fortune 5000 customers.

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