



ICM EUR* Compatible with Microsoft Skype for Business Server

Available as
**Cloud or
On-Premise**



Challenges faced by enterprises

- » Need more visibility into the use (and misuse) of your complex communication environment?
- » Want to track and report on critical performance statistics by department or employee?
- » Looking for a solution that enables automatic delivery of reports, graphs, and spreadsheets in virtually any popular report format?
- » Scanning through the market for a solution that empowers you to establish and control the real cost of providing service to your users?

Our latest ICM EUR (Enhanced Usage Reporting) solution with Microsoft Skype for Business Server compatibility 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 EUR - available as Cloud or 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 your communications spend.

Avotus ICM EUR is a market-leading Call Accounting tool that helps you understand, organize and track your communication spend across wireless, wireline, VoIP, UC & legacy platforms. The newfound visibility provided by this tool allows efficient tracking of calls and is compatible with several call types generated by Skype for Business Server—Microsoft's unified communications platform.

**Intelligent Communications Management Enhanced Usage Reporting*

Skype for Business Server compatibility

Unified Communications permits teams from various geographic locations to effectively communicate and interface with each other—24/7. It offers users the flexibility to access the people and information they need, whether they're on the other side of town, the country, or the world. Unified Communications integrates key business communication solutions into a single easy-to-use interface.

Microsoft Skype for Business Server is currently the most progressive cloud communications solution around. It brings to its users total presence, instant messaging, conferencing and enterprise voice capabilities through a user-friendly GUI that is compatible with personal computers, web browsers, and cell phones. It adds more alternatives to enterprise communications, brings down enterprise expenses and allows enterprises to operate with greater efficiency.

Avotus ICM EUR compatibility with Skype for Business (and Lync 2010 and 2013) Server will help you:

- » Utilize this technology to the fullest
- » Monitor the calls made by employees to prevent misuse
- » Manage the Skype for Business network to make sure your enterprise has sufficient capacity at crucial network choke points

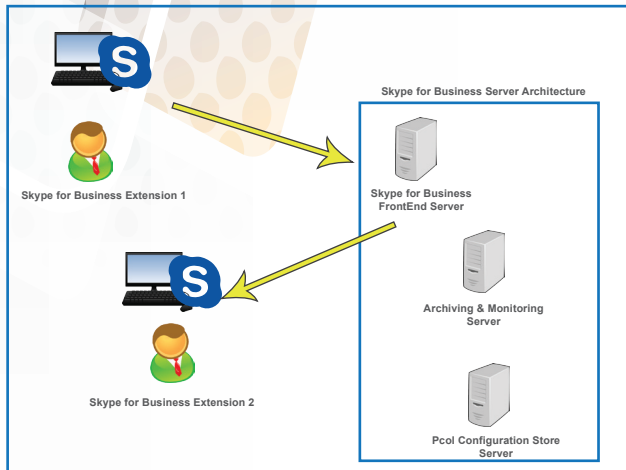
ICM EUR - Enhance your Skype for Business experience

Skype for Business Server is limited to quality related reports on call records	<ul style="list-style-type: none"> <input type="checkbox"/> Avotus ICM EUR provides extensive quality related reports <input type="checkbox"/> The reports are costed based on the Skype for Business Server assets
Skype for Business has limited collaboration capabilities	<ul style="list-style-type: none"> <input type="checkbox"/> Raw CDR from Skype for Business can be costed by ICM EUR <input type="checkbox"/> ICM EUR can communicate with multiple Skype for Business Servers <input type="checkbox"/> The solution allows a single report to be pulled from multiple Skype for Business servers
Skype for Business Server has limited report customization capabilities	<ul style="list-style-type: none"> <input type="checkbox"/> The reports designed in Avotus ICM can be customized based on the defined Skype for Business Server configurations

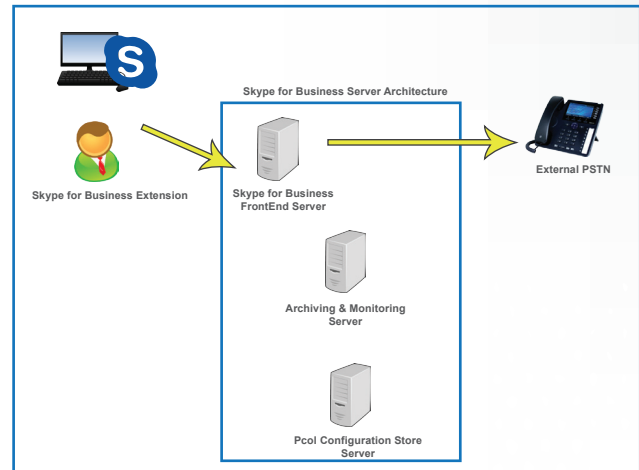
Avotus ICM EUR features

Multiple scenario support for CDR generation – The ICM EUR solution utilizes two independent scenarios to support internal and external calls, irrespective of integration with other switches, including CISCO, AVAYA and NORTEL.

Internal call using Skype for Business Server



External call using Skype for Business Server



Multiple report generation feature designed for the Skype for Business platform - Enterprises as well as small and medium businesses that offer time-based services need systems and methodologies to monitor billable items and their respective clients. To achieve this with efficiency, organizations need to be able to attribute billing data to incoming and outgoing calls and maintain call history for trend analysis and reporting. The Avotus ICM EUR solution is optimized to assemble and report billing information for the Microsoft Skype for Business Server platform. The solution delivers reports on billing, call summary, call detail, Top N, usage and unified communications. These include:

o Billing

- o Cost center billing
- o Organization billing
- o Entity billing
- o Time based billing

o Call summary

- o Extension summary
- o Bill asset summary
- o Bill asset summary by day
- o Extension call type summary

o Call detail

- o Extension detail
- o Extension details by organization
- o Bill asset detail
- o Exception chronological
- o Costed call record diagnostic

o Top N

- o Top entities
- o Top locations
- o Top digits dialed

o IP reports

- o Inter-site IP usage summary
- o Inter-site IP usage detail
- o Media usage summary
- o Media usage summary by organization
- o Media usage detail
- o Video resolution summary
- o Video resolution summary by organization
- o Codec summary by call type

Key benefits of ICM EUR Skype for Business Server compatibility

- o Allows organizations to define and configure the structure and content of information to be stored for billing purposes, based on their business requirements
- o Makes billing information available through secure online access using easy, user-friendly and intuitive Graphical User Interface (GUI) reporting tools based on JQuery
- o Enhanced KPI tracking with dashboards
- o Network and reporting management, enabling customers to enhance sales, taper down expenses and boost organizational productivity
- o Multi-lingual reports
- o Automatic report distribution
- o A single repository for billing information for voice calls and other billable items

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, manage and protect against misuse and abuse of their critical investments in telecom and technology. Avotus' ICM lifecycle can be deployed in a manner that allows each engagement to self-fund the next, while putting cash on the client's bottom line at each step. ICM solutions include: Enhanced Usage Reporting (EUR) for Unified Communications, Expense Management with ITAM Robot (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 500 companies. ICM is Avotus' Intelligent approach to managing wireline and wireless assets, and a safeguard for your next-generation communications solutions.

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