

# Avotus Enhanced Usage Reporting (EUR) for Cisco

## Comprehensive Cisco-Compatible Unified Communications Management Solution

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



### Avotus Enhanced Usage Reporting Protects your Business

- » Gain visibility into the departments contributing most to telecom expense and broadband usage
- » Optimize your Unified Communications investment by identifying underutilization, training opportunities and unsecure platforms operating within the firewall
- » Integrate, manage and control telecom investments across multi-vendor/multi-site environments
- » Uncover security, compliance and other potential asset misuse or abuse, gain visibility into UC file-sharing, screen share and instant message content
- » Better manage growing and diverse fleet of mobile, tablet and other communication devices
- » Comply with HIPAA, Sarbanes Oxley and Regulatory obligations.
- » Save money

### Avotus Enhanced Usage Reporting for Cisco is your Answer

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.

Deployed in our cloud or yours, Avotus EUR for Cisco delivers unmatched visibility into your corporate communications, improving overall UC asset usage visibility, reporting, monitoring and security across your wireline, wireless, VoIP, UC and legacy platforms.

## Avotus EUR for Cisco Features

### Capability to Support Latest Cisco Platforms

Avotus EUR for Cisco is certified compatible with Cisco Unified Communications Manager (CUCM) version 11.5 and earlier, including Cisco Unified Presence Server (CUPS) – allowing capture of data from Jabber. As a member of the Cisco Solution Partner Program, Avotus is able to quickly create and deploy solutions to enhance the capabilities and management of the CUCM environment. This demonstrates compliance of our products with the open standards followed by the Cisco Call Manager design.

### Seamless Directory Synchronization Capability

Avotus EUR for Cisco 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 Avotus EUR for Cisco directory. This capability eliminates the need to manually maintain name changes, organization structure changes or asset assignments change in multiple interfaces.

### Accurate Billing & Cost Customization Capabilities

Avotus EUR for Cisco allows for correct billing of multi-switch Cisco environment on the basis of the segment of the call. It bills calls accurately right from the source of the call to the end destination.

### Advanced Cisco Traffic Reporting

Avotus EUR for Cisco comes with several modules for Cisco traffic reports. These include:

- » Gateway detail report
- » QoS summary report
- » Gateway summary report
- » QoS based on gateways report
- » Gateway utilization report
- » QoS based on call types report
- » QoS detail report
- » Traffic summary report

### Gain Visibility Into Employee UC Utilization and Behaviour

Avotus EUR for Cisco's tracking and exception reporting across Unified Communications features detects abuse and ensures compliance with corporate guidelines and regulatory requirements. This allows communication managers to gain unprecedented visibility into the full suite of Unified Communications features, including: Instant Messaging, Presence, Voice, Wireless and Video conferencing with one unified tracking and reporting platform.



### Enhanced Usage Reporting

Reports Dashboards Admin

Entity UC Usage Summary By Date

Entity UC All Usage Detail | Entity UC Voice Detail | Entity UC Video Detail | Entity UC IM Detail

View Active Filters

Bill Date	Entity	Measures									
		UC Sessions	Total Duration	Video Calls	Video Duration	Voice Calls	Voice Duration	IM Sessions	Conf Calls - Voice	Conf Calls - Voice Duration	Conf Calls - Video
All Bill Dates	All Entitys	171	8:42:58	36	2:29:00	135	6:13:58	2	2	36:34	0
2014	All Entitys	171	8:42:58	36	2:29:00	135	6:13:58	2	2	36:34	0
August	All Entitys	171	8:42:58	36	2:29:00	135	6:13:58	2	2	36:34	0
21	Shurm Kelly	36	2:37:37	12	1:11:00	24	1:26:37	1	0	0:00	0
22	Shurm Kelly	83	3:57:36	11	13:08	72	3:44:28	1	2	36:34	0
23	Shurm Kelly	5	4:35	0	0:00	5	4:35	0	0	0:00	0
25	Shurm Kelly	20	32:24	5	10:36	15	21:48	0	0	0:00	0

## Deploying UC Platforms without Visibility & Reporting Tools Exposes Companies to Significant Risk

Unified Communications deployments are expanding rapidly, yet many enterprises may not be aware of significant security and abuse exposures inherent in these deployments. The same UC tools, which enhance productivity, can easily be used to circumvent firewalls and share intellectual property. For 30 years, Avotus has been providing visibility, data management and savings for corporate voice networks. It was a natural extension to lead the field in developing Enhanced Usage Reporting for Unified Communications. Now clients can install their CUCM platform, in concert with Avotus EUR for Cisco, mitigating these risks and protecting their communications environment.

## Avotus EUR for Cisco and its Compatibility with CUCM

Avotus EUR for Cisco is certified compatible with CUCM 11.5 software and earlier. CUCM 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 EUR for Cisco Benefits

- » Tracking and exception reporting across all UC features detects abuse and ensures compliance with corporate guidelines and regulatory requirements
- » Multi-site and multi-vendor integration provides full visibility via single portal
- » Enhanced visibility across wireline, wireless, VoIP, UC and TDM based links
- » Organized Call Detail Record (CDR) reporting
- » Full asset-tracking module for traditional and non-traditional TEM assets
- » Respond to litigation with accurate information about UC usage
- » Consolidated billing reports
- » Automated reports in a variety of formats via email
- » Bill back - usage charges to departments, cost codes or employees

**“ Avotus is the current leader in Communications Lifecycle analytics. This is based on its partnership with TrustSphere and a relationship approach that focuses on the people, entities, and locations that matter in enterprise communications. By taking this approach, Avotus can help EUR for Cisco customers understand why their calls, sessions, and collaboration lead to better business outcomes.”**

- Hyoun Park

Chief Research Officer, Blue Hill Research.

Comprehensive Cisco-compatible Unified Communications Management Solution by Avotus provides visibility into usage patterns and costs across your corporate communication network.

## Key Message - Value Proposition

### AVOTUS DELIVERS:

- “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 solutions. Our solutions enable users to optimize, manage and protect against misuse and abuse of their critical investments in telecom and technology. Avotus' lifecycle management 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. Our 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 5000 companies. Intelligent Communications Management is Avotus' Intelligent approach to managing wireline and wireless assets, and a safeguard for your next-generation communications solutions.

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