ICM* Enhanced Usage Reporting (EUR) compatible with
Microsoft Skype for Business

Challenges Faced by Enterprises

- The need for more visibility into the use and potential misuse of your complex communication environment

- The ability to track and report on critical performance statistics by department or employee

- Finding a solution that enables automatic delivery of reports, graphs, and spreadsheets in virtually any popular report format

- Discovering a solution on the market that empowers you to establish and control the real cost of providing service to your users

Available as
Cloud or On-Premise

Our latest ICM EUR solution with Microsoft Skype for Business 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 unified communication (UC) technologies has become a necessity for effective business management.

Avotus ICM EUR - available as Cloud or On-Premise - puts the customer in control by providing a comprehensive and integrated view of all UC services of the organization. This enables the customer to manage communications assets more effectively providing real business value for your communications spend.

Avotus ICM EUR is an award-winning tool that helps you understand, organize and track your communications spend across UC services including: wireless, wireline, VoIP & legacy platforms. Newfound visibility provided by EUR allows efficient tracking of UC elements and is compatible with several call types generated by Skype for Business — Microsoft's unified communications platform.

Intelligent Communications Management

Skype for Business Server Compatibility

Unified Communications permit 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. UC integrates key business communication solutions into a single easy-to-use interface.

Microsoft Skype for Business is exponentially growing in market share as a cloud communication solution for enterprise organizations. One of the biggest draws to Skype for Business is its UC functionality including, IM sessions, voice and video conference calls, web conference, screen sharing and file sharing. It brings to its users total presence 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.

An inherent need exists for the comprehensive and constant monitoring of all UC features available through Skype for Business. Overlooking this necessity leads to major risks including:

» **Legal liability –** Companies must be able to respond to litigation with accurate information about UC usage.

» **Regulatory noncompliance –** It is imperative to track reporting across all UC features to detect abuse and ensure compliance with regulatory requirements.

» **The loss of intellectual property –** Careless handling of corporate data by employees through file-sharing, screen share or instant messaging can lead to intellectual property being compromised.

» **Misuse of corporate assets –** Companies must have access to reports that uncover any abuse or noncompliance with corporate guidelines.

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

» Utilize this technology to the fullest
» Monitor the full UC suite – calls (voice or video), IM sessions, web conferences, screen share session and file transfers – used by employees to prevent misuse
» Multi-tenant and suitable for both the enterprise and solution providers who want to offer advanced usage reporting

## ICM EUR - Enhance your Skype for Business Experience

Skype for Business is limited to quality related reports on call records	☐ Avotus ICM EUR provides extensive, quality reports for all UC functions ☐ The reports are based on the Skype for Business assets
Skype for Business has limited collaboration capabilities	☐ ICM EUR can communicate with multiple Skype for Business Servers ☐ The solution allows a single report on UC usage to be pulled from multiple Skype for Business servers
Skype for Business has limited report customization capabilities	☐ The reports designed in Avotus ICM can be customized based on the defined Skype for Business configurations

*Intelligent Communications Management*

Avotus ICM EUR Features

Multiple scenario support for CDR generation – The ICM EUR solution utilizes two independent scenarios to support internal and external calls, and integrates with more than 150 PBX models and manufacturers, including CISCO, AVAYA and NORTEL. It also offers full reporting on every UC element that is used by employees in the Skype for Business solution.

Internal call using Skype for Business
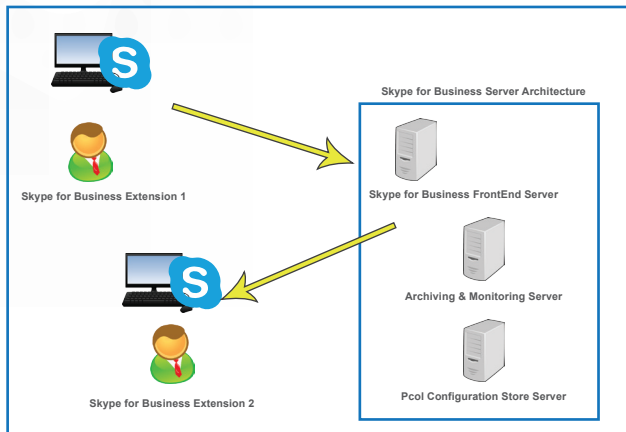
External call using Skype for Business
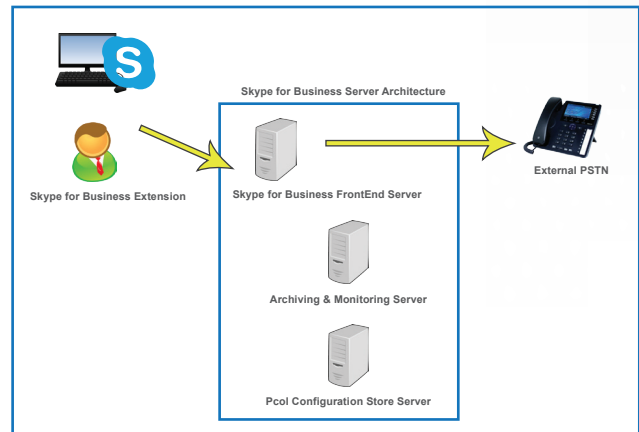
Multiple report generation features designed for the Skype for Business platform - Enterprises as well as small and medium businesses that offer time-based services need systems and methodologies to monitor billable items for their respective clients. To achieve this with efficiency, organizations need to be able to attribute billing data to all UC assets and 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 platform. In addition to UC insight, the solution delivers reports such as billing, call summary, call detail, Top N and usage including:

o Billing
- [ ] Cost center billing
- [ ] Organization billing
- [ ] Entity billing
- [ ] Time based billing

o Call Summary
- [ ] Extension summary
- [ ] Bill asset summary
- [ ] Bill asset summary by day
- [ ] Extension call type summary

o Call Detail
- [ ] Extension detail
- [ ] Extension details by organization
- [ ] Bill asset detail
- [ ] Exception chronological
- [ ] Costed call record diagnostic

o Top N
- [ ] Top entities
- [ ] Top locations
- [ ] Top digits dialed

o UC Reports
- [ ] UC Usage Summary
- [ ] UC Usage Detail
- [ ] UC Voice Detail
- [ ] UC Video Detail
- [ ] Video Failed Calls Summary
- [ ] Video Failed Calls Detail
- [ ] IM Peer to Peer Detail
- [ ] IM Persistent Chat Detail
- [ ] IM Conference Message Detail
- [ ] UC File Transfer Summary
- [ ] UC File Transfer Detail
- [ ] UC App Sharing Detail

Key Benefits of ICM EUR Skype for Business Compatibility

- [ ] Allows organizations to define and configure the structure and content of information to be stored for billing purposes, based on their business requirements
- [ ] Makes billing information available through secure online access using easy, user-friendly and intuitive Graphical User Interface (GUI) reporting tools based on JQuery
- [ ] Enhanced KPI tracking with dashboards

- [ ] Network and reporting management, enabling customers to enhance sales, taper down expenses and boost organizational productivity
- [ ] Multi-lingual reports
- [ ] Automatic report distribution
- [ ] A single repository for billing information for voice calls and other billable UC items

Intelligent Communications Management

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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