



The Insider's Guide to Business and IT Agility

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- Enabling Business Agility and Reuse ?
- Improving Business Processes ?
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- Leveraging the Connected Web ?
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- Supporting Industry Solutions ?

## Avotus Releases Next Generation of ICM 'Usage Management' Solution

09/14/2010

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### ICM Unity Call Accounting Platform Provides Cross Medium Communication Support and Tracking

Avotus Corporation, the leading provider of Telecom



Management Services, including Expense Management (TEM), eProcurement, and Usage Management solutions, today introduced ICM Unity, its next generation Intelligent Communications Management and Usage Management Software.

ebizQ received the following:

The new generation of Avotus' flagship Usage Management takes call accounting to a new level by incorporating VoIP, video conferencing, wireless, and mobile demand management. The platform provides comprehensive SIP based communications tracking, fully accountable records of VoIP calls, complete wireless and mobile integration of all company accounts, and video usage tracking, which are areas of increasing vulnerability in the communications field and areas of significant growth forecasts.

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ICM Unity also includes a series of other enhancements to Avotus' ICM solution including a bilingual interface (French and English), updated browser and "core" switch support for enhanced call accounting, as well as a number of upgrades to conference call reporting and management.

"In an evolving communications industry, this next generation ICM UM product underscores Avotus' continued commitment to 'Usage Management' as a vital component of an overall TEM solution," said John Blyzinskyj, President of Avotus. "Our new usage management product suite supports a full range of management, security and compliance reporting functions, which will be invaluable to businesses in the healthcare and financial services industries that need to comply with new government regulations, while also controlling costs. By understanding the needs of our customers and the nature of their communications, Avotus' solution will continue to set industry standards and march in step with the advancement of new technology."

ICM Usage Management enables traditional landline, wireless, multi-media, and VoIP communications to be tracked and allocated to the proper division, cost center, or individual in addition to providing rich reporting and analysis capabilities. Importantly, the application is fully compatible with nearly all PBX platforms such as Avaya, Cisco, Mitel, Nortel as well as many others.

Avotus' suite of Intelligent Communications Management (ICM) solutions, which includes ICM eProcurement, ICM Expense Management and ICM Usage Management, far exceed simple invoice processing, validation and reconciliation by offering a complete lifecycle management approach, starting at procurement and running through the life of the contracts. ICM is based on a foundation of best practices that Avotus has developed through decades of telecom industry experience, ensures compliance and consistency, prevents leakage and errors, and delivers results that are verifiable and sustainable.

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