

## *Electric Utility Powered by Avotus ICM Hosted*

### Executive Overview

This customer is one of the largest electric utilities in the Southwest United States, providing power to 11 million customers in 427 communities. The customer ensures power delivery through its 16 utility interconnections and more than 12,000 employees.

### Business Need

The customer required a more hands-off telecom expense management solution to manage its 80 Siemens PBX locations and more than 29,000 phone extensions. They sought a solution that would allow them to manage their telecommunications infrastructure without major capital investment in new software, hardware or training.

### Approach Adopted

Utilizing buffer boxes on each Siemens PBX, Avotus extracted and provided data for utilities telecom administrators. Employees could now access their secure, customized website by entering an ID and password. Upon verification, the employee received a real-time view of their call records and could generate reports on an as-needed basis. Each level of management had its own password and saw only the data they were required to see.

The overwhelming success of Avotus ICM Hosted ASP led the company to commission the development of a customized solution – a cellular billing platform – that allowed employees to track all their cellular calls, both business and personal. All personal calls could now be easily and completely tracked, totaled and submitted for billing online.

### Results

Avotus ICM Hosted ASP helped the company realize numerous benefits, including ease of use, reporting flexibility and considerable savings in time and cost.

### Avotus Advantages

Automated tasks and provided customized reports

Reallocated and maximized use of existing hardware, reaping \$100,000 in savings



The company directory was also provided online and could be updated quickly by the administrative staff. Exchange information could be added for new staff and changed for current staff. All changes to the corporate directory were reflected in the allocation reports. The business unit managers had current and accurate information right at their fingertips.

Further, the environment was paperless. There were no box loads of paper-based call detail reports to examine. In the past, users had to tally their personal calls and return the report for billing. The Avotus solution allowed users to easily tally and submit personal calls online.

### About Avotus

Founded in 1981, Avotus is an award-winning provider of intelligent enterprise Call Accounting solutions. Since its inception, Avotus has worked with corporate telecom administrators to help them tackle the challenges associated with managing their complex enterprise communications assets, which increasingly include a growing number of mobile phones, tablets and other smart devices. Avotus serves customers across 41 global destinations, many of which are industry-leading Fortune 2000 customers.

For more information, please visit [www.avotus.com](http://www.avotus.com).