

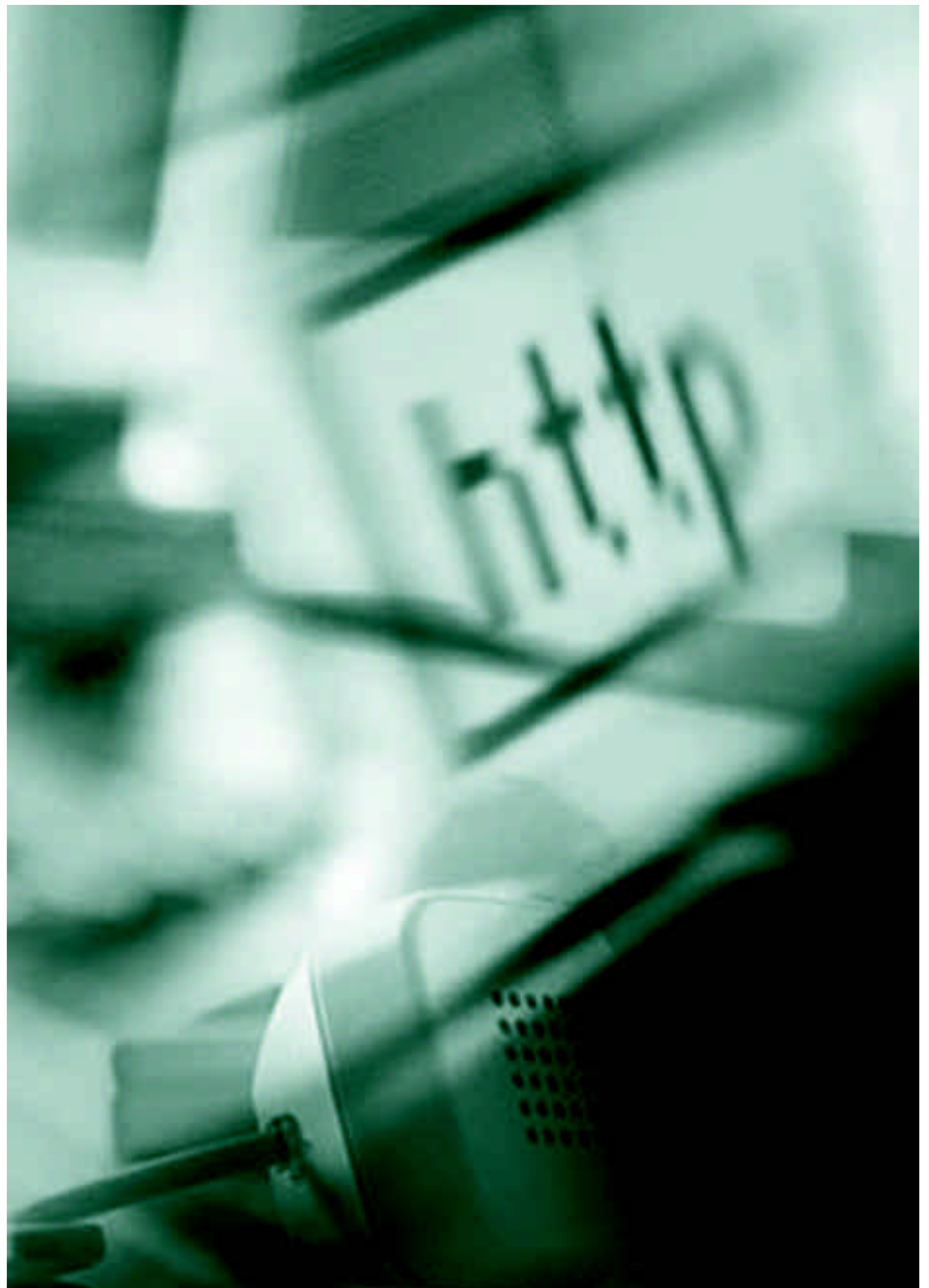
TeleData Office Version 3.0

Cost Management for Voice and Data Communication

TeleData Office Version 3.0 can record communication data at the technical source (Hicom®/HG 1500) or read it in via electronic data exchange (mobile communications) and calculate all related costs. Costs arising from fixed network, Internet and mobile communications can then be broken down on a customer-specific basis.

The user administration facility in TeleData Office Version 3.0 stores all communication addresses so that the above-mentioned tasks can be performed without external administration. The only thing that remains to be done is the assignment of the communication addresses recorded to a user.

And thus we come full circle: by using professional software, we can guarantee provider-independent consumption data input and transparency in the smallest cost center, even in the Internet era.



Corporate Communications Controlling

Communications Costs

Telecommunication, Internet and mobile communications bring speed and flexibility to the multifaceted information streams in our modern economy. A densely interwoven communications network is a crucial success factor in global competition.

However, one man's pleasure is another man's pain. As anyone who telephones, sends e-mails, surfs the Net or uses mobile services knows, none of these services come cheap. Sales in the telecommunications industry may well be booming, but the customer is paying the price.

Structural Change

Corporate communications costs are climbing steadily.

Professional cost management is the next step necessary. But cost patterns are also shifting proportionally and fixed networks, IP communication and GSM are playing an equal role in driving costs upwards. With so many different factors, it is easy to lose track of things. Software support for communications controlling is therefore absolutely essential.

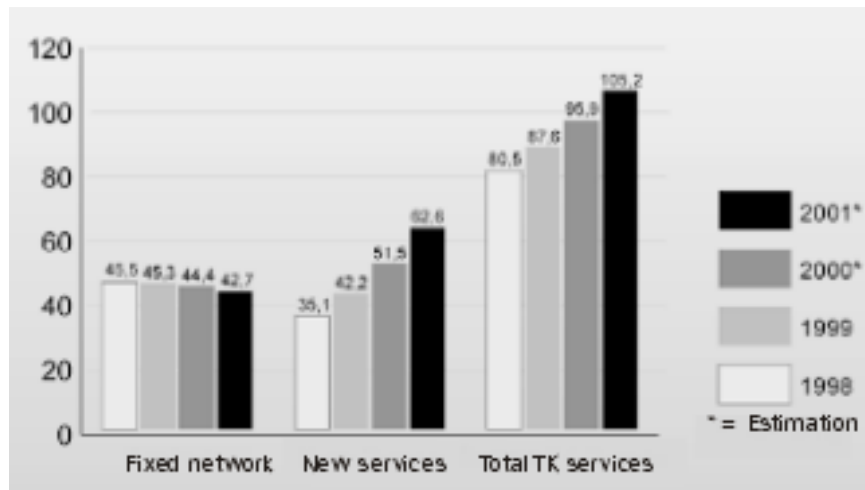
TeleData Office Version 3.0 is the logical solution.

Corporate Communications Controlling

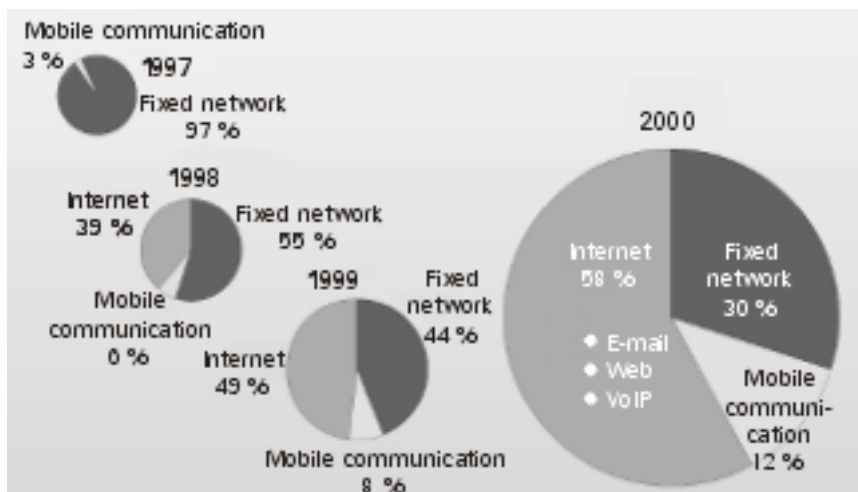
Communications controlling must be firmly established in the company. This cost-based process needs to be fully mastered because communications platforms are as individual as the company itself.

Controlling begins with checks. Is the telephone bill correct? What are the costs for? Financial management is therefore targeting transparency and unique assignment of costs to callers. In addition to current operating costs, the controlling process also checks the length and purpose of communications. After all, the time spent by employees on communication also costs money.

The efficiency of the communications infrastructure is another cost factor. Each upgrade to higher bandwidths because the network load limit has been utilization tempers the migration pressure and saves costs.



German market for telecommunications services (DM billion)
Source: Bitkom



Structural change in communications costs in high-tech companies
Source: MSI TeleSolutions AG

Solution for Convergent Communications Technology

Convergence

All roads lead to Rome. High-tech communication takes many routes to reach its destination. For example, speech is transmitted via the fixed network, mobile communication or Internet protocol, while data can be transmitted via the Internet or mobile phone.

Almost every service supports each form of information exchange.

The technology in use is correspondingly diverse. Depending on requirements, corporate networks can feature a traditional telephone system (PBX), an Internet router and, of course, the omnipresent mobile phone for every employee.

Internal Data Input

Do you leave incoming goods inspections to your supplier? Internal, provider-independent input of communications data is the first rule in cost management.

TeleData Office Version 3.0 offers hardware and software interfaces for all communications platforms.

Event detail records – specific data relating to communications processes – are recorded at source.

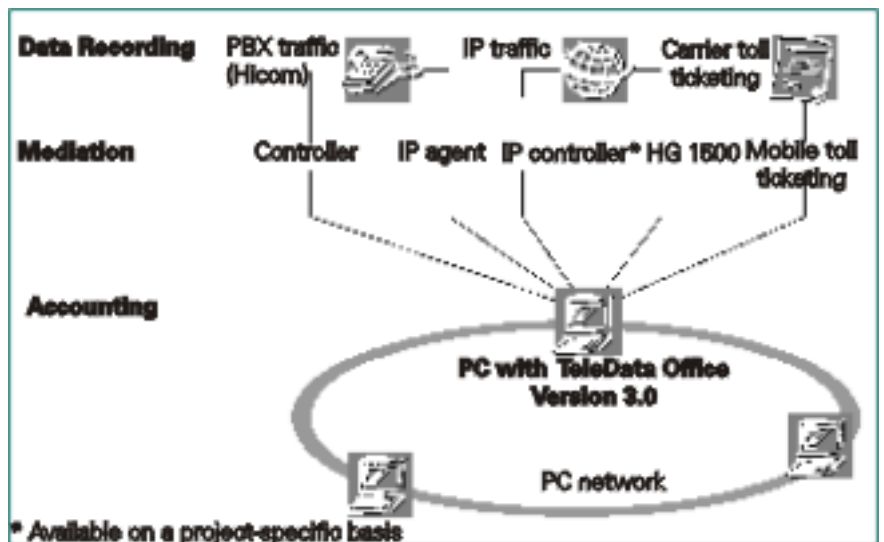
The TeleData Office telecommunications controller at the interface to the PBX supplies the call data for fixed network telephony, the TeleData Office IP controller records Internet traffic in the corporate network and mobile communications data is automatically read in by means of toll ticketing.

Internal Cost Calculation

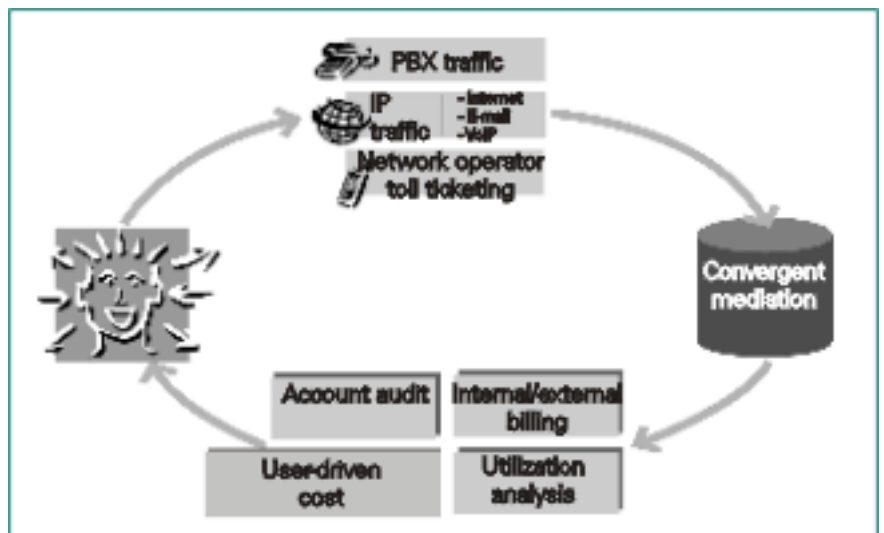
How good are you at mental arithmetic? TeleData Office Version 3.0 calculates costs while recording data. Specific requirements differ here depending on the communications media used. Fixed network telephony is often carried out via multiple carriers with different tariffs. The integrated TeleData Office Carrier Management application identifies the connection dialed and automatically calculates the costs based on the correct tariff.

The most up-to-date tariffs are always available via Internet download. IP communication and mobile telephony usually operate via a fixed provider. Carrier Management can be separately configured for each provider tariff.

TeleData Office Version 3.0 thus covers the full range of communications services on a technical level with user and price parameters.



Recording communications data with TeleData Office Version 3.0



The communications controlling cycle

Solution for Convergent Communications Technology

Transparency

More precision, please!
A modern controlling application would not be happy to simply book heavy communications expenses under overheads. TeleData Office Version 3.0 provides all data necessary for a precise breakdown and calculation of costs. This transforms controlling from a checking mechanism into a control tool for communications costs.

Cost Assignment

Who done it? Someone is always responsible for initiating a communication and it is to this person that costs must be traced back at the end of a call. User-driven cost assignment is based on the organization structure of the company and the identification of active communication addresses.

To eliminate the work involved in laboriously synchronizing controlling with the existing company organization, TeleData Office Version 3.0 memorizes active users in the network and their addresses. Each registered communications process therefore consists of a cost aspect and the corresponding user.

Users can be integrated in higher organizational units, such as project groups and divisions with a simple mouse-click.

Cost Analysis

Costs at a glance:
Graphic analysis and list functions are frequently used tools in controlling departments.

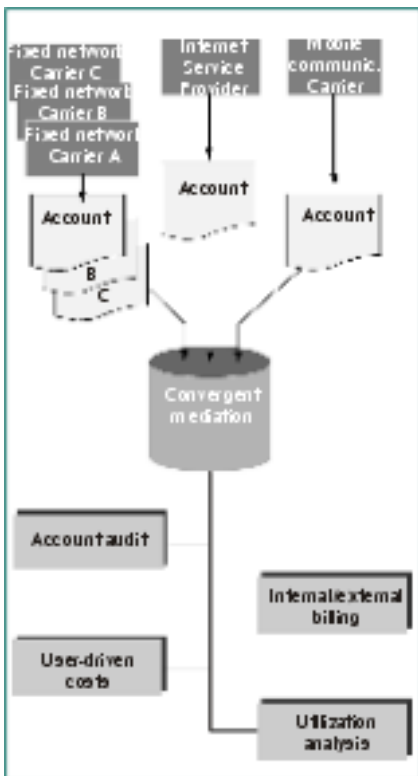
TeleData Office Version 3.0 offers a complete range of analysis options either as the pre-configured standard or customized version.

Analysis according to:

- User and organizational units
- Target address
- Carrier/provider
- Private/business
- Data source (telecommunications, IP or mobile addresses)

Billing

Billing is completed at the end of a call. A printed bill is issued to employees for the settlement of private calls. A file is sent on the ERP system to internal profit center accounting. Additional charges are sent as a bill to external users (rebilling).



TeleData Office Version 3.0 - Controller view

Est.	Trunk	Date	Start	Duration	Target	Charge	Quantity	Tax	I/V	B/P	Zone	Carrier	Project
83	1	05.07.01	0:48	0:00:10	011715267***	3,79 DM		16,08%	Outg. V	Business	D1	Arcof	Project 102B
83	1	02.07.01	10:02	0:11:29	www.sterrens.com	0,26 DM	267,96 KB	16,08%	Int.	Business	IP	Compactive	
83	1	02.07.01	14:21	0:00:37	05118772***	0,21 DM		16,08%	Outg. V	Business	Co/Co	OTAB	
83	1	04.07.01	11:51	0:10:47	195.30.251.124	0,22 DM	475,19 KB	16,08%	Int. V	Business	IP	Compactive	
83	1	05.07.01	9:59	0:04:50	021719114***	0,78 DM		16,08%	Outg. V	Business	National	Arcof	Order Star
83	1	05.07.01	11:12	0:00:21	192.55.27.118	0,19 DM	215,56 KB	16,08%	Int.	Business	IP	Compactive	
Summary: Total: 0,85 DM Tax: 0,13 DM Total: 0,98 DM													

Technical data

Features

- Expansion up to 1000 communication addresses
- Network-compliant Windows applications
- Multi-carrier management
- User administration
- Central analysis of IP networks with Hicom 150 H
- Individual and total reports for
 - call number,
 - IP address,
 - user,
 - extension,
 - project and
 - dial-up lines.
- Overall analyses and graphics, as well as traffic evaluation
- Bar, band and field charts
- User billing
- Automatic data transfer
- Export functions

Networks

- Network-compliant with
- Novell,
 - Windows NT 4,
 - Windows 2000 Server networks.

System requirements

- 32-bit Windows® operating system (Windows 98 or higher, Windows NT 4, SP 5 and higher, Windows 2000 Professional)
- Pentium II processor and higher
- Memory: min. 64 Mbyte
- CD-ROM drive
- Network card



**The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases.
The required features should therefore be specified in each individual cases at the time of closing the contract.**