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PHONECONTROL

TELEPHONE INFORMATION MANAGEMENT AND CALL ACCOUNTING SOLUTIONS

PHONECONTROL solutions can analyse usage of telephone services within your organisation, calculate and disperse cost of telephone calls and related charges to staff, departments and cost centres, bill guests, customers and contractors for their telephone usage, and measure performance of your telecom infrastructure in real-time or based on historical data.

- VOIP
- PABX
- HYBRID
- MOBILE
- FAX
- CARRIER BILLS
- +MORE





PHONECONTROL

REDUCE COST & GAIN VISIBILITY

MANAGING YOUR TELECOMMUNICATIONS ENVIRONMENT

Organisations continuously face challenges to provide sufficient Telecommunication Services within the organisation, while simultaneously controlling the cost and preventing misuse or abuse of those services.

For most organisations the cost of tele-communications is a high expense. With the ever growing need for more demanding (mobile) voice and data applications, monitoring the usage and controlling the cost, while maintaining or improving the performance of the services provided, is important.

PhoneControl solutions go beyond traditional call accounting and can provide you with detailed usage information about the latest communications technologies, including hosted and cloud-based VOIP systems, softphones, and software based telephone systems, smart phones, mobile data usage, and converged communication systems. All produce call or session records containing information that can be collected and analysed.

PhoneControl offers a complete range of Telecom Usage Management solutions suitable for different types of organisations enabling you to effectively manage your telecommunications environment and business.



INFORMATION AT YOUR FINGERTIPS

Once the PhoneControl Usage Management solution has collected usage information from all of the different sources, it can be analysed and shared within the organisation. A wide variety of reports are available presenting a critical snapshot of the information on the basis of which business decisions can be made.

YOUR ONLINE ORGANISATIONAL DIRECTORY

The PhoneControl Directory is flexible and fully customisable, allowing you to include any additional field as you wish. The PhoneControl Directory can also be used for your external contacts, such as suppliers or customers, which can then also be reported on. The Directory includes multi-field search tools for ease-of-use by receptionists and users.

IDEAL FOR HOSPITALITY, STUDENT HOUSING & LIFESTYLE VILLAGES

The PhoneControl Affinity Module integrates into all major Property Management Systems (PMS), and comes with an optional bi-directional interface to handle features, such as Room Check-in/Check-out, Room Status, Mini bar, Message Waiting, etc. For properties without a property management system PhoneControl's Classic Billing Module can be used to bill guests for telephone usage and other services provided by the property.

WORKS WITH ALL MAJOR VENDORS & TELECOM SERVICE PROVIDERS

PhoneControl Usage Management Solutions work with all the latest VoIP, Hybrid and PABX telephone systems. Bills from most (mobile) telecom service providers can be imported and analysed.

SCALABLE AND ROBUST

PhoneControl Usage Management solutions can support the largest organisations irrespective of location. Systems are designed to be scalable and robust, and can combine and report on usage data from an unlimited number of sources, services and locations. There is no limit on the amount or time data can be stored or reported. This may be critically important if you need to maintain detailed call accounting data for regulatory or legal purposes.

REPORTING HOW & WHEN YOU NEED IT

PhoneControl Usage Management solutions enable you to view usage, traffic and costing data for every level and staff member in your organisation.

WE CAN GROW WITH YOU

If your usage management requirements or your network grows or you need additional devices or services, PhoneControl Usage Management solutions are capable of incorporating this growth.



WHY PHONECONTROL ?

■ UNDERSTAND STAFF PRODUCTIVITY

PhoneControl helps you understand how much time your employees are spending on the phone in support of their job functions. PhoneControl enables you to track and report on Critical Performance statistics for your agents or staff, including number and type of calls, (average) call duration and origin / destination.

■ JUSTIFY TELECOM SPENDING

Organisations and in particular Government organisations have a requirement to justify their telecom spending. PhoneControl Usage Management solutions allow organisations to understand where telecom cost are generated, enabling organisations to make departments accountable.

■ SUPPORT LEGAL & REGULATORY REQUIREMENTS

Industry regulatory requirements often mandate that proof be provided that particular calls have been made – or not made – by an organisation. PhoneControl provides the detailed calling information to support these requirements.

■ PLAN COMMUNICATIONS SERVICES

Employees use multiple methods to communicate with customers, prospects and partners. Understanding the details of your communications services enable you to select the right mix and level of communication services. For example, telephone lines not utilized can be cancelled or mobile phone plans can be changed to suit the call pattern of users.

■ HIGHLIGHT SYSTEM ABUSE

Telecom services used for illegal or unauthorized use is a major concern and cost to organisations. PhoneControl enables you to spot potential system abuse by reporting usage out-of-office hours, over a certain cost or duration, or to unauthorised destinations, so you can immediately take action to solve any security problems.

■ PROTECT YOUR EMPLOYEES

In current society, organisations are legally and ethically bound to potentially trace, report and/or alarm on emergency, malicious and threatening calls. PhoneControl can monitor your telephone calls and enables you to trace back threatening or abusive calls.

■ IMPROVE CUSTOMER SERVICE

With customer service a hallmark of good business, PhoneControl solutions provide you with the detailed information you need about how much time your employees are spending on the phone in support of your customers. PhoneControl can be used to verify that calls are answered in a timely manner and for how long they spoke to your customers.

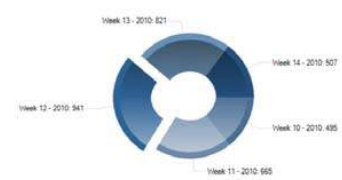
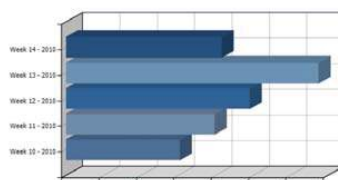
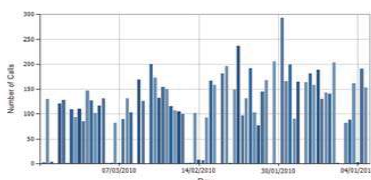
■ ALLOCATE COST TO DEPARTMENTS, COST CENTRES & CLIENTS

PhoneControl enables you to allocate the costs of VoIP, fixed line, mobile telephony, Internet usage and related charges to departments, cost centres, employees or projects using PIN, Authorisation or Account codes, with a percentile surcharge if required.

■ IDENTIFY SYSTEM MISUSE

PhoneControl provides call detail information to identify possible misuse of the communications system, such as staff calling the companies 1800/1300 number using a mobile phone.

PHONECONTROL helps organisations save 30% in annual telecom cost.



INFORMATION

GENERAL

SYSTEM INTERFACES	PhoneControl Usage Management Solutions can collect Call & Session data from over 180 VoIP switches and PBX's, including all popular brands. PhoneControl Australia is a Development Partner with Cisco, Avaya, Alcatel, NEC, Nortel, Siemens, Ericsson, LG Aria.
CARRIER BILL SUPPORT	PhoneControl Usage Management Solutions can import billing data from your (mobile) telecom service providers, including usage data and other charges.
USERS SUPPORTED	The number of users supported by PhoneControl solutions is unlimited scalable. PhoneControl Solutions are developed to support the needs of large enterprises.
MULTIPLE LOCATIONS	PhoneControl solutions are available for organisations with a small single site to large multi-national networked organisation with multiple sites in different countries.
SERVICES SUPPORTED	PhoneControl solutions can report on any combination of telephone services, including fixed line, Voip and Mobile telephone usage, as well as cloud or hosted VOIP telephone services, mobile data and related charges or service fees. Reporting on other usage based services can be made available on request.
SECURITY	Secure Hierarchical access provides managers with access to all call data of users belonging to their department and any underlying departments, and individual users restricted access to only their own call data. Password complexity and the maximum number of login tries can be defined. Log files record all login and user activities.

REPORTING

REPORTS	A virtually unlimited number of user-definable reports is available for a variety of Report types, including Detail, Summary, Frequency, Exception, Graphical, Traffic, Account Code, Budget, PIN/Authorisation Code, Cost Centre, Business/Private Calls with the option to drill-down to view individual call records, where possible. Reports can be saved in all popular file formats and encrypted with password protection, if required.
REPORT DISTRIBUTION	Reports can be created and viewed online or reports can be scheduled for automatic distribution via email to the creator or all users included in the report.
CALL COSTING CAPABILITIES	PhoneControl Solutions support multiple rate plans, including for private network and SIP/VoIP calls. Discounts and Mark-ups can be defined as a percentage or as a timed or fixed amount applied to calls. Ad-hoc and recurring service charges can be defined and included in the reports.
ONLINE DIRECTORY	The LDAP compatible Directory can be used to maintain and provide online access to contact details of staff and external parties, such as customers or suppliers. The Directory can be fully customised to include additional fields as required. Access to the Directory can be set-up with or without a Login required, or installed as a mobile app.

COMMUNICATIONS ANALYTICS DASHBOARDS

EXECUTIVE USE	Departmental overviews of total telephone usage for organisation with option to drill-down. Budget reporting compares actual and budget spend within the organisation. Exception reporting calls over certain cost and duration, frequency, blacklisted number, etc
TELECOM DEPARTMENT	Compare cost and use of different communications methods. Monitor performance of telecom infrastructure (on-net traffic / off-net traffic / overflow). Detect and resolve potential service issues, including system misuse and abuse. Maintain accurate corporate directory.
FINANCE DEPARTMENT	Breakdown of phone calls and cost over the organisation by department or individual. Align total cost with amount billed by the telecom service provider Business/Private Call report to recover cost of private calls from employees or customers. Charge third parties, such as customers or contractors, for their telecom usage. Budget reporting to fine-tune the current budget and prepare budget for next year.
DEPARTMENT MANAGERS	Provides insight in telephone usage by staff, including time spend on phones, number of calls and the cost. Identify staff performance issues and problem areas.

SYSTEM INFORMATION

STORAGE CAPACITY	Unlimited
DATABASE STRUCTURE	SQL Server 2008/2012
SYSTEM INTERFACES	Interfaces to all popular Accounting, Property Management, Human Resources and other corporate systems.

STAY INFORMED, CONTACT YOUR PHONECONTROL REPRESENTATIVE



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