

2021 TELEPHONY MANAGEMENT

Managing telephony across diverse sites, diverse countries, and diverse technologies is a real challenge. Carrier billing can help but is limited without extension level or inbound call details.

Traditionally call loggers have been used to fill this gap but tend to be expensive, locally based and need high levels of management resource to maintain accuracy.

Data Track Communications has resolved this by providing the fully managed 2021 Telephony Management (2021 TM) service. 2021 TM addresses cost and performance management, group wide, without the need to change legacy systems or requiring any capital expenditure. Information captured from each site is centralised and then overseen by a dedicated Client Support Manager who analyses and interprets the data, turning information into action.

As DTC is independent of any technology vendors, we are in a unique position to offer our clients additional consultancy services. Using the extensive information in our data warehouse, we can add further value into bespoke development initiatives such as call centers, the transition to VoIP, VPN's, PABX upgrades, capacity planning, carrier negotiation, etc.

The 2021 TM service has been developed over 10 years, building on DTC's experience of working with some of the worlds leading groups. Our clients include Cadbury Schweppes, Macdonald's, Moat House, Ramada Jarvis, Starwood and Whitbread, among others.

SERVICE OBJECTIVES

The 2021 Telephony Management service enables your entire company group to:

Profile usage for carrier negotiations

Manage network capacity

Measure monitor and manage staff call use/abuse

Evaluate the benefits of new services or technologies

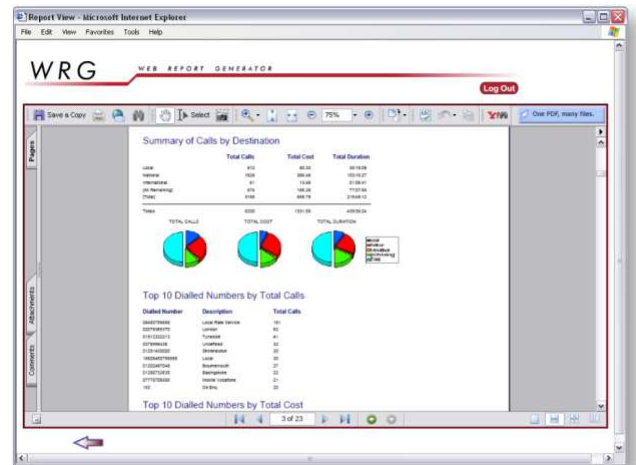
Identify telephony wastage



WEB PORTAL & HELPDESK

The service is driven through DTC's interactive and secure 24/7 web portal, providing group/division/site level interrogation right down to individual call records. Authorised access is available from anywhere in the world that has an Internet connection point. The portal provides reporting tools to identify:

- Cost Management
 - staff misuse/abuse
 - wastage from inefficient system use
 - line utilisation for network optimisation
- Performance Management
 - inbound & outbound call handling analysis



To ensure that you get the best out of this powerful tool set, our solution is supported by our Managed Service Helpdesk.

SITE CONFIGURATION

The service is available for sites with most makes of telephone system, from legacy TDM to partial or full IP. To confirm a site's compatibility with the DTC service requires only one simple piece of information:

- the make and model number of the telephone system.



Our intelligent Data Capture Unit can be simply and quickly installed by either the site personnel or the switchboard maintainer; all instructions and cables are included in the box. A dedicated power socket plus either a LAN connection (for data collection via the organisation's WAN or Web) or a DDI/Direct Dial telephone line (for dial up collection) is all that is required.

ADDITIONAL OPTIONS

To further enhance the service the following additional options are available:

- A UPS to allow the data capture unit to continue operating if the power fails
- A central alarm to alert personnel to possible local system or service problems via SMS/email
- Bespoke reporting and analysis on group data (centralising operators, assessing VPNs, etc)
- Bespoke technology consultancy (VoIP migration planning, switchboard replacement, etc)

CONTACTS

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