

Behind every business decision is a reliable information resource. Installed in thousands of enterprise networks, TeleMate delivers powerful business insight driving critical business decisions every day.

#### Information is Power

The pace of VoIP acceptance as a main stream communication solution has been driven by a small number of leading manufacturers. As the pioneer of Unified Call Management Solutions, TeleMate.Net Software has methodically reengineered traditional thinking of the Enterprise Call Management - one element at a time. Core to our approach has been to recognize the needs of legacy call accounting and to overlay real-time insight into VoIP services supporting mission critical business needs.

Whether utilizing TeleMate as licensed software or as Software as a Service, TeleMate Unified Call Management provides a signal framework that enhances the benefits of your communication investment.

#### TeleMate enhances

- Central control and management of communication services
- Manufacturer deployment models and speeds implementation time
- Geographic redundancy
- Interoperability with key network systems
- Centralized reporting
- Best practice security measures

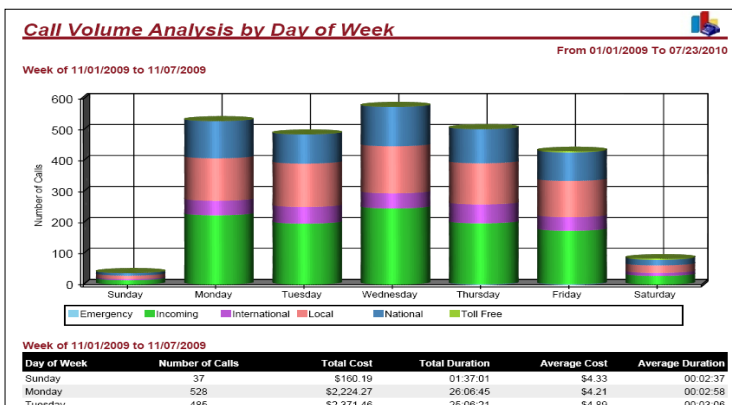
TeleMate Unified Call Management provides a comprehensive, multi-layered approach enhancing best practice security measures and centralizing visibility into VoIP Services. Active monitoring and trending of VoIP call activity identifies security breaches, service disruption, and traffic anomalies, in addition to providing usage measurements to optimize resource allocation and business investments.

#### TeleMate enables administrators to

- Perform real-time trending of voice services in a single framework
- Identify variants or deviations in call activity
- Initiate automatic network actions to minimize risk
- Enhance premise based security measures
- Identify unauthorized or unapproved activity by classes of service (CoS)
- Provide business intelligence to support departmental functions

#### Professional Services

Our Professional Service organization leverages experience gained from over 18,000 deployments. Account Managers are seasoned professionals that adhere to customer schedules in order to accelerate return on investment and knowledge transfer. Service engagement options include remote, onsite, and Software as a Service.



Call Volume Analysis by Day of Week

### Featured Highlights

#### Core Configuration

- Embedded Microsoft™ SQL Server 2005 or integration with Microsoft™ SQL Server 2005 or SQL Server 2008
- All TeleMate editions support all manufacturers regardless of underlying switching fabric
- All TeleMate editions include real-time rating, automated reporting and delivery
- Enterprise Edition
  - Expandable to unlimited PBX sources and extensions
  - Multiple User with user-defined security profiles
  - Includes more than 100 report templates
  - Recurring & Non-recurring Expense Management
  - User-defined alarm thresholds and notification
- Workgroup Edition
  - Expandable to unlimited PBX sources and extensions
  - Multiple User with user-defined security profiles
  - Includes 80 report templates
- QuickView Edition
  - Single PBX with 200 extension limit
  - Single User
  - Basic Reporting

#### Reporting

- Flexible Export Formats with inclusive & exclusive filtering
- Automatic Email and File Breakout by Organization hierarchy
- Automatic distribution by Email, SMTP, and FTP profile

#### Rating

- VoIP Clustering
- Costing by any call detail record attribute
- International tariff and currency support
- Full V&H coordinates and city name detail
- Rate by day, time, duration, meter plus, dialing patterns
- Recurring and non-recurring expense allocation
- Time Zone reconciliation

#### Collection

- PBX, IP PBX, call manager, voice manager and gateway independent
- Collection method include RSP, FTP, Syslog, Telnet, ODBC, Serial, Remote Polling, Remote Call Storage Devices
- Automatic SSL relay for high availability deployments

#### Optional Management

- Windows Authentication with customizable data partitioning by PBX, product feature, and report
- LDAP Directory synchronization via Microsoft™ Activity Directory and Novell™ eDirectory
- Web-based Reporting & Directory Management with HTTPS access
- Real-time performance monitoring & reporting
- Real-time trend driven event triggers & notification
- Professional Report Outsourcing with secure SSL and HTTPS access through TeleMate Managed Access

#### System Requirements

- Windows 2003 / 2008 Server, Virtual Server, Windows XP, 7, & Vista

# TeleMate®

Edition

	Enterprise	Workgroup	QuickView	Browser	Collector	Managed Access
--	------------	-----------	-----------	---------	-----------	----------------

		Enterprise	Workgroup	QuickView	Browser	Collector	Managed Access	
<b>System</b>	Concurrent Users	2	1	1	3	-	10	
	Maximum Concurrent Users Possible	Unlimited	Unlimited	1	Unlimited	-	Unlimited	
	Security by Datasource, Feature, Org Level, Report	Yes	Yes	-	Yes	-	Yes	
	Security Authentication Method	Windows	Windows	-	https ldap	-	https ssl	
	Maximum Extensions	Unlimited	Unlimited	200	-	-	Unlimited	
	Datasources (source of call detail records)	1	1	1	-	-	1	
<b>Collection</b>	Maximum Datasources	Unlimited	Unlimited	1	-	-	Unlimited	
	Direct Serial	Yes	Yes	Yes	-	Yes	Yes	
	Remote Polling	Yes	Yes	Yes	-	Yes	Yes	
	Customer Supplied File ( Service Providers )	Yes	Yes	Yes	-	Yes	Yes	
	RSP with FIPS 140-2 ( Reliable Session Protocol )	Optional	Optional	Optional	-	Yes	Yes	
	SYSLOG ( Cisco and TCP support )	Optional	Optional	Optional	-	Yes	Yes	
	TELNET ( Alcatel, Mitel IP Pbx )	Optional	Optional	Optional	-	Yes	Yes	
	FTP Push / Pull ( Wireless Providers )	Optional	Optional	Optional	-	Yes	Yes	
	Direct Serial to FTP Push	Optional	Optional	Optional	-	Yes	Yes	
	Programmable Scripting	Optional	Optional	Optional	-	Yes	Yes	
SSL Automatic Relay	Optional	Optional	Optional	-	Yes	Yes		
<b>Report Categories</b>	Bandwidth / Traffic Management	15	10	3	Included	-	15	
	Least Cost Routing	3	-	-	Included	-	3	
	Misuse / Exception Analysis	11	11	-	Included	-	11	
	Activity Overview by Organization Levels	30	27	4	Included	-	30	
	Cost Allocation / Billing	8	3	-	Included	-	8	
	Call Center Activity	8	4	-	Included	-	8	
	Destination Activity	4	4	1	Included	-	4	
	DISA / Authorization Code Activity	6	2	-	Included	-	6	
	Call Planning	3	-	-	Included	-	3	
	Expense Management	8	-	-	Included	-	8	
	Alarms	2	2	-	Included	-	2	
	Directory Listings	4	4	1	Included	-	4	
	System Overview	4	4	1	Included	-	4	
	<b>Alarms</b>	User-defined Alarming Criteria ( E911 )	Yes	Yes	-	Yes	-	Yes
		SMDR Verification (Direct Collection Only)	Yes	-	-	Yes	-	Yes
Performance Monitors Alarming wih event triggers		-	-	-	Yes	-	Yes	
Automatic Organization Alarm Escalation		Yes	-	-	-	-	Yes	
<b>Directory</b>	Historical Tracking	Yes	Yes	Yes	Yes	-	Yes	
	Recurring & Non-recurring Expense Management	Yes	-	-	Yes	-	Yes	
	Call Plan Management	Yes	-	-	Yes	-	Yes	
<b>Rating</b>	VoIP Clustering	Optional	Optional	Optional	-	-	Yes	
	Automatic Tariff Delivery Service	Yes	Yes	Optional	-	-	Yes	
	Flat Per Call	Yes	Yes	Yes	-	-	Yes	
	Duration Based	Yes	Yes	Yes	-	-	Yes	
	Cost Bands by dialing pattern	Yes	Yes	-	-	-	Yes	
	Mileage Bands	Yes	Yes	-	-	-	Yes	
	Virtual Private Networks (VPN)	Yes	Yes	-	-	-	Yes	
	Meter Pulse Rating	Yes	Yes	-	-	-	Yes	
	Special Numbers	Yes	Yes	Yes	-	-	Yes	
	Unlimited Call Type Classification	Yes	Yes	Yes	-	-	Yes	
	Destination Categories	Yes	Yes	Yes	-	-	Yes	
	Account Number / Code Management	Yes	Yes	Yes	-	-	Yes	
	Custom Call Processing with Ombudsman	Yes	Yes	-	-	-	Yes	
	Multiple Currency with Historical Tracking	Yes	Yes	Yes	-	-	Yes	
	Time Zone Reconciliation	Yes	Yes	Yes	-	-	Yes	
	Tax Management	Yes	Yes	Yes	-	-	Yes	
<b>Automation</b>	Real-time Collection, Rating	Yes	Yes	Yes	-	-	Yes	
	Alarming / SMDR Verification	Yes	-	-	-	Yes	Yes	
	Reporting	Yes	Yes	Yes	Yes	-	Yes	
	Real-time Performance Monitors	Optional	Optional	-	Yes	-	Yes	
	Trend Driven Event Triggers	Optional	Optional	-	Yes	Yes	Yes	
	LDAP Directory Synchronization Delimited Import	Optional	Optional	-	Yes	Yes	Yes	
	Delimited File Import	Yes	Manual	Manual	Yes	Yes	Yes	
	Custom SQL Procedures, Scripting, Exports	Yes	Yes	Yes	-	Yes	Yes	
	SMTP Notification for CDR Collection	Optional	Optional	Optional	Yes	Yes	Yes	

©Copyright TeleMate.Net Software 1997-2010. All rights reserved.

No part of this publication, including text, examples, diagrams, or icons, may be reproduced, transmitted, disclosed or translated in any form or by any means, electronic, mechanical, manual, optical or otherwise, for any purpose, without prior written permission of TeleMate.Net Software. Information in this publication is subject to change without prior notification. TeleMate.Net Software may have patents or pending patents applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this publication. The furnishing of this document does not give you license to these patents, trademarks, copyrights, or other intellectual property. Specifications are subject to change without prior notification.

Trademarks

TeleMate is a registered trademark of TeleMate.Net Software in the United States and other jurisdictions. All other trademarks, registered trademarks and service marks are the property of their respective owners. TM\_0710

5555 Triangle Parkway, NW Suite 150

Norcross, GA 30092

678.589.7100 Phone

678.589.7110 Fax

sales@telemate.net

www.telemate.net

