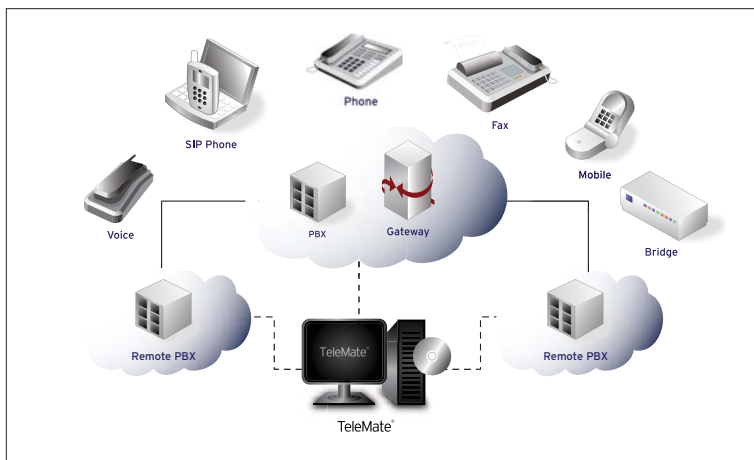


Behind every business decision is a reliable information resource. Installed in thousands of enterprise networks, TeleMate delivers powerful business insight that drives critical business decisions every day, in virtually every corner of the globe.

The power of knowledge

In today's world of business, a strong telecommunication infrastructure is a requirement. With it, comes an array of new challenges, information, and expenses. Determining whether the voice network is being utilized efficiently, in a cost effective manner, or to capacity, is the challenge. TeleMate assists with all of these areas by transforming cumbersome call detail information into easily interpretable data. In turn, this data can be used in a number of ways: minimize costs, boost productivity, bandwidth/capacity management, meeting regulatory requirements, and to have a full understanding of all data and costs associated with a telephone infrastructure.

TeleMate accesses call detail records captured by PBXs, Gateways, and other telephony switching devices, allocating usage and costs to prospective companies, organizations, departments, groups and/or users. In addition to the costing model, as a single point administrative tool, TeleMate can identify call traffic patterns, peak usage times, bandwidth usage and much more. Each area is essential for accurate capacity planning, resource allocation, and overall system efficiency.



VoIP reporting

With the environment of telephony systems rapidly changing to voice over internet protocols, there is a drastic need for call accounting systems to continue capturing and reporting on call data records. Whether by direct serial connection, ODBC, FTP, Reliable Session Protocol (RSP), or Syslog, TeleMate is able to seamlessly report on any phone switch. Regardless of the switching technology, a legacy phone system, VoIP network, or a combination of the two, TeleMate will capture all sources of call detail, then combine and normalize them into easy, user friendly, interpretable reports.

Optimize your system resources

TeleMate enables you to easily analyze strategic telecom trends for any period - by years, months, days, hours and even minutes. TeleMate tracks calls by trunks or gateways; monitors call routing effectiveness, queue times, abandoned calls and other critical information that aids in effectively optimizing a telecom network.

More features include:

- Identify defective, overloaded or redundant trunks
- View historical activity data to identify peak usage patterns
- Provides graphical depiction of the Grade of Service for trunk groups
- Identify optimal settings for automated PBX call routes

Control and allocate costs

TeleMate gives organizations the ability to control and forecast all telecom expenses and to allocate them to prospective companies, divisions, departments, and/or users. TeleMate can accurately report on phone systems located in any part of the world, with no limitations to geography. With a number of pricing configurations available, costing can be split by tariff, number dialed, resale/markup factors and international, simply to name a few. Costing from cell phones, calling cards, equipment, recurring/non-recurring expenses and overhead expense can also be included within expense allocation.

Ultimately, TeleMate's cost allocation feature helps users evaluate the value of telephony services, such as video conferencing and directory assistance, along with helping companies promote responsible voice network usage throughout the organization. Cost control features include:

- Integrating all telephone related expenses into a single reporting source
- Profile miscellaneous costs and recurring expense distributions
- Customized tariffs, V&H mapping, U.S. and overseas tariffs

Improve employee productivity

As companies implement more stringent policies for use and cost allocation of phone, fax, voice mail, and other telecom utilities, the abuse of these resources can produce a number of problems. TeleMate provides the tools necessary to track, monitor, and determine normal usage patterns and if abuse is present. With these tools, companies are able to:

- Identify call volume, destinations, sources, length, frequency and peak calling times
- Tag specific phone numbers for exception tracking
- Track account activity and build a marketing prospect/customer database
- Utilize pre-arranged codes to classify call types

Customized reporting

With an array of 100+ reports, TeleMate can provide organizations with any and all call data they desire. With user-friendly navigation, finding specific reports has never been simpler. All reports contain a number of filters, each one allowing the user to drill down and locate specific information.

All reports have been tailored and created by our customer feedback. In the event that TeleMate does not have the report information a company desires, a custom report can be generated to contain the organization's specified criteria.

Professional Services

With a group of professionals, we can provide a platform to accelerate TeleMate implementations, increase the customer's knowledge base of the product, and accelerate the return on investment. Training is available on-site or remote via web interface.

Scalability

As all organizations grow, so must the network infrastructure required to sustain productivity. Solutions that allow for growth, to any size, are the ones which continue to maximize a return on investment. TeleMate fits perfectly into this category. Being scalable to any size, any amount of data, any type of phone system, holds TeleMate a place on the top pedestal of the world of Call Accounting.

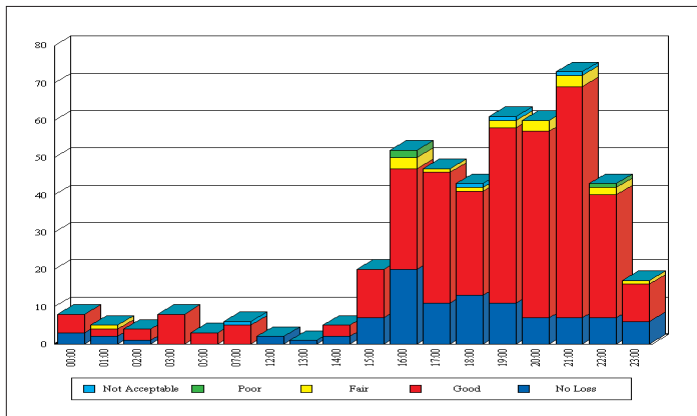
TeleMate accomplishes this by leveraging:

- Browser Interface with automated LDAP integration with Microsoft® Active Directory and Novell® eDirectory
- Embedded Microsoft™ SQL Server
- Support for unlimited number of PBXs and extensions

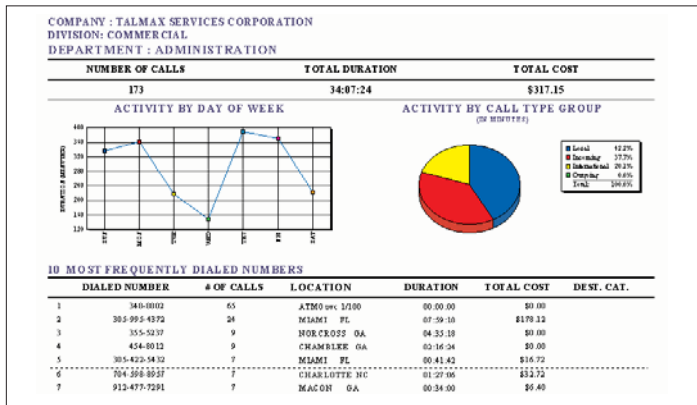
System requirements

- Windows2003 Server, XP Professional w/ SP2, 2000 Professional/Server, Virtual Windows operating systems
- Internet connection
- SMTP or MAPI compliant mail client (for email reports)
- 1 available serial port (for Direct Collection), optional with CCM/CVM

Sample reports



Quality of Service with Packet Loss by Hour



Activity Overview by Department

Key Features

Management

- Embedded Microsoft™ SQL Server 2000 or integration with Microsoft™ SQL Server 2005
- Windows Authentication with customizable data partitioning by PBX, product feature, and report
- LDAP Directory synchronization via Microsoft™ Activity Directory and Novell™ eDirectory
- Web based Report & Directory Management
- Complete automation of all core features including
 - Call Detail Collection
 - Rating & Alarming
 - Directory Synchronization
 - Report Distribution
 - Server Maintenance with customizable stored procedures

Reporting

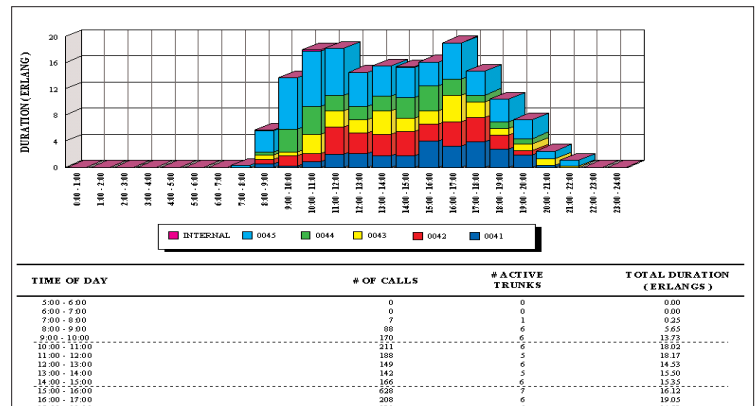
- More than a dozen export formats
- Email Client, SMTP, and FTP Report Distribution
- More than 120 templates representing Report Categories:
 - Bandwidth & Traffic Management
 - Packet Voice for Cisco™ Voice Manager
 - Capacity Planning
 - Productivity
 - Cost allocation
 - Exception Analysis
 - Call Center Activity
 - Alarms

Rating

- 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
- Support for unlimited PBXs and extensions
- Collection method include RSP (Reliable Session Protocol), FTP, Syslog, ODBC, Serial, Remote Polling, Remote Call Storage Devices



Trunk Traffic by Hour