

# eCAS Call Accounting

Access business-critical information from virtually anywhere

Veramark's eCAS<sup>®</sup> software, a Web browser-based call accounting solution, provides the very latest in call accounting technology—all at the click of a button.

Our comprehensive reporting engine works the way you work, and delivers what you need to know—all at the click of a button. Use it to analyze telecom expenses, team productivity, as well as trunk and system utilization.



## Gain visibility into and control over telecom system

eCAS can help to significantly reduce telecommunication expenses. This Web browser-based call accounting software is designed for organizations with VoIP or TDM switches. eCAS enables organizations to collect, analyze, and report on telecom activity. A conduit to telecom cost management, eCAS enables organizations to increase personnel productivity, and control and reduce telecom operating costs. Combining the ease of point and click navigation with the control of a built-in robust reporting engine, eCAS offers all the flexibility you'll need to effectively manage your telecom system.

eCAS provides easy integration with existing technology by including features such as simplified reporting, advanced import/export capability, single and multi-switch configurations, built-in SQL database engine, extensive security, system and call alerts, and an optional Online Directory module.

## Our robust reporting engine is flexible and powerful

The eCAS reporting engine works the way you want, and delivers what you need, when you need it. Use it to analyze telecom expenses, team productivity, as well as trunk and system utilization. This powerful reporting engine sifts through thousands, even millions, of call records with remarkable speed. It also has extensive drill-down capabilities, plus features such as VIP masking of digits—letting you protect sensitive data.

## As your needs change, eCAS reports change with you

With eCAS report templates you can include or exclude data, change column order, and re-sort information on demand. View eCAS reports online in HTML and analyze your data via hyperlinks. Generating reports couldn't be easier or more efficient; export reports as HTML or ASCII delimited text for hassle-free use in applications such as Microsoft<sup>®</sup> Excel<sup>®</sup>.

## eCAS feature highlights

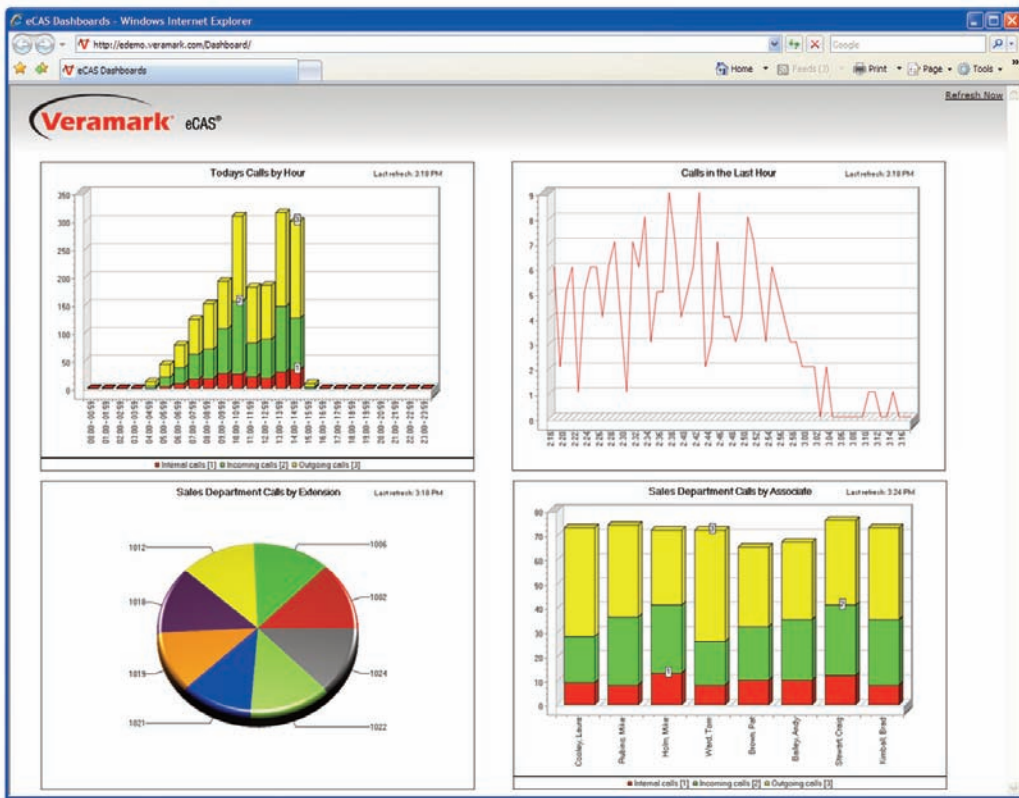
- Powerful and flexible reporting engine
- Measures productivity and identifies ways to decrease telecom expenses
- Tracks emergency calls, international abuse, internal harassment, and more
- Isolates important information in seconds
- 3D Dashboards monitor key data trends
- Tested and certified by most leading switch manufacturers
- Support for VMware<sup>®</sup> ESX Virtual Server
- Quickly output report data to Excel
- Easy setup wizards and context-sensitive help
- Available as hosted software or as a managed service
- Support for Windows Vista<sup>®</sup> and Mozilla Firefox<sup>®</sup>



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## User-configurable dashboards

eCAS dashboards help you monitor key data trends. At a glance, they provide graphical representations of call patterns, calls by time of day, calls by extension, or calls by personnel—users define the primary dashboards they want to monitor.



### Get the right information to the right people

Report data is easily disseminated with EZ-Burst®, eCAS' exclusive report distribution feature. EZ-Burst allows transmission of selected portions of a single report to designated individuals. This exclusive capability allows each recipient to view only the data they are authorized to see, saving time and ensuring security of sensitive information.

### Extensive switch and VoIP compatibility

Rely on eCAS to deliver accountability for your entire telecom network, whether your system is all TDM, all IP or hybrid. eCAS software is compatible with PBXs, IP-PBXs, key systems, and CENTREX from Avaya®, Cisco Systems®, Mitel®, NEC Unified Solutions, Inc.®, Nortel Networks® and other leading manufacturers. Our software supports both single and multi-switch environments.

### System alerts allow you to react quickly

eCAS monitors potential hacker activity, fraudulent use of banned numbers, and other misuses of your switch—alarms alert you so that you can take action. eCAS can notify you if call records have not been generated within your predefined schedule and when your system disk is reaching capacity.

### Anticipate and manage telecom costs

eCAS user-defined rates simplify cost management—you assign per minute rates based on your cost allocation.

This allows you to anticipate and manage costs, compare rates of other carriers, and bill clients. Alternatively, you can order carrier tariffs directly from us. Either way, eCAS delivers accurate costing of calls, surcharges, and any mark-ups that apply.

### About Veremark

Veremark is a leading provider of communications management software and services that enable organizations of all sizes to gain visibility into, and control over their voice, data, and wireless communications networks. Our solutions are used by Comcast Corporation, HJ Heinz, Hearst Communications, FEMA, US Department of Homeland Security, the University of California San Francisco Medical Center, and other leading organizations.

For additional information on Veremark products and services, visit us at [www.veremark.com](http://www.veremark.com) or call 585.381.6000.

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