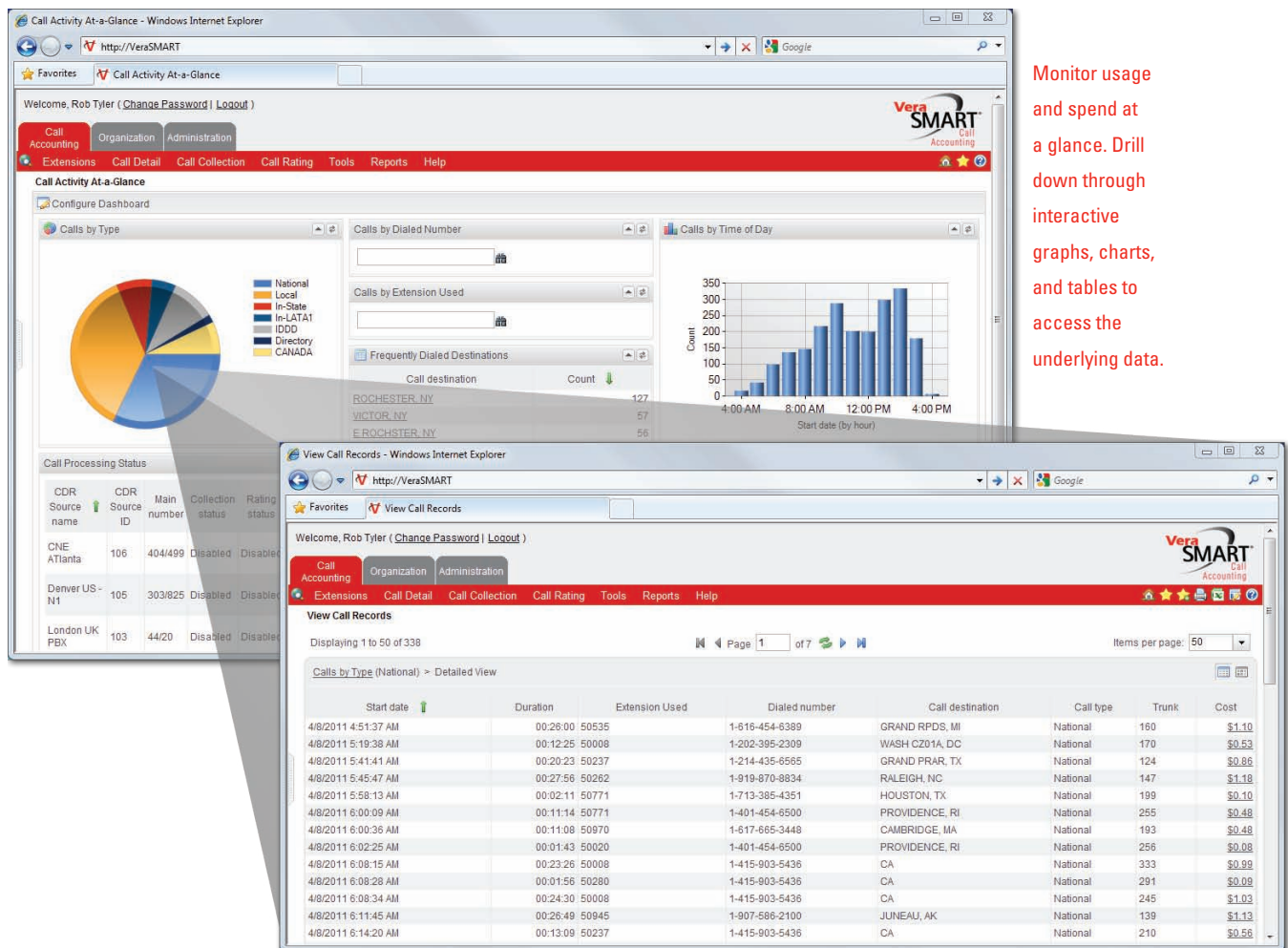


VeraSMART Call Accounting

Visibility and Control for Your Wireless and Wireline Networks

Whether you need wireline or wireless call accounting, or both, VeraSMART is the answer. VeraSMART Call Accounting gives you the visibility you need to bring all your usage under control and reduce your telecom spend. With enhanced dashboards, flexible reporting capabilities, and options including personal call identification, VeraSMART offers a complete and integrated call accounting solution.



Monitor usage and spend at a glance. Drill down through interactive graphs, charts, and tables to access the underlying data.

Take control over telecom usage and spend

VeraSMART® Call Accounting gives you the visibility you need to take control of your telecom activity, reduce costs, and improve productivity. Compatible with wireless and wireline networks, VeraSMART lets you collect, analyze, and report on call activity and expenses.

VeraSMART's user-friendly interface makes it easy to create and distribute customized reports, perform inbound and outbound traffic analysis, track client and project billing, assign costs, identify toll fraud and abuse, and measure productivity of

call centers and individuals. Configurable dashboards let you monitor key data trends at a glance.

With powerful functionality for reporting and analysis, and optional capabilities such as personal call identification, VeraSMART Call Accounting can significantly reduce your telecom expense and improve the bottom line.



VeraSMART Call Accounting

Powerful capabilities for telecom visibility and control

Do you know where your telecom dollars are going?

VeraSMART Call Accounting gives you insight into your calling activity, so you can take appropriate action to reduce your telecom costs. VeraSMART enables you to quickly and easily answer questions like these:

- How much is your organization spending on personal calls?
- What are the longest, most costly, and most frequent calls?
- Where are your customers calling from, and who is taking the calls?
- How many directory assistance calls are being made?
- How can you optimize your telecom network and eliminate unused trunks?
- Is there a way to allocate usage costs to individuals or cost centers?

Interactive dashboards for data at a glance

VeraSMART dashboards let you monitor calling activity, track usage and cost trends, and access the underlying data.

- Use the powerful dashboards provided, or design your own
- Instant access to data such as longest calls, usage trends for voice, data, texting, and wireless invoice costs
- Interactive graphs and charts let you drill down to detailed views of the data

Configurable usage and exception reports

Includes reports to monitor or search for specific types of calls, manage employee productivity, identify abuse and misuse.

- Dozens of configurable report templates with flexible output options and distribution methods make it easy to get the right information to the right people in your organization
- If the VeraSMART system includes both wireless and wireline capabilities, reports reflect PBX and wireless activity combined, simplifying the complex and time-consuming task of gaining visibility into telecom activity.
- Report Designer lets you create new, easy-to-use report forms from the dozens of templates provided

A call accounting solution that you'll never outgrow

VeraSMART Call Accounting scales to serve hundreds of thousands of extensions at hundreds of sites. And it is easily expandable with optional functionality that adds value to your call accounting solution and gives you more ways to boost productivity and reduce telecom spend. Options include:

- **Enhanced Chargeback** – Provides the ability to define custom accounting periods, distributed charges, one-time charges, and prorated recurring charges
- **EZ-Share™** – Visual data mapper makes it easy to export VeraSMART data to other systems, such as HR and Accounting; output formats include CSV, Microsoft® Excel®, ASCII, Unicode, UTF8, and XML
- **International Call Rating** (for wireline call accounting) – Enables configuration of CDRs for PBXs outside of the North

VeraSMART Call Accounting highlights

- Track emergency calls and suspicious calling activity
- Measure productivity of call center teams and individuals
- Optimize trunking to match capacity to demand
- Monitor calling activity with interactive dashboards
- Create custom reports from dozens of configurable report templates
- Generate reports in HTML or ASCII for hassle-free use in applications such as Microsoft® Excel®
- Distribute reports via email or through the MySMART™ end-user portal
- Web browser-based – access from any PC in the network
- Supports Windows® Internet Explorer®, Mozilla Firefox®
- Scales to thousands of extensions at hundreds of sites
- Easy setup wizards and context-sensitive help
- Optional capabilities include International Call Rating, Enhanced Chargeback, EZ-Share™, and more
- Wireline call accounting is tested and certified by Cisco, Avaya, and other leading switch manufacturers; compatible with TDM, IP or hybrid networks
- Wireless call accounting, providing all the benefits of call accounting for your wireless networks; integrates seamlessly with VeraSMART wireline call accounting
- Optional Personal Call Identification (PCI) add-on for enabling greater accountability for personal vs. business calling on both wireline and wireless networks
- The foundation for a complete TEM solution

American Numbering Plan (NANP) to provide a consolidated view of multi-national telecom usage and expenses

Wireless Call Accounting

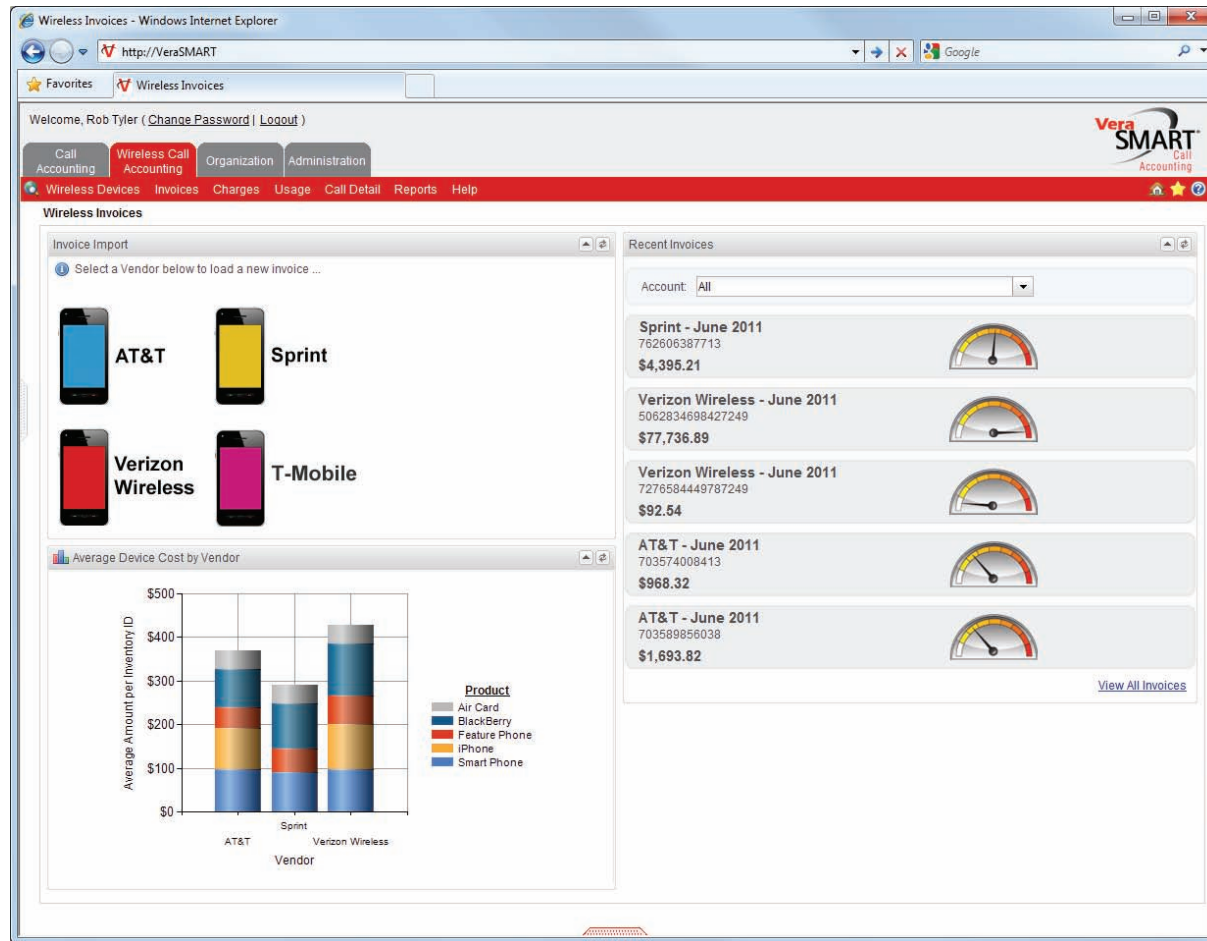
With the explosion in the number of smart phones, tablets, and other wireless devices being used for business today, organizations are under pressure to control and manage wireless usage and improve service-to-cost performance. VeraSMART Wireless Call Accounting provides the means to take control of your wireless usage and spend.

An integral part of the VeraSMART suite

VeraSMART Wireless Call Accounting can be used as a standalone application or can be seamlessly integrated with VeraSMART wireline call accounting. As a combined solution, your VeraSMART Call Accounting system will provide you with a consolidated view of all your wireless and wireline usage and the ability to leverage your organization structure in VeraSMART to charge back expenses – including wireless device costs – to the appropriate cost centers.

VeraSMART Wireless Call Accounting

All the benefits of VeraSMART – for your wireless communications



Wireless Call Accounting dashboards give you key data at a glance, such as device costs by vendor, savings opportunities, and more. You can easily configure dashboards to match your specific call accounting requirements.

Unique capabilities:

- **Wireless savings analysis of every invoice** – Eliminates the time spent manually reviewing wireless usage and device charge data for potential savings. VeraSMART Wireless Call Accounting automatically performs nearly 20 checks on each wireless data import for potential savings opportunities.
- **Wireless expense chargeback** – Leverage VeraSMART's powerful organization structure and chargeback capabilities. Assign wireless devices to personnel so their monthly charges can be easily charged back to the appropriate cost center.
- **Support for major U.S. wireless carriers** – Import data from AT&T Wireless, Sprint PCS, T-Mobile, and Verizon Wireless.

Personal Call Identification – the key to end-user accountability

Personal Call Identification (PCI) is an option that you can use with either VeraSMART Call Accounting or VeraSMART Wireless Call Accounting. PCI allows your wireline or wireless users to view their usage online and identify calls that are personal vs. business related. This optional capability facilitates the

chargeback process and can also have a significant impact on individual accountability and appropriate use of wireless devices.

Part of a complete telecom expense management system

VeraSMART Call Accounting is part of the VeraSMART Telecom Expense Management (TEM) suite, so you can expand your system with additional TEM functionality at any time to meet your changing business needs. Expansion capabilities allow you to manage inventory, invoices, contracts, and more – through a single integrated application and familiar VeraSMART interface.



Wireless Invoice Analysis: Get rid of the manual spreadsheets! Let VeraSMART automatically analyze your wireless usage by device and highlight opportunities for savings. Track your savings for each invoice right in VeraSMART

About Veramark

Veramark is a leading provider of innovative enterprise solutions for telecom expense management and call accounting. Veramark solutions provide visibility into usage and spend for managing complex unified communications networks. Veramark technology and services help enterprises understand, manage, and control their fixed and mobile telecom assets, costs, and related business processes.

Veramark Technologies, Inc.
 1565 Jefferson Road, Suite 120
 Rochester, NY 14623
 Phone: 585.381.6000
 Fax: 585.383.6800
 info@veramark.com
 www.veramark.com
 www.call-accounting-solutions.com

