TeleAudit® Usage Manager is a powerful voice network reporting, analysis and usage management tool, enabling a full ROI through reduced phone bills, automated utilization and call accounting reports, and detailed telecom security audits.

The application’s analysis engine collects and compiles CDR (call detail records) with call-type information on all inbound and outbound transmissions, along with health-and-status conditions on all voice trunks across your distributed enterprise, regardless of PBX type, and sends this information to a central relational database.

A centrally administered report writing tool provides first-time, enterprise-wide visibility into telecom resource utilization and capacity planning issues, phone network usage, abusive and costly calling patterns, toll fraud incidence, and telecom/data network security issues.

Steve Hagmaier  
Director of Telecommunications  
Memorial Hermann Hospital System

“We’ve already benefited from the reports generated. I have visibility over usage details that had not been readily available before now.”

**FEATURES**

- **Centralized Logging and Reporting:** Real-time, PBX-independent, enterprise-wide logging of call-type information and CDR on all inbound and outbound transmissions is sent 3DES encrypted to a central relational database. Enterprise-wide reports can be generated from one centralized management console or any number of provisioned client consoles.

- **Individualized and Ready-to-Use Reports:** Application supports individualized report creation along with 34 predefined call accounting, utilization and capacity planning, security and toll fraud reports.

- **Call-Type Reporting:** Supports usage reports by call type (voice, fax, modem, video and STU-III).

- **Relational Database:** CDR data access and computing performed by an integrated, industry-standard relational database.

- **Automated Scheduling of Reports:** Batch reports can be scheduled, automatically generated and distributed via email attachments or web browser retrieval.

- **Departmental Bill-back Support:** Reports can be built based on individual or groups of phone numbers or PIN codes extracted from call data recorded for each call.

- **Built-in Reports Editor:** Predefined reports can be modified and new reports can be added through integrated reports editor.
Real ROI Through Lower Telecom Expenses

Resource Utilization of Span Group
Resource utilization reports highlight opportunities to right-size telecom infrastructure and monitor usage. This report highlights a span consolidation opportunity.

Top 10 ISP Callers
Seeking private, unmonitored Internet sessions, these employees are defeating the logging/filtering of the data firewall by dialing their private ISP accounts over modems connected to company phone lines. This opens backdoors for hackers to penetrate the corporate data network, escalates costs by consuming voice network capacity, exposes the company to viruses and the download or upload of restricted files and decreases employee productivity.

PRI C Utilization by Call Type
Only the TeleAudit® Application can run reports based on call-type and characterize usage by authorized and unauthorized traffic. 12% of PRI C's capacity is being drained by unauthorized, dangerous modem calls over voice lines.

Dedicated Fax Line Usage by Call Type
All of these after-hours, long distance voice calls on dedicated fax lines are an indication of toll fraud or line misuse at the corporation's expense. And the modern connections are a serious data security threat.

Non-Business Hours Long Distance and International Calls By Dept.
After tracking after-hours, long distance calls for several months, you now have legitimate level to expect from each department. This week, late-night and weekend LD in engineering went off the charts. Why? Further investigation is warranted. Also, is this the level of calling you would expect out of your 24-hour customer service staff?

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U.S. Patents No. 6,249,575 B1 and 6,320,948 B1.
U.S. and Foreign Patents Pending
This product includes Data Encryption Standard software developed by Eric Young (eay@mincom.oz.au), © Copyright 1995 Eric Young. All Rights Reserved.

REPORTS
- Utilization of voice trunks, span groups, and fax/remote access resources to aid service level management, and capacity allocation and planning.
- Voice trunk or fax line usage by call type (voice, modem, fax, video, STU-III) and bandwidth/cost impact of unauthorized telecom traffic (e.g., percent of trunk capacity lost to unauthorized employee modem calls to ISPs or long distance (LD) voice calls on fax lines).
- Long duration or after-hours LD or international calling per phone station or group of stations.
- Billed 411 information calls or other 1-900, 1-976 toll calls.
- Phone bill reconciliation reports to discover overcharges, and departmental bill-back reports.
- Volume, source, destination, time and duration of unauthorized inbound and outbound modem calls, including employee calls to personal ISPs over voice trunks.
- Toll fraud, DTMF attack and war dialing reports (e.g., multiple short duration incoming calls from a single location, DTMF codes of PBX hack attempts, long duration incoming calls to voice mail, outbound calls on voice mail trunks, voice on fax lines, PBX activity during off-peak hours, multiple calls into PBX and other system maintenance ports, unusual increase in toll-free line usage).
- Time, duration, source/destination and volume of calls to or from specific numbers or environments of interest (e.g., disgruntled former employees, headhunters, foreign countries where no business is conducted, competitors, bomb threat callers, media outlets, government agencies).
- Authenticated calls into PBX and other authorized modems.
- Forensic and internal investigation reports based on internal or external phone activity.
- Employee or department productivity and efficiency reports based on frequency, destination and duration of phone activity. Volume and source of unanswered calls to your company or a specific desk (e.g., customer service, inside sales). Reports on calls made or taken by employees or a department.
- Operational efficiency reports to check effectiveness of dialing plans and identify improper call routing.
- Incoming calls masking Caller ID. Terminated or alerted calls by call type, source number, destination number, etc.