



DEVCONNECT

## RSICloud.com - Cloud Call Accounting for Every Enterprise

The free flow of communications is the lifeline of business operations. Many organizations have high overhead costs, frequent staff turnovers and little time to maintain in-house software. These businesses often require accurate communications information to determine the health of their infrastructure. In the quest for detailed data, communications managers often turn to complex telecom management software. Cloud-based communications management is a sensible alternative, freeing internal resources from managing costly hardware and software.



RSICloud Call Accounting, from Avaya DevConnect Technology Partner Resource Software International (RSI), is a fully-scalable unified communications management solution accessible anywhere, anytime. Using the latest available secured remote data collection and storage technologies, RSICloud Call Accounting allows administrators to retrieve call detail metrics from Avaya telephone systems for facility planning, customer service, workforce management, bill back and billing reconciliation. It interfaces with Avaya IP Office and Avaya Aura® Communication Manager.

- **Communication Manager** is an open, extensible IP telephony platform that can be deployed as an IP PBX or feature server supporting a SIP-only environment, or as an evolution server supporting both SIP and non-SIP environments.
- **IP Office** is an intelligent communications solution specially designed to meet the communications challenges facing small and midsize businesses.

RSICloud Call Accounting works equally well in small offices as in global, multi-site and multi-vendor enterprises. As organizations expand and grow, RSICloud Call Accounting can expand and grow with them. The solution integrates seamlessly into existing environments, making it ideally suited for a range of industries including hospitality, retail, education and healthcare, as well as government facilities and general business offices.

### Features

- **Concentrate on core business.** Eliminate the need to purchase, administer and support expensive and hard to maintain in-house systems.
- **Make real time decisions.** Get immediate access to data stored on a centralized host and processed on a secured server, available from anywhere at any time.
- **Environmentally friendly data access and reporting.** Mine data online with powerful SQL queries, and print only the reports that are needed.

## About DevConnect

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit [www.avaya.com/devconnect](http://www.avaya.com/devconnect).

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

- **Tailored reporting.** Intuitive point and click access to a variety of customized corporate reports.

## Benefits

- **Curb misuse and abuse** by utilizing a series of exception reports that can trigger suspicious calling patterns, which can help lower costs and reduce erroneous dialing.
- **Develop regional marketing initiatives** through analysis of RSICloud.com reports to target advertising based on customer calling patterns or regional saturation statistics.
- **Conduct traffic analysis** with scheduled reports set to run automatically, such as on a daily, monthly or yearly basis, and use the data to predict future calling patterns based on historical call data collected by RSICloud.com.
- **Highlight detrimental quality of service** allowing for network adjustments that can result in more efficient communication and lower network infrastructure costs.
- **Reconcile telecom expenses**, enabling administrators to leverage tariff plan negotiations and discover billing errors that may result in cost savings.

## Requirements

- Subscription to [www.rsicloud.com](http://www.rsicloud.com)
- Internet Explorer 7 or higher, Chrome, Firefox 3 or higher, or other popular commercial browser

## Learn More

To learn more about Avaya solutions and DevConnect Technology Partner Resource Software International, contact your Avaya Account Manager or Avaya Authorized Partner. Or, visit us online at [www.devconnectmarketplace.com](http://www.devconnectmarketplace.com).

## About Resource Software International

Founded in 1990, Resource Software International Ltd. develops, manufactures and distributes total communication management solutions for small to medium and large enterprise organizations. It offers a wide range of products including call accounting, hotel/motel management, healthcare reporting, real-time dashboard, contact center reporting, switch administration, wireless mobile tracking, CTI applications and cloud-based services. RSI offers organizations the training and resources they need to determine the health of their communications ecosystem.

The RSI call management portfolio spans a broad range of industries including retail, education, tourism, brokerage, professional, hospitality and healthcare as well as government. It also provides unique integration to hotel property management systems, emergency notification and professional accounting packages.

Headquartered in Oshawa, Ontario, RSI has distributors in Australia, New Zealand, Asia, Europe, United States and throughout Canada.

For more information, visit [www.rsicloud.com](http://www.rsicloud.com).