



DEVCONNECT



# Unified Communication Expense Management by RSI - SHADOW CMS Enterprise

Staying connected with customers is critical for a successful business, but those same communications facilities can often be its most costly expenditure. Managing telephone charges, VoIP traffic, internet usage and other related costs is a difficult task, whether for a small business or large multi-site enterprise.

SHADOW CMS Enterprise Call Accounting from Resource Software International (RSI), is a fully-scalable unified communications management solution. RSI is a Gold-level member in the Avaya DevConnect Program as well as a member in the Avaya SMEC Premier Partner Solutions Program. With SHADOW CMS, administrators can forecast, monitor and allocate their organization's communications management expenses.

Using the latest available technologies, SHADOW CMS Enterprise 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, Avaya Aura® Communication Manager, Avaya Communication Server 1000, Avaya Business Communications Manager (BCM) 50 and Avaya BCM 450.

- **Avaya Aura 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.
- **Avaya IP Office** is an intelligent communications solution specially designed to meet the communications challenges facing small and midsize businesses.
- **Avaya Communication Server 1000** is a full-featured, highly-scalable IP communications system, which can be fully distributed over IP LAN and WAN infrastructures and offers built-in reliability and survivability.
- **Avaya BCM 50 and BCM 450** are Linux-based IP/TDM PBX convergence systems that deliver unified

communications capabilities, proven and reliable voice processing, and an extensive range of feature-rich business telephony applications on a common browser-based management platform.

SHADOW CMS works equally well in small offices as in global, multi-site and multi-vendor enterprises. As organizations expand and grow, SHADOW CMS can expand and grow as well, limited only by the size of the hard drive where it resides. 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

- **Unified communications:** Compliant with all major Avaya telephony platforms for industries, government and business offices, SHADOW CMS allows organizations to unify communication facilities under one umbrella and consolidate communication metrics to effectively manage their entire ecosystem.
- **Built-in automation:** The built-in job scheduler provides automated reports, network analysis and fraud protection, which can be set to record when certain triggers or criteria defined by the business have occurred to help curb network misuse, abuse and system hacks.
- **Cost allocation:** A comprehensive real-time billing mechanism that retrieves, translates and processes call detail information gives administrators the option to view the data in various report formats, export it to back-end systems or post it to billing systems.

## 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).

- **Expense reconciliation:** Accurate call detail billing calculations allow organizations to verify and reconcile telecom expenses with provider invoices.
- **Customer billing:** Real-time and long-term billing options are available for industries that routinely need to allocate communication expenses to customer accounts.

## Benefits

- Curb misuse and abuse, helping lower costs and reduce erroneous network usage.
- Highlight detrimental quality of service, allowing for network adjustments that can result in more efficient communications 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.
- Monitor agents in real-time, allowing administrators to highlight bottlenecks and overflows, and track response times, which can result in a more dynamic and effective communication ecosystem.

## System Requirements

- Hardware: Pentium III or greater; Pentium 4 recommended
- Operating System: Microsoft Windows XP, Windows 2003, Windows 2008, Windows Vista, Windows 7, Windows 8 or later
- RAM: 512 MB; 2 GB recommended
- Hard Disk: 10 GB; 30 GB recommended
- Network Connectivity: Required
- Peripherals: CD-ROM drive; Printer recommended

## 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, real-time dashboard, contact center console, switch administration, wireless mobile tracking and CTI applications. 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.telecost.com](http://www.telecost.com).

## About Avaya SMEC PPS

The Avaya Small and Medium Enterprise Communications (SMEC) Premier Partner Solutions (PPS) Program brings best-in-class developer partners with innovative solutions for Avaya IP Office into a more collaborative alliance with Avaya SMEC. This collaborative relationship helps enhance the Avaya IP Office platform by allowing better innovation of third-party solutions.

All DevConnect partners in the SMEC PPS Program offer compliance-tested products that enhance customer productivity. Partners are selected based on how well their solutions solve customer communications problems when packaged with the Avaya IP Office platform.

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