Enghouse Interactive

BUSINESS INTELLIGENCE FROM TRADER VOICE

Proteus Trader, from Enghouse Interactive, is an advanced call accounting application, designed for Investment Banks and Trading Companies, that delivers cost savings and cost management, network management and planning, and private wire management.

From single trading floors to global trading companies Proteus Trader is the first choice for company executives and managers focused on gaining maximum efficiency from their voice systems. It is a strategic tool used to monitor and save costs, verify Trader usage of turrets, PSTN and private wire assets, and demonstrate compliance within a heavily regulated industry.
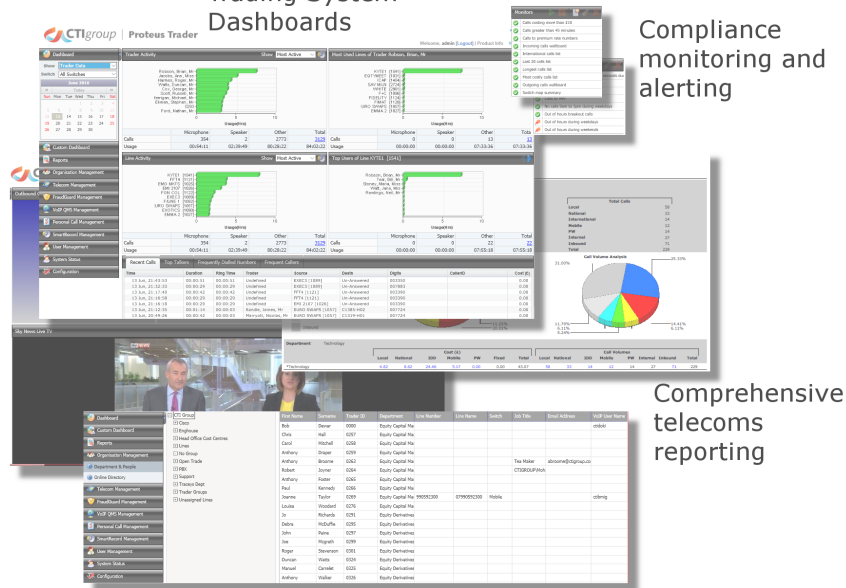
Overview:

- Designed for small trading floors such as hedge funds to large corporations including single site businesses and multi-site, multi-national firms

- Detailed analysis across TDM and IP trading systems and PBX

- Simultaneously monitoring voice activity across trading platforms, PBX systems, private wire, IP links and PSTN connections

- Routed Call Analysis for accurate allocation, by ensuring that calls initiated by the trader, but routed via the PBX, are allocated back to those cost centres responsible for making the calls

- Supports multiple international and local dial plans and carriers with currency conversion for accurate cost analysis across the entire organisation

- Many processes can be automated, such as directory synchronisation, scheduled reporting and alert notification

- Flexible and fully customisable dashboards provide real-time analysis and historic trend reporting either across the whole organisation or for selected sites, departments or switches

- Proteus reports present summary and detailed information specific to investment banks, such as call information by TRID and Trader Trunk usage. Proteus operates in both a fixed, and free-seating environment.

Key Business Benefits:

- Rapid identification of cost savings

- Internal cost allocation

- Network optimization using real-time analysis and historical trend reporting

- Security and compliance management, from real-time triggers to historic call analysis

- Private wire inventory for easy management of these assets

- Reporting by trader, turret or private wire for detailed cost and usage analysis

- Fraud tracking, e.g. toll fraud and internal abuse

- Quality of Service monitoring for selected IP PBX

www.enghouseinteractive.co.uk

Proteus Trader: A market leader for over 30 years

Proteus Trader
Trading System
Dashboards

Compliance
monitoring and
alerting

Comprehensive
telecoms
reporting

Organisation and people
management

Private-wire Inventory

Proteus Trader's private-wire inventory removes the mystery and complexity of private-wire management. Simple to build, understand, and keep current, the inventory ensures complete visibility of private-wires by taking the effort out of their management.

Save Communication Costs

• Identify unused and underutilised private-wires

• Research shows that 12% of a company's private-wires are unused. Track private-wire costs

• Research shows that 15% of private-wire contracts are above current market rates

• Identify high cost calls in real-time and spot fraudulent activity

• Evaluate the cost benefits of deploying new telephony technology

Trader Voice Reporting

• Inventory reports including private-wire cost and private-wire usage by Trader

• Usage reporting across private wires, trunks, traders, and turrets

• Automatic notification of line renewal dates

Improve Customer Service

• Set targets for key performance indicators, like time to answer and length of call, and track them on the Proteus wallboard

• Track incoming, outgoing and missed calls

• Produce trend reports that highlight the need to increase capacity

Return on Investment

• Businesses deploying call management software typically reduce monthly telecoms spend by 10%-15% (Gartner)

• Return on Investment typically under four months

• Reduce call and line rental costs

• Understand business trends and staff allocation

• Protect against misuse and fraud

• Demonstrate regulatory compliance

• Provide transparency across the regulatory process

Enghouse Interactive

Key Features

Interface

- Sophisticated browser-based interface incorporating Trader and PSTN dashboards with drill-down reporting
- Fully customisable dashboard options

Reporting

- Real-time summary and detailed reporting covering Trader, turret, private-wire and PSTN activity
- Powerful custom report builder allowing customers to create reports to their own specification
- Personal call tagging
- Carrier bill cost allocation
- Large choice of report export options including MS Excel, MS Word, RTF and PDF
- Scheduled reporting allows reports to be emailed periodically to, maximise convenience

Costing

- Real-time private-wire and PSTN usage costing
- Billing reports supporting multiple currencies for charge back of costs to Traders
- Carrier comparison tool to ensure optimal telecoms spend
- Call Cost Mapper, an optional module that allocates a call's cost back to its originating turret when routed via an associated PBX

Alerting

- User defined alerts that target specific types of calls, such as premium rate numbers, calls over a specific duration or cost, response times and no calls over specified period
- Proactive alerts warning of service disruption or failure
- Notification of unusual activity trends.

Security

- Highly granular access policies, defined and limited by the system administrator, allowing secure access from any point
- Unlimited secure users

Platform

- Windows Server
- SQL database
- IIS web server

Interoperability

- Compatible with IPC, BT ITS, Etrali, Unify, Speakerbus and IP Trade Dealer Boards
- Compatible with all IP, UC and TDM telephony systems
- Sophisticated LDAP and flat-file compliant import and export tools

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.

Enghouse Interactive

www.enghouseinteractive.co.uk