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PROTEUS® ENTERPRISE MULTI-TENANT

Hosted Call Reporting for Service Providers and Telecom Resellers

CTI Group's **Proteus®** solution provides businesses with detailed insight into their voice systems using real-time dashboards, wallboards and reporting. The data helps businesses control resources and manage staff workflow through exception alerting, detailed call analysis, capacity planning and trend reporting, KPI measurement, and fraud tracking.

Proteus® Multi-Tenant enables Service Providers and Telecoms Resellers to host their own Cloud instance of the solution, allowing the provider to manage multiple customers on a single instance of Proteus® and monetize the solution.

Providers and Resellers

Proteus® multi-tenant is designed for Service Providers and Telecoms Resellers who have implemented hosted IP-PBX infrastructure and services, such as BroadWorks, Metaswitch, Avaya Aura, Cisco HCS/UCM and Microsoft Skype for Business.

There are two deployment models for hosted Proteus- systems – CDR data import through a centralised hosted IP telephony platform and remote CDR data collection via a data buffer for distributed customer premise PBXs. Both models import call data into a single instance of Proteus that is able to securely host multiple customers on a highly scalable and performant platform.

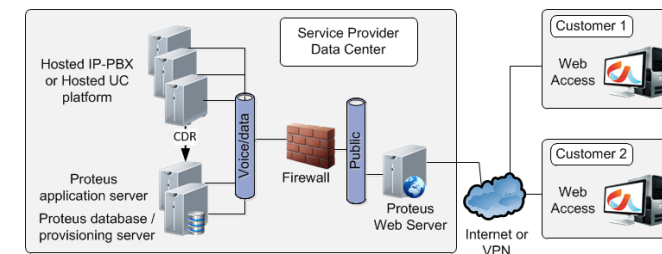
It fulfils a number of important functions for Providers and Resellers in addition to its core call reporting capabilities. These are:

- ⇒ Effectively allows the Provider to monetize call reporting as a service.
- ⇒ Provides billing data to the Provider for each reseller, tenant and extension being logged.
- ⇒ Feature-based management provides multiple ways to productize the service.
- ⇒ Enables white-label branding.

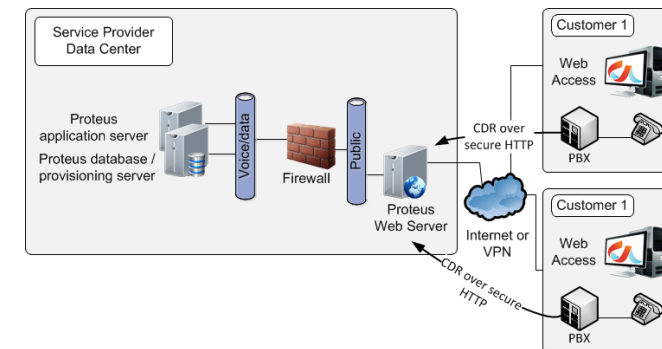
PROVIDER BENEFITS

- ⇒ Monetize call accounting as a service for additional ARPU.
- ⇒ Implement a single instance to provide call reporting as a service to multiple customers.
- ⇒ Proven in the field for reliability, scalability, and security within a carrier network.
- ⇒ True multi-tenant system.
- ⇒ Rapid installation and configuration with low ongoing maintenance.
- ⇒ VMware Ready

Deployment Model 1: With Hosted PBX



Deployment Model 2: With Premise PBX





DEVELOPED FOR THE SERVICE PROVIDER MARKET

P PROTEUS® ENTERPRISE MULTI-TENANT

End User Benefits

Increase Employee Productivity

- ⇒ Highlight busy times when resources need reallocation.
- ⇒ Identify needless long duration calls.
- ⇒ Monitor both fixed line and mobile calls.

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.

Save Communication Costs

- ⇒ Identify excessive personal telephone calls.
- ⇒ Identify high cost calls in real-time
- ⇒ Spot fraudulent activity.
- ⇒ Evaluate the cost benefits of deploying new telephony technology.



Application Benefits and Features

Interface

- ⇒ Sophisticated browser-based interface incorporating dashboard with drill-down reporting.
- ⇒ Fully customisable dashboard options.

Reporting

- ⇒ Real-time summary and detailed reporting including departmental, person, line, and cost centre reports.
- ⇒ Large choice of report export options including MS Excel, MS Word, RTF and PDF.
- ⇒ Scheduled reporting allows reports to be emailed periodically to, maximising convenience.
- ⇒ Optional Personal/Business call classification.
- ⇒ Optional custom report builder allowing customers to create reports to their own specification.

Optional Costing Engine

- ⇒ Real-time costing engine with billing reports supporting multiple currencies.
- ⇒ Costing and re-rating for Providers.
- ⇒ Cost allocation and charge back to cost centres.

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.

Scalability

- ⇒ Highly scalable supporting high volumes of tenants and millions of CDRs per day.

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

- ⇒ Designed for BroadWorks, Metaswitch, Skype for Business, Cisco HCS and UCM, Avaya Aura and other major PBX systems.
- ⇒ Sophisticated LDAP and flat-file compliant import and export tools.

