

Enghouse Insights

PROTEUS 9

AN INTERNATIONALLY RECOGNIZED CORPORATE APPLICATION FOR ANALYZING COMMUNICATION SYSTEMS, PROVIDING BILLING DATA, AND IDENTIFYING FRAUD

All Your Telecom Data at Your Fingertips

In the modern business landscape, communication data is key to unlocking valuable insights, streamlining processes, and enhancing security.

Integrating data from multiple sources, spanning traditional telecom providers and cutting-edge collaboration platforms like Microsoft Teams, Cisco WebEx Calling, and Zoom Calling, presents a revolutionary approach to analyzing communication systems, providing billing data, and identifying telecom fraud.

The scope of telecom data analysis provided by Proteus 9 doesn't just bridge gaps, it creates an interconnected ecosystem that redefines how organizations manage their communications, driving unparalleled efficiency and cost-effectiveness.



WHAT PROTEUS OFFERS YOU

360° Communication Insights

Combining data from multiple sources offers a panoramic view of an organization's communication landscape. Traditional telecom usage data converges with data from modern collaboration platforms (MS Teams, Cisco WebEx, Zoom etc.), delivering an unparalleled understanding of communication patterns, preferences, and behaviors. This comprehensive insight forms the foundation for informed decision-making and strategic planning.

Hybrid UC Analytics & Data Visualization

Beyond robust security measures, our offering includes an exceptional interactive data visualization tool. Diverse and interactive dashboards tailored to meet your needs, whether you want a holistic view of your entire company or detailed insights into specific departments. With an intuitive interface you can dive deep into your data easily, building custom queries to extract precise insights on costs, quality, usage, performance, user adaptation, and customer interactions.

Accurate Billing & Transparent Cost Allocation

The integration of data from a multitude of sources empowers organizations to establish meticulous billing processes, guaranteeing equitable cost allocation. By seamlessly merging billing data from conventional telecom providers with collaborative data, organizations gain a granular view of expenses, facilitating pinpoint tracking and allocation across various dimensions, be it departments, projects, or clients. It is possible to compare rate plans across carriers, set cost-based alert triggers and identify unused or underutilized assets for decommissioning. The resulting transparency not only minimizes discrepancies but also cultivates a foundation of trust within the organizational framework.

Fraud Detection and Security

Proteus 9 enables the swift identification of potential security threats across all telecom sources. This agile response mechanism acts as a frontline defense, preventing unauthorized access by supporting encryption services and fortifying the protection of sensitive information. In an era marked by escalating cyber threats, our solution stands as a resilient safeguard, ensuring that security breaches are promptly identified and thwarted.

Adaptive to Evolving Communication Trends

Communication technology is in a constant state of evolution. By incorporating data from various sources like Microsoft Teams, Cisco WebEx Calling, and Zoom Calling organizations future-proof their communication strategies. Proteus adaptability ensures seamless integration of new tools and platforms as they emerge, keeping businesses agile and ready for what's next.

Automated Alerts

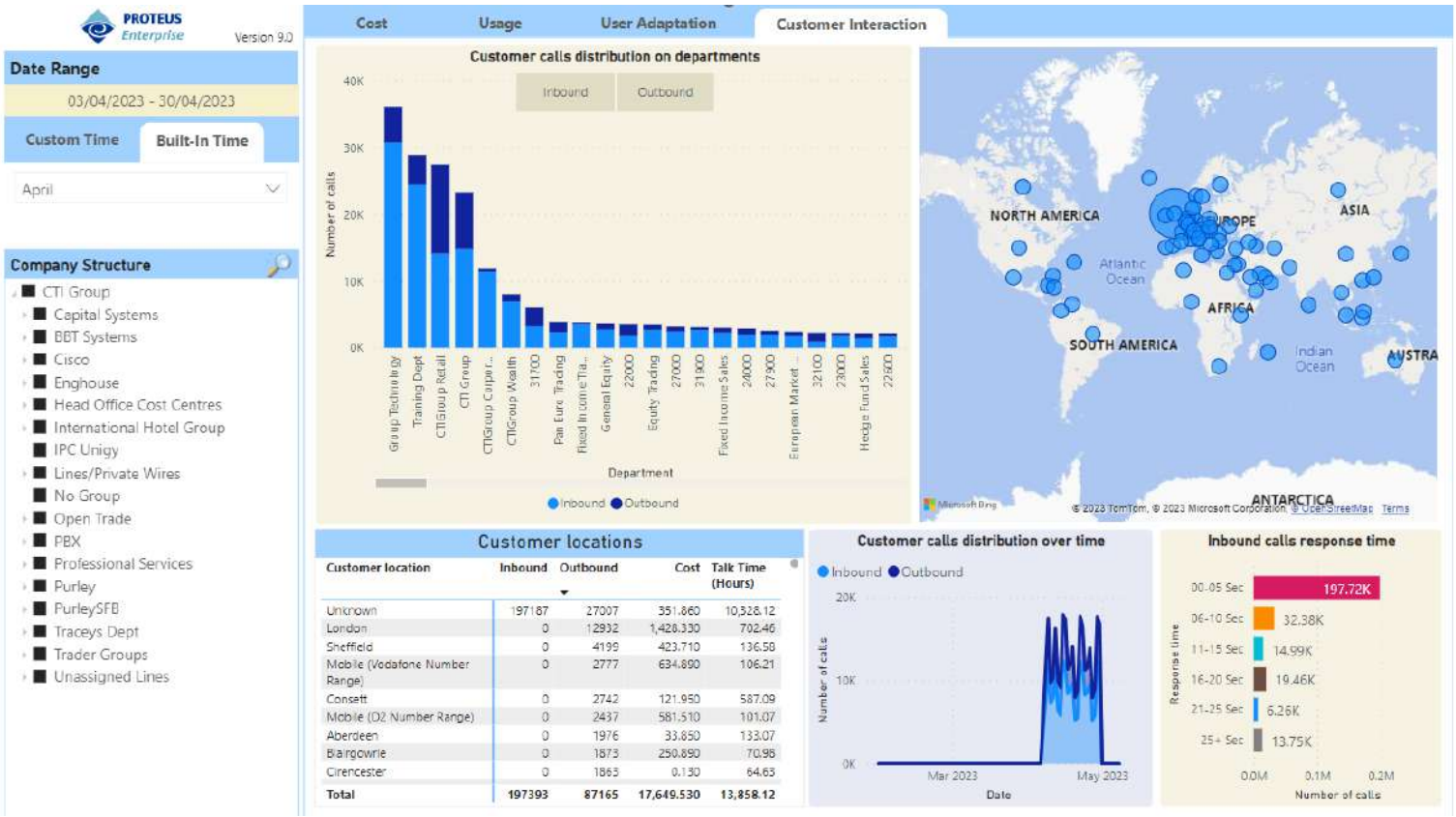
Automated alerts are crucial in analyzing telecom operations because they provide real-time insights, improve efficiency, enable proactive issue and fraud detection, optimize costs, elevate customer experience, ensure compliance, and offer scalability. Some of the alerts cover "Calls out of working hours", "Calls over a certain $ amount", "Calls to emergency or premium numbers", "No calls received", "Inbound calls within a certain time-frame", and much more.

Strategic Cost Predictions

Proteus 9 forward-looking approach extends to cost predictions, providing organizations with a proactive tool for strategic decision-making. Leveraging historical data and advanced analytics, our system forecasts future costs, allowing businesses to plan and allocate resources effectively. This forward-thinking capability enhances financial agility, ensuring organizations stay ahead of potential challenges and confidently seize opportunities.

ADVANTAGES OF VERSION 9

- INTERACTIVE DASHBOARDS PROVIDING HOLISTIC INSIGHTS IN A BLINK OF AN EYE AND ALLOWING YOU TO EFFORTLESSLY DRILL DOWN INTO DETAILS WITH A SIMPLE CLICK





Proteus offers near real-time visibility into usage patterns, allowing businesses to identify inefficiencies, optimize resource allocation, and proactively manage telecom expenses. With customizable usage alerts, administrators can set thresholds to ensure responsible usage and avoid potential overages.

PROTEUS Enterprise Version 9.0

Cost | Usage | User Adaptation | Customer Interaction

Date Range

03/04/2023 - 30/04/2023

Custom Time | Built-In Time

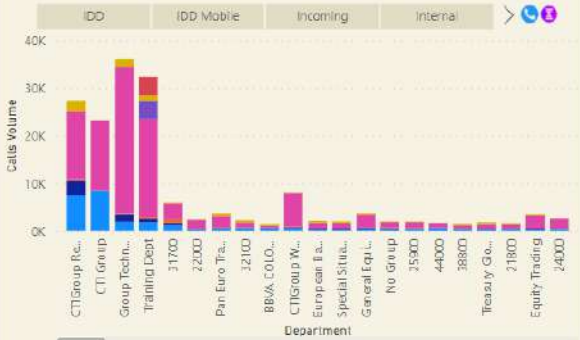
April

Company Structure

- CTI Group
  - Capital Systems
  - BBT Systems
  - Cisco
  - Enghouse
  - Head Office Cost Centres
  - International Hotel Group
  - IPC Unigy
  - Lines/Private Wires
  - No Group
  - Open Trade
  - PBX
  - Professional Services
  - Purley
  - PurleySFB
  - Traceys Dept
  - Trader Groups
  - Unassigned Lines

Volume Ranking

IDD | IDD Mobile | Incoming | Internal

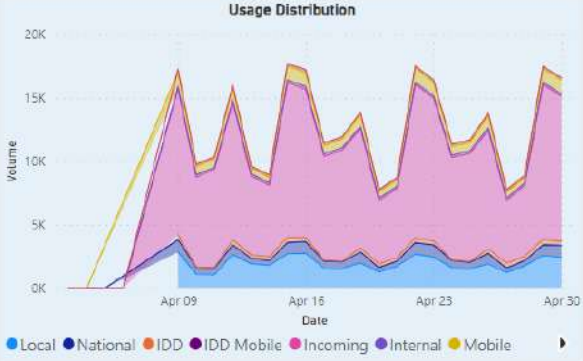


Usage Statistics

Expensive Calls | Longest Calls | Recent Calls | Frequently Dialled | Frequent Callers | Top Talkers

Date and Time	Cost (£)	Dialled Number	Caller	Department	D
2023-04-28 16:10:08	56.940	0046705935600	Spicer, Jewel, Miss	34900	0
2023-04-29 20:18:11	57.690	0019193929500	Leary, Meagan, Miss	42800	1:
2023-04-21 13:11:41	50.500	0082262628400	Dooley, Donna, Miss	37900	0
2023-04-20 12:22:16	49.420	0048663780200	Schilling, Darleen, Miss	22900	0
2023-04-22 15:00:08	43.170	0016174750000	Knowles, Kip, Mr	21800	1:
2023-04-14 15:58:56	41.390	004920182415O0	Person: 7727	Training Dept	2:
2023-04-14 13:42:39	39.330	005722685600	Sutherland, Peggy, Miss	40600	0
2023-04-30 13:22:29	39.180	0025420682900	Miranda, Kris, Mr	30900	0
2023-04-20 17:06:26	37.260	0032474313100	Person: 3913	Training Dept	0
2023-04-29 14:01:42	36.290	0015172670100	Knowles, Kip, Mr	21800	1:
2023-04-22 15:00:08	0.070	07941283200	Justice, Donn, Mr	27000	0
2023-04-14 15:58:56	0.000		Enriquez, Tanya, Miss	42200	0
2023-04-30 13:22:29	0.000		Pereira, Rhoda, Miss	29800	0
2023-04-22 15:00:08	0.000	020340170	Skomolo, Bukhosi,	CTIGroup Retail	0

Usage Distribution



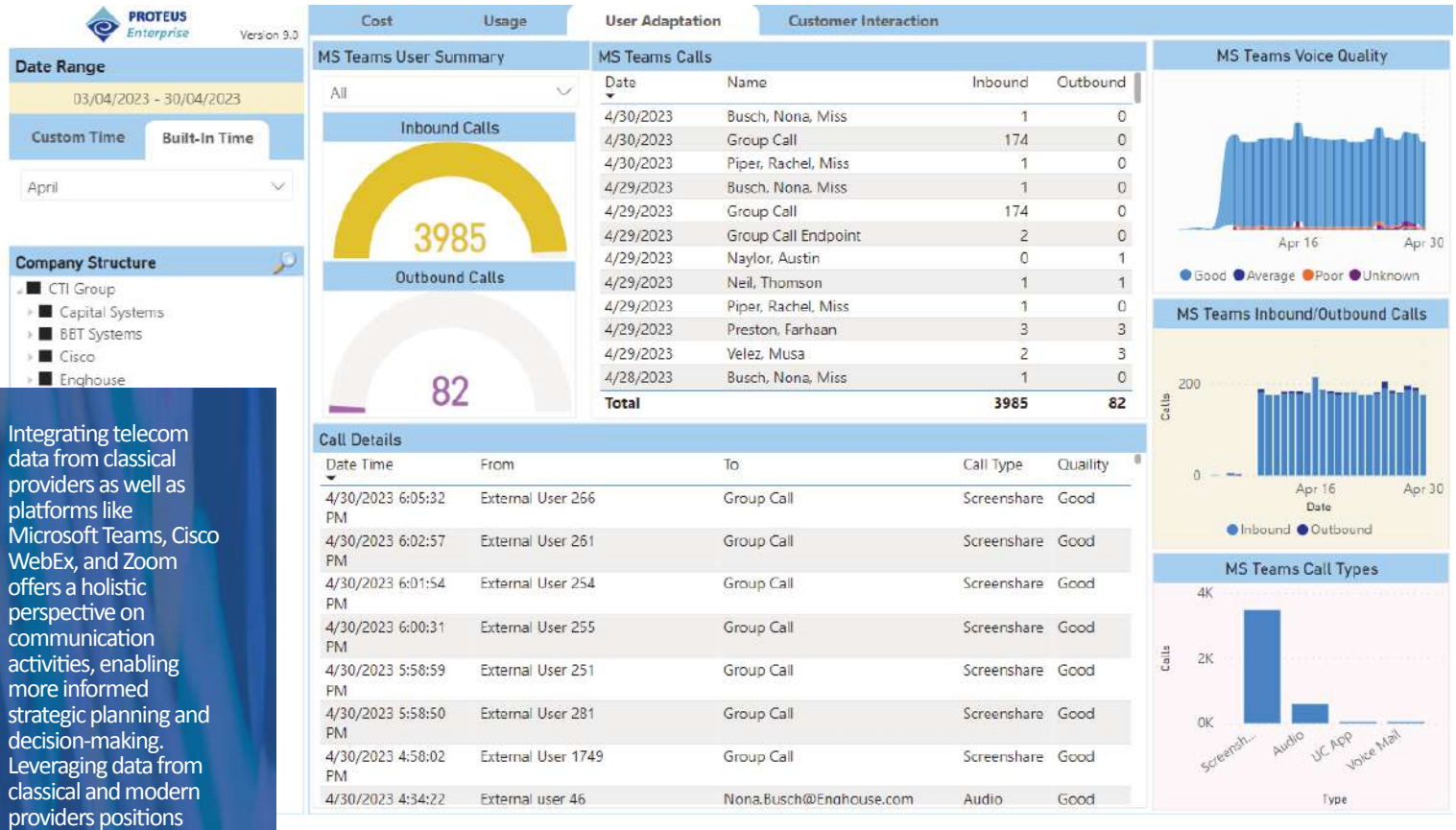
Call Volume Trends (+/- %), compared to

This Qtr Vs Last Qtr | This Qtr Vs Same Qtr Last Year

Department	Local	National	IDD	Incoming	Internal	IE
Sales	-68.75%	12.50%		-63.64%	8.70%	
Operations	-11.63%	-54.84%		-17.65%	-92.86%	
Microsoft Communication Application Instance				-66.09%		
Management	100.00%	46.67%	-100.00%	-76.92%	-65.15%	
Managed Services	-68.09%	-50.00%	-100.00%	-60.00%	-100.00%	
Maintenance	300.00%	-7.41%		-63.83%		

ADVANTAGES OF VERSION 9

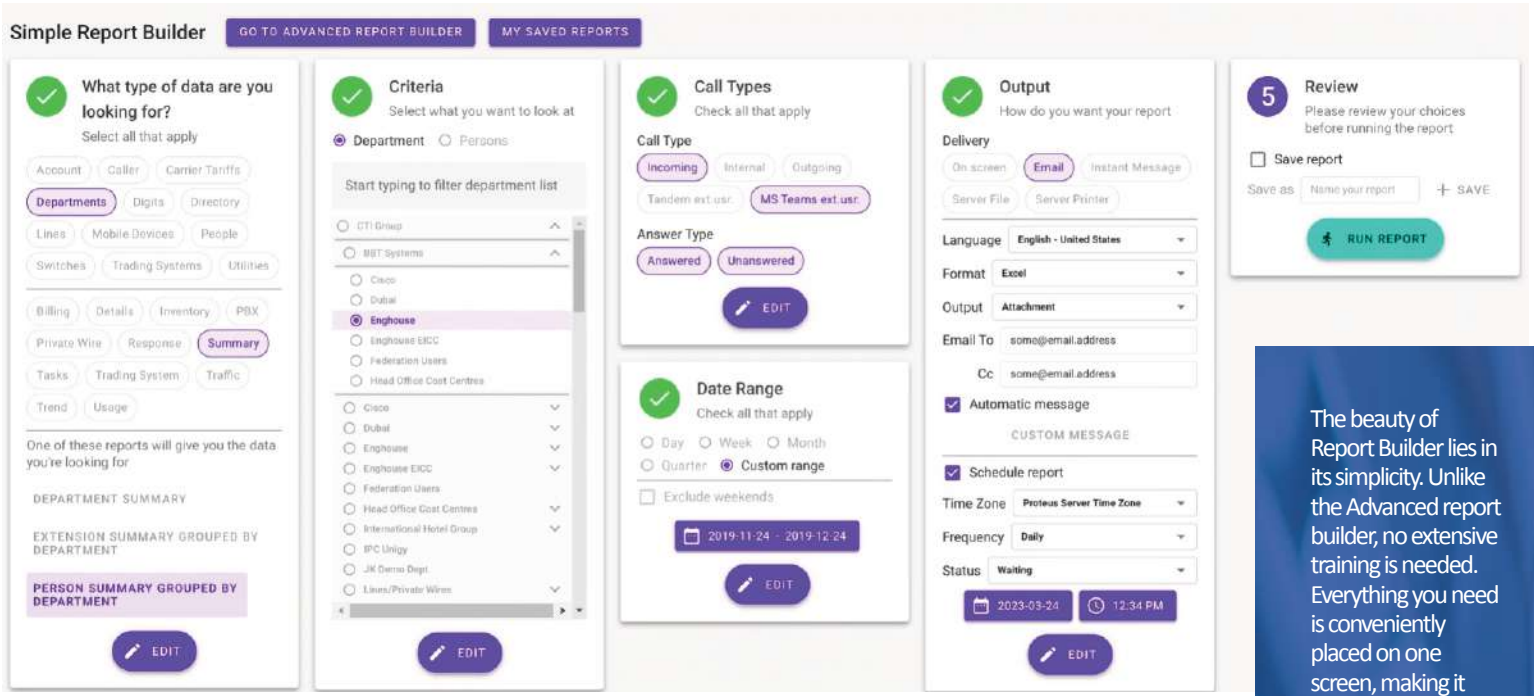
- MULTIPLE SOURCE TELECOM DATA ANALYSIS INCLUDING MODERN PLATFORMS LIKE MS TEAMS, CISCO WEBEX, ZOOM



Integrating telecom data from classical providers as well as platforms like Microsoft Teams, Cisco WebEx, and Zoom offers a holistic perspective on communication activities, enabling more informed strategic planning and decision-making. Leveraging data from classical and modern providers positions organizations for success in a dynamic and rapidly evolving landscape.

ADVANTAGES OF VERSION 9

- SIMPLE REPORT BUILDER DELIVERING SHARP INSIGHTS WITH JUST A FEW CLICKS



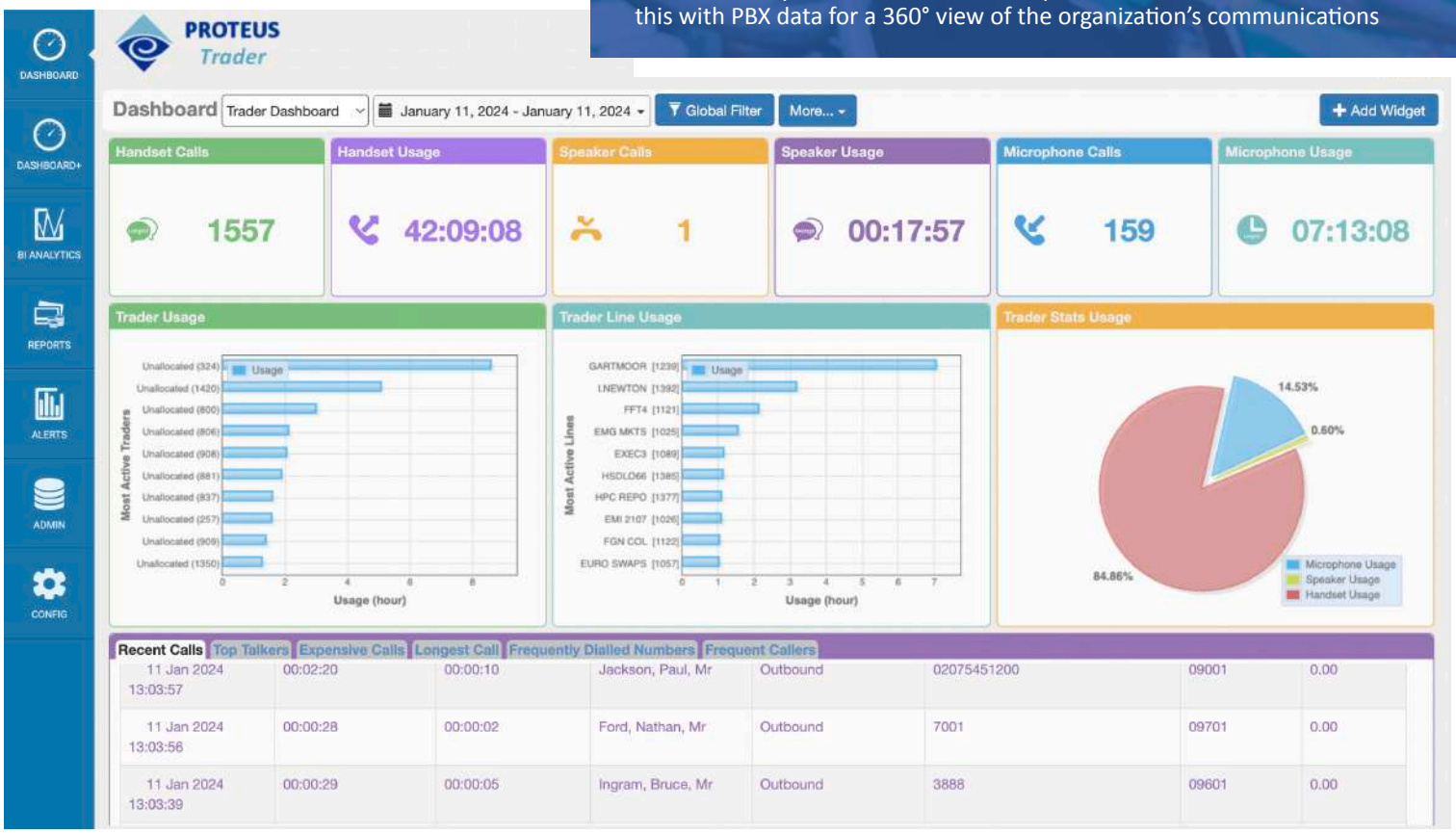
The beauty of Report Builder lies in its simplicity. Unlike the Advanced report builder, no extensive training is needed. Everything you need is conveniently placed on one screen, making it self-explanatory and hassle-free.

Say goodbye to complicated reporting tools and embrace a seamless and intuitive solution tailored to your needs.

ADVANTAGES OF VERSION 9

- THE ONLY APPLICATION THAT COMBINES TRADING PLATFORM, AS WELL AS DATA FROM PBX AND MODERN COMMUNICATION PLATFORMS (MS TEAMS, CISCO WEBEX, ZOOM) IN ONE DATABASE FOR SINGLE-VIEW REPORTING

Designed specifically for investment banks and trading companies, it simultaneously monitors voice data on private wires and turrets, and combines this with PBX data for a 360° view of the organization's communications





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Any questions? Please contact:

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