

Avaya and Veramark

Enterprise Communications Management Suite

How can businesses manage their complex communications networks – gaining control over telecom expenses and business processes?

Veramark Technologies, Inc., a Platinum-level member in the Avaya DevConnect program, provides a telecom management solution that complements Avaya telephony systems. Veramark's VeraSMART solution effectively manages resources, boosts organizational efficiency, improves cost management and productivity, and automates workflow process management.

VeraSMART is designed with the unique needs of the enterprise in mind. Flexible user-defined fields have been combined with multiple layers of security and encryption to provide a powerful application core through which data can be managed with great efficiency. The integrated modular architecture allows implementation of only the functionality required with room to expand the system as needs grow.

VeraSMART works with the following Avaya products:

- Avaya Communication Manager is an open, scalable, and highly reliable telephony solution that provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital and IP-based communication devices.
- Avaya Distributed Office delivers rich communication, collaboration and mobility capabilities to branch offices in a centrally managed SIP-based communications platform that easily scales to meet the needs of large enterprises with distributed sites.
- Avaya IP Office is an intelligent communications solution specially designed to meet the communications challenges facing small and midsize businesses. It provides solutions that simplify processes and streamline information exchange within systems to create simple and prosperous experiences for all.

VeraSMART was developed to meet the needs of a wide variety of enterprises, including government, military, financial, education, retail, health care and professional.

Features

- Modular design to deliver maximum performance and flexibility in a scalable platform that can expand as needs grow and evolve

- Easy to use web-based user interface, using standard web navigation
- Low cost of ownership because the web-based solution requires no client software
- Accessibility throughout the network, giving system users the freedom to work from any computer connected to the network
- Dynamic HTML reporting with hyperlinks and active “drill-down” layers
- Numerous standard report templates, which are all customizable
- Support for VoIP as well as traditional PBX systems
- Flexibility to support virtually any work flow requirement

Modules

VeraSMART Communications Suite has eight modules:

- **Core Directory and Reporting Engine** – More than a simple repository for personnel and cost center information, Directory is the core module of the VeraSMART platform, allowing all modules to work together to coordinate database information and keep the system synchronized. Up to five hierarchical levels provide the structure to handle telemanagement, billing, and report distribution. The system can keep such details as cost center affiliation, location, e-mail address, network login and employee number.
- **Call Accounting** – Gives a comprehensive look into telecom usage and expenses. The system can interface with multiple PBXs or VoIP switches, process call records, identify destinations and calculate charges. It provides an extensive library of reports for many applications, including bill-back capabilities to organizations and accounts, traffic analysis (telephone usage and call distribution) and exception reporting (abuse or misuse of facilities).
- **Allocation** – Enables organizations to allocate usage and non-usage charges to appropriate groups and individuals, allowing them to capture total network expenses effectively. Allocation allows users to assign distributed, one-time, or recurring charges to cost centers, personnel or billing numbers.

- **Invoice Management** – Designed for importing, allocating and consolidating telecom service charges from outside vendors, as well as for authorizing invoice payments and tracking contract commitments.
- **Work Order Management** – So flexible, it can be designed to support virtually any work flow requirement such as managing and tracking help desk tickets, tracking and documenting facilities management work orders, and bug tracking.
- **Online Ticket Manager** – Allows corporate network users to initiate work/service request tickets and track their status online.
- **Asset and Inventory Management** – An inventory tracking system used to manage transactions related to stocking, assigning and billing for goods and materials.
- **Online Directory** – Provides employees with the ability to quickly and easily locate co-workers.

Additional components include:

- **Robust Reporting Engine** – Offers multiple templates for customized reporting, sorting and graphic report representations. Report generation is quick and easy, and doesn't require third-party reporting applications.
- **EZ-Share** – A dynamic middleware solution, which allows users to create custom data exports for integration with third-party and custom reporting applications.

- **EZ-Burst** – Available in the Organization, Account Code, Billing and Ticket Search reports, allows transmission of selected portions of a single report to designated individuals. This exclusive capability allows each recipient to view only the data they are authorized to see, effectively securing sensitive information.

System Requirements

Server requirements will vary and are determined on a customer by customer basis. System requirements are based on the number of VeraSMART modules purchased and the number of users.

ABOUT DEVCONNECT

The DevConnect Program is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.avaya.com/devconnect.

ABOUT VERAMARK

For more than 24 years, Veramark has set the industry standard for technological excellence, application experience, and process expertise with its 100% web-based telemanagement solutions. The integrated and scalable architecture leverages leading edge technology that is easy to use, install and maintain. These solutions include eCAS Call Accounting and VeraSMART Enterprise Communications Suite. Veramark provides a range of services including implementation and project management services, invoice processing, inventory audits, service order management, wireless optimization, contract analysis and negotiations, billing dispute resolution, premise-based services, management services and TEM services.

For more information, visit www.veramark.com.

ABOUT AVAYA

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large.

For more information visit the Avaya Web site: <http://www.avaya.com>.

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or a member of the Avaya Authorized BusinessPartner program, or access other collaterals by clicking on **Resource Type** under “Do Your Research” at www.avaya.com.

