Communications Manager

Web-based management of your communications costs. All the information you need in a single view

- Control telephony spend via an easy-to-use web-based dashboard
- Manage multiple sources of information (fixed line, mobile, fax, data and print) from a single portal
- Centralised management of all branches and users
- Web-based reporting accessible from anywhere
- Customisable costing engine Regular updates and enhancement at no extra cost
- Central, scalable hosted or on-site solution

PRODUCT OVERVIEW

Communications Manager from Vox is a web-based Communications Expense Management System that provides a holistic view of your organisation's communication patterns and expenses. It provides a balance between ability and usability, enabling you to make informed business decisions in order to manage and control your communications costs.

Communications Manager is designed to allow your organisation to monitor and report on all facets of communication traffic, including voice (fixed and mobile), data (fixed and mobile), fax and SMS. Functionality also extends to automated email and SMS notifications, individual management and the ability to add recurring or ad-hoc service charges.
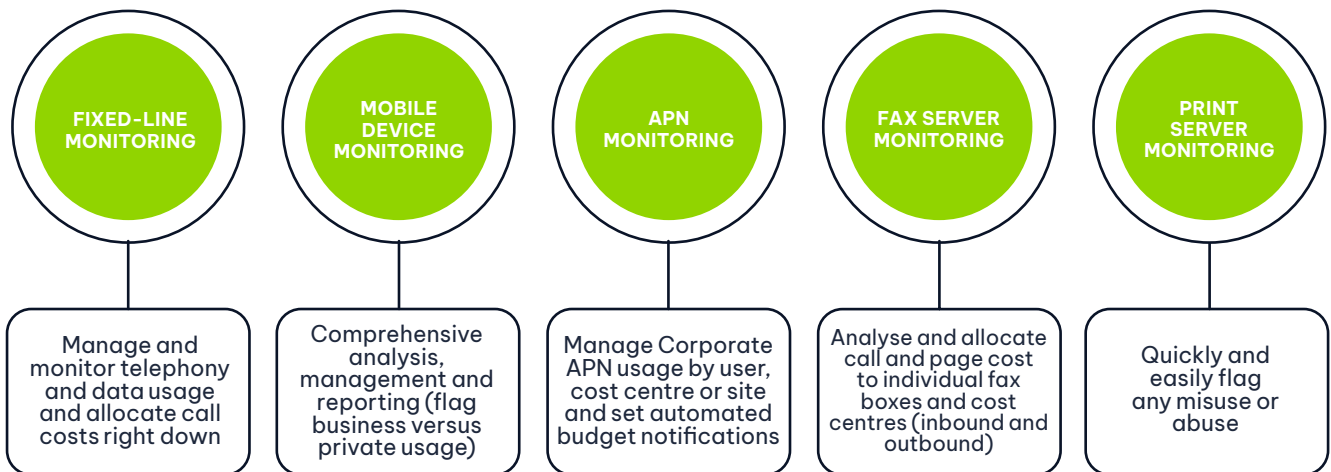
HOW IT WORKS

FIXED DATA   MOBILE DATA   MOBILE VOICE & DATA   FIXED LINE VOICE   MOBILE DATA

COMMUNICATIONS MANAGER
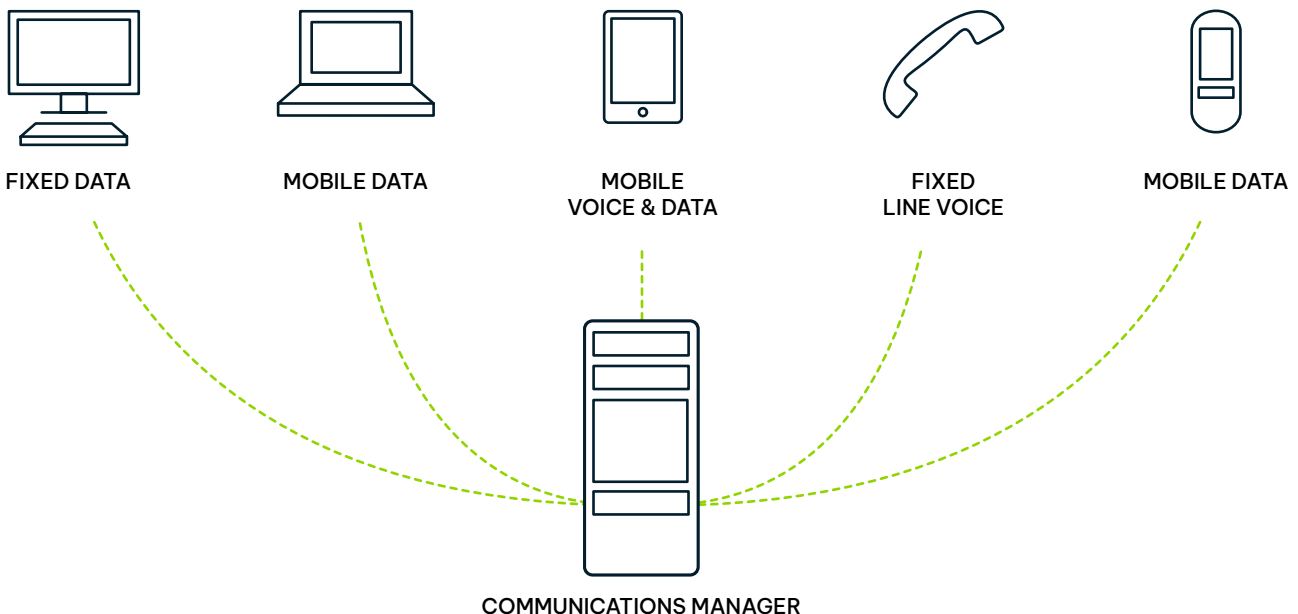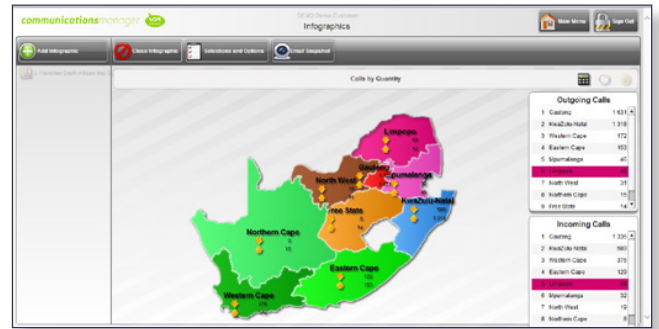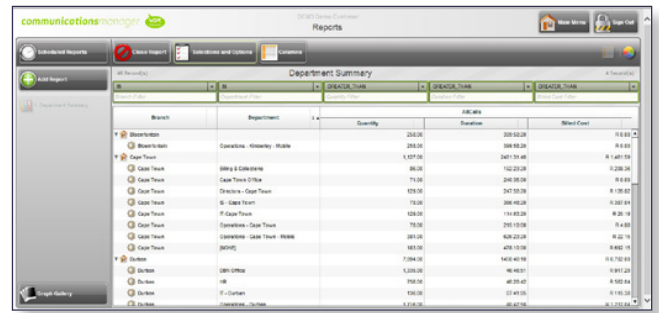
FEATURES AND BENEFITS

- **Communications Manager** is available as both an on-site and hosted service, with optional comprehensive Service Level Agreements (SLAs).

- **Secure login** offers users access to administration and reporting functions related to their job functions.

- **Multi-level reporting** allows for a comprehensive summary and detailed view of all communication patterns and expense.

- **Automatic scheduled reports** and notifications reduce administration overheads.

- **Communications Manager** delivers text-based as well as graphical reporting, which may be filtered and modified 'on-the-fly', thereby reducing server and bandwidth loads.

- **Administration is simple** and intuitive due to Communications Manager's user-centric design, in which attributes such as branch, department, cost centre, devices, codes and allowances are allocated and assigned to a user. This ability ensures that historical data is kept intact and accurate at the time of processing.

- **Infographics and wallboards** form an integral part of Communications Manager, enabling real-time and high-level overviews of the entire organisation or specific areas/departments.

WHAT IT INCLUDES

FIXED-LINE MONITORING

Manage and monitor telephony and data usage and allocate call costs right down

MOBILE DEVICE MONITORING

Comprehensive analysis, management and reporting (flag business versus private usage)

APN MONITORING

Manage Corporate APN usage by user, cost centre or site and set automated budget notifications

FAX SERVER MONITORING

Analyse and allocate call and page cost to individual fax boxes and cost centres (inbound and outbound)

PRINT SERVER MONITORING

Quickly and easily flag any misuse or abuse

Set budget limit alerts via email and SMS

DASHBOARD

COMMUNICATIONS MANAGER VS TRADITIONAL TMS

VOX'S COMMUNICATIONS MANAGER	TRADITIONAL TMS
User-centric	Extension centric – historical data inaccurate as the reports are based on the current directory
Multiple-data source capable	Fixed line only
Customised costing engine	Single costing engine – requires a yearly chargeable update
Central reporting and management	Generally TMS at each branch – no single view of an organisation
Hosted or on-site deployment	Only offer one or the other

Includes
- Data and record monitoring and alerting
- Data collection hardware if required
- 24/7/365 support (SLA dependent)