



## MA4000 Expense Management

### *At a Glance*

- Manage and reduce telecom expenditure
- Improve Customer Services
- Monitor performance and control expense
- Suitable for organisations of any size
- Open standards (Web, SQL, LDAP etc.)

Companies are dynamic and change their infrastructures constantly. You should be in a position to assess your traffic loads accurately, to determine the network capacity required. Organisations grow, along with telephone traffic, and regular monitoring can ensure you maintain a high quality of service. In addition, you need to use your time as efficiently as possible, but efficiency can only be improved through measurement, for which you need easy access to reports.

MA4000 Expense Management provides pro-active and policy-based solutions ranging from customer care to billing. Classic call accounting is available for all your voice calls including voice over Internet (VoIP) calls. You can set budgets for individuals, departments, projects, receive a warning when these are almost exceeded, and automatically restrict service class if a budget is exceeded.

The system's modular architecture allows the application to be expanded by adding new modules in accordance with customer's requests, special projects or market trends. A policy-planning module implements and monitors real time performance and usage according to policies and criteria that are defined by the organisation to maintain budget control, usage performance and system health.

MA4000 Expense Management provides you with the tools to significantly improve performance, enhance customer service, and reduce costs.

Flexible modules deliver a fully web-based solution that addresses all aspects of telecom resource management:

- Extensive call accounting
- Pro-active budget management & control
- Unlimited remote sites
- User-centred analysis
- Fully web-based
- Powerful reporting
- Improve reachability

## Extensive call accounting

MA4000 Expense Management provides classic call accounting for all your voice calls including voice over Internet (VoIP) calls.

- **Costing** – See clearly what the call costs are for individuals, departments and projects
- **Pricing** – Determine prices based on fixed costs, or add-ons
- **Billing** – Automatically send bills to departments or customers

You have the freedom to separate fixed costs from costs per minute, and bill these separately or specify these clearly for customers on a single bill.

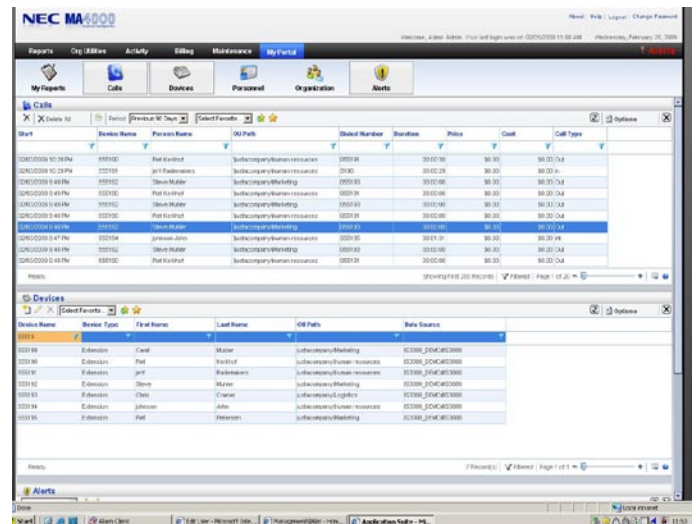


## Pro-active budget management and control

Innovative tools let you plan budget limits for personnel, departments, and devices. The system's policy-planning capability allows organisations to manage and keep tight control over their telecommunications expenses. Once the assigned budget limits are exceeded, exception alerts are automatically sent according to user-defined procedures.

## Unlimited remote sites

MA4000 Expense Management can accommodate virtually unlimited number of remote sites. All sites can be viewed at a central location from the web with proper authorisation.



## User-centred analysis

The employee-centric approach is critical as today's employees are assigned multiple communication devices like extensions, mobile phones and pagers. MA4000 Expense Management has the unique ability to analyse and manage communication usage by employee rather than by device. Flexible organisational structures enable you to associate individuals with various groups, accounts and hierarchies.

## Fully web-based

Powerful and innovative technology - including .NET Framework and SQL Server - provides a true best-of-breed solution. An unlimited number of users can have access to the database, or generate reports and maintain the organisational hierarchy. All this can be carried out from any location as long as the location has a standard Internet Explorer Web browser installed, offering maximum flexibility.

## Powerful reporting

MA4000 Expense Management makes it easy to allocate costs to departments, individuals or projects, or to produce accounts for specific users or user groups.

Powerful reports give insight in your company's telephone usage:

- Summary and detail reports let you allocate telephony costs for entities and personnel and zoom in on call details.
- Utilisation reports examine use of resources, for periods of months, weeks or days. You can check resource usage for different entities, services, trunks and devices.
- Top usage reports focus on the main telephony users for long or expensive calls, and highlight exceptions.
- Serviceability reports examine quality of service, response time and lost calls.
- Reports are based on Crystal Reports, so it's easy to create your own additional reports. You can list and allocate personnel and devices, and follow up on unassigned devices.

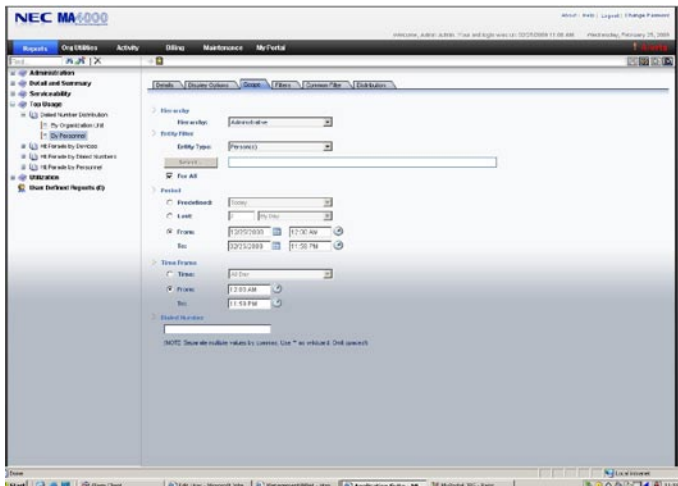
Each report can be tailored with user-defined parameters including:

- Scope of the report (entities, devices, personnel etc.)
- Period of the report
- Filters (which types of calls, length of calls etc.)
- Templates (selection of columns in the reports)

## Flexible formats

You can produce and distribute reports in a variety of formats, depending on your requirements:

- Save the report's criteria and production mode parameters in the user's specific configuration file that enables the easy reproduction of pre-configured reports
- View and print the report's result data in a various formats
- Save the report as a file
- Receive the report's results as an attachment to an e-mail message
- Distribute reports to email addresses of report scope owners, or to predefined mailing lists.



A major feature of MA4000 Expense Management is the ability to define a large group of reports at one time. You can select a large collection of target entities, for which the reports are created, and send the relevant report to each entity owner.

## Improve reachability

MA4000 Expense Management provides you with call analysis information. It allows you to go a step further in your data management. In addition to measuring telephone use, 'calls analysis' also enables you to measure your company's reachability. The function provides answers to questions such as "How long must a caller wait, on average?" and "Are we losing calls due to excessively long waiting times?" and "How many calls does a given department have to process in one day?"

## Technical data

### Voice server compatibility

- SOPHO iS3000 Series with software package Call@Net 2.8 or higher, or SIP@Net 4.0 or higher
- SOPHO 2000 IPS with software package R11 or higher
- UNIVERGE SV7000 with software package R20.5 or higher
- UNIVERGE SV8300 with Software Package R1 or higher

Any other Voice server on special request.

### Server requirements

Server requirements	
<b>Processor</b>	Pentium IV, 2.4 GHz
<b>Memory</b>	2 GB RAM, 20 GB free hard disk space
<b>Operating system</b>	Windows 2000 Server with SP 4 or higher or Windows 2003 Server with SP 1 or higher
<b>Web server</b>	IIS 5.0 or higher for Windows 2000 Server IIS 6 or 7 for Windows 2003 Server
<b>Database engine</b>	Windows SQL 2000 and MSDE SQL 2005 and SQL 2005 Express

### Minimum client requirements

<b>Processor</b>	Pentium II, 233 MHz or higher
<b>Memory</b>	128 MB RAM
<b>Operating system</b>	Windows 2000 Professional Windows XP Professional
<b>Web browser</b>	Internet Explorer 6 or 7

## Overview of reports

Report	Description
<b>Detail and summary</b>	
<b>Individual calls</b>	Call details of a specific individual (an employee, a tenant, any member of an organisation). Call data grouped by the communication resources or devices belonging to the individual (extensions, cellular phones, calling cards, PIN Codes). Intended for individuals to view their own telephony behaviour.
<b>Individual calls summaries</b>	Calls summaries of individuals. Summaries of a person's calls data given by types of telephony devices (phone extensions, calling cards, PIN codes).
<b>Call details</b>	Calls details of devices assigned to specified individuals or organisational units. Grouped by the devices (phone extensions, calling cards, PIN codes) or by individual persons.
<b>Business and personal combined</b>	A combination of details and summary of personal and business calls data according to the user configuration.
<b>Details and summary combined</b>	A combination of details and summary of calls data according to the Categories (local, area, long distance, International) selected.
<b>Utilisation</b>	
<b>Monthly call summary</b>	A monthly summary of calls data. Can be produced for a variety of scope entities of personnel, organisational units, a scope of trunks and Service Providers.
<b>Weekly utilisation</b>	Use of telecom resources in a selected sequence of weeks, by displaying the amount of calls per day in each week; by number of calls cost; percent or Erlang.
<b>Daily utilisation</b>	Use of telecom resources in a selected week, by displaying the amount of calls and their cost, or duration per hour in the day of a specific week, by number of calls and cost; percent or Erlang.
<b>Device call details</b>	Calls details of devices, grouped by device type (phone extensions, calling cards, PIN codes). Can be produced for list of devices or data sources.
<b>Top usage</b>	
<b>Device top usage</b>	Ranks the devices with highest telephony usage, by amount of calls, duration of calls and cost of calls.
<b>Individual top usage</b>	Ranks individual persons with top telephony usage, by amount of calls, duration of calls and cost.
<b>Top dialled numbers</b>	Ranks the most frequently dialled numbers, by amount, duration and cost of calls to the dialled number.
<b>Dialled number distribution</b>	Lists the distribution of outgoing calls by dialled number. Provides a view of the dialled number distribution, with optional association with the owner of the dialled number, or the location of the call. Can be produced for enterprise personnel and organisational units.
<b>Serviceability</b>	
<b>Calls response</b>	Analyses the status and the response time of incoming calls in an organisational unit. The response times of the various organisational units and personnel are analysed, grouped by their lengths and presented on an hourly basis.
<b>Analysis</b>	
<b>Calls category breakdown</b>	Provides the breakdown of the calls of organisation units and individuals in the enterprise. The breakdown of a person's calls data is given by the categories of their calls.
<b>Organisation</b>	
<b>Device history</b>	Provides the breakdown of the calls of organisation units and individuals in the enterprise. The breakdown of a person's calls data is given by the categories of their calls.
<b>Unassigned devices</b>	List all the devices not assigned to personnel in the organisation for a certain period.
<b>Unassigned personnel</b>	List all the personnel not assigned to organisation units, for a certain period.
<b>Resources with no calls</b>	List all the personnel not assigned to organisation units, for a certain period.

**About NEC Corporation:** NEC Corporation (NASDAQ: NIPNY) is one of the world's leading providers of Internet, broadband network and enterprise business solutions dedicated to meeting the specialized needs of its diverse and global base of customers. NEC delivers tailored solutions in the key fields of computer, networking and electron devices, by integrating its technical strengths in IT and Networks, and by providing advanced semiconductor solutions through NEC Electronics Corporation. The NEC Group employs more than 150,000 people worldwide. For additional information, please visit the NEC home page at: <http://www.nec.com>

For further information please contact your local NEC representative or:

**Corporate Headquarters (Japan)**  
NEC Corporation  
[www.nec.com](http://www.nec.com)

**North America (USA)**  
NEC Unified Solutions, Inc  
[www.necunifiedsolutions.com](http://www.necunifiedsolutions.com)

**EMEA (Europe, Middle East, Africa)**  
NEC Philips Unified Solutions  
[www.nec-philips.com](http://www.nec-philips.com)

**Oceania (Australia)**  
NEC Australia Pte Ltd  
[www.nec.com.au](http://www.nec.com.au)

**South Asia (Singapore)**  
NEC Solutions Asia Pacific  
[www.nec.com.sg/ap](http://www.nec.com.sg/ap)

Empowered by Innovation

