

Comview Call Accounting

All of the benefits. None of the headaches.

After payroll and rent, voice and data costs are likely your biggest expense. Call accounting gives you the tools to control those costs. But even the best call accounting system won't live up to its cost-saving potential if no one has the time to manage it.

The solution? Comview Call Accounting. With Comview Call Accounting, you get all the benefits of an always state-of-the-art system without having to manage and maintain it. You even get a choice of fully hosted or managed-only solutions, so you can choose the one that best fits your needs.

WHAT WE DO

- Monitor all devices daily
- Collect and validate all data daily
- Perform nightly backups and rate table updates
- Provide anytime Internet access
- Provide software upgrades and enhancements

WHAT YOU GET

- Very low administration costs
- High reliability
- Easy-to-access reports
- Toll fraud detection
- The latest technology



COMPREHENSIVENESS: Total Talk Management.

Comview Call Accounting doesn't just gather call data from your PBX. We collect all voice and data usage, from any device (cell phone, PDA, etc.). So you get the complete picture of your telecom usage—that's why we call it Total Talk Management.

RELIABILITY: Daily data collection and processing.

Every day, our data center downloads and validates call data from every device, enterprise-wide. Any data problems are immediately identified, reported and corrected. So you get guaranteed reliability—instead of finding out at month's end that your system wasn't collecting data.

ACCESSIBILITY: Immediate Web-based access.

After processing, data is immediately posted to your file and made accessible via our secure Website. A standard Web browser puts all your information at your fingertips. With our real-time option, data is posted continuously throughout the day.

CONVENIENCE: Internet-based reporting.

Using any standard Web browser, you can generate reports at any time, for any individual or group—or the entire organization. Available reports include: Detail and Summary Reports for all monitored devices,

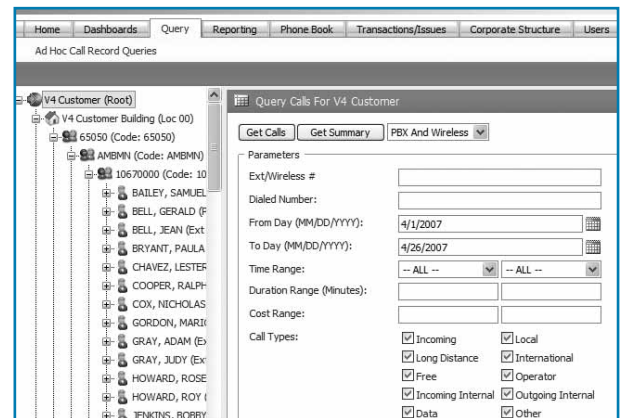
Chargeback, Network Utilization and Destination, Trending, Dashboards, an array of management reports (longest calls, most expensive calls, most active extensions, most frequently called numbers) and all exception reports.

Custom queries let you

create virtually any report. If necessary, our report customization service will design one to your specifications—at no additional charge.

EASE OF USE: Full-featured, easy-to-learn application.

Search and email reports. Run queries. Cut and paste. Perform updates. The familiar, IE-type interface makes Comview's Call Accounting software so easy to use, you'll be up and running in minutes. And because it's an AJAX (Asynchronous JavaScript + XML) style application, Comview Call Accounting is as fast and responsive as a desktop program.



The familiar, Internet Explorer-style interface makes Comview's Call Accounting easy to learn and use.



Fully Hosted or Managed-Only?

Comview also gives you two ways to enjoy our Call Accounting solution: Fully Hosted or Managed-Only. Both give you the same cutting-edge, full-featured application, as well as the accuracy, reliability and cost-savings benefits. Here are the basics:

TOTALHOST

Fully Hosted Call Accounting

TotalHost, our Fully Hosted Call Accounting is based on a traditional service bureau/ASP system. You purchase neither hardware nor software. The only on-site hardware is a small, solid-state call buffer. All other hardware and software resides at our data center. All maintenance and management is Comview's responsibility. With our Fully Hosted solution, there's no capital investment and upfront costs are lower. And low maintenance fees become a predictable part of your expense budget.

TOTALMANAGE

Managed-Only Call Accounting

With our Managed-Only system, you purchase the software outright. So the difference between TotalManage and TotalHost is an upfront capital investment, followed by smaller ongoing maintenance charges. But the service itself is identical. We install a call buffer on-site, host your server and software, and handle all system management and maintenance, as part of your annual maintenance contract.

With Comview, you have a choice. But either way, you get all the advantages of a feature-rich call accounting system—with none of the headaches.

And, at no extra charge...

Here's a list of features and services that other call accounting companies either charge extra for, or don't offer at all. Comview provides them all free of charge.

Custom Long Distance Rates

Custom LD rates are built into our system for both domestic and international calls, and are updated free of charge whenever you re-negotiate with your carriers. Our competition charges per carrier, every time they build your rates.

CDR PBX Format Changes

CDR output changes any time your PBX gets a software upgrade. That necessitates a programming change to read the output properly. Unlike our competitors, Comview does it—including any necessary data reprocessing—free of charge.

Custom Report Design

We will custom-design any report to your specifications. Others charge per report, on a sliding scale based on complexity.

Project Management and Installation

Comview's price includes unlimited project management and installation time, not X number of hours and a per-hour charge thereafter.

Training and Technical Support

We provide unlimited training and tech support, at the time of installation and for as long as you're a customer. With anyone else, you pay for any training beyond the first few hours.

Software Upgrades

Comview's software upgrades—full upgrades, not just maintenance releases—are free for as long as you remain on contract. (If you choose our TotalManage option, we will also replace all server-related software, free of charge. No one else offers this service.)

Server Administration

Comview performs all SQL server database administration, nightly backups and archiving. We'll even provide hot-swap servers in the unlikely event of a hardware failure.

Monthly V&H Table Updates

Others offer updates, but only Comview loads them for you. Like other system maintenance tasks, this is something that often gets overlooked.

C O M  I E W

TOTAL TALK MANAGEMENT

110 Walt Whitman Road, Suite 101 • Huntington Station, NY 11746
631.935.1900 • Fax 631.935.1925
info@comview.com • www.comviewcorp.com