

Cisco Technology Developer Partner Catalog



Communication facilities are the lifeline of most successful businesses and often the most taxing expenditure. SHADOW CMS call accounting software allows customers to manage their communication facilities, reconcile cost, allocate expenses, improve productivity, and increase revenue.

Management of telephone charges, equipment fees, voice-over-IP (VoIP) traffic, Internet usage, and provider discounts is a difficult task. SHADOW CMS provides the necessary tools to allow administrators to forecast, monitor, and allocate communications management expenses. SHADOW CMS spans a range of industry sectors, including retail, government, education, tourism, healthcare, professional, hospitality, and general business environments. In vertical markets, RSI provides transparent integration to industry software such as hotel property management systems and professional accounting packages.

Traditional methods of communication are constantly evolving. No longer are analog telephone systems and facsimile machines the core components for successful business communication.

Communication technology is constantly evolving to include more sophisticated VoIP and wireless facilities. Many transactions move through media communications servers and gateways such as Cisco CallManager and Cisco CallManager Express.

SHADOW CMS encompasses a powerful set of dynamic modules for managers to track, process, and allocate communications transactions (analog, VoIP, and data). Communications transactions or call detail records are retrieved from Cisco CallManager or Cisco CallManager Express. This information is processed real time, posted to a billing system, or submitted to a central server for multisite consolidation.

Communications managers know that their personal success is often dependent on their ability to make clear and concise decisions about the lifeline of the organization. The following are a few good reasons for using SHADOW CMS.

Corporate Cost Allocation

Many enterprises find it difficult to manage communication expenses from multiple sites. SHADOW CMS provides a scalable, centralized solution for gathering, processing, and allocating charges to various locations, divisions, or departments.

Cost Comparisons

For many years, long-distance traffic was monopolized by the major telephone companies. Today, the complex and competitive sphere of alternate services, long-distance carriers, and countless discount strategies leaves most customers baffled about best available savings. SHADOW CMS will provide a concise, unbiased picture of comparative rate structures using concrete historical data.

Network Management

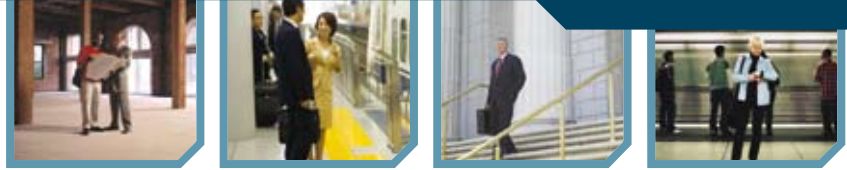
Network performance is critical in a call center, emergency dispatch service, hospitality, government, or even a small business. SHADOW CMS produces statistics for trunk usage, grade of service, all trunks busy, and peak or busy hour analysis. SHADOW CMS locates over-capacity and under-capacity environments and assists in determining best available services.

Employee Productivity

Many organizations struggle with workforce management and productivity. SHADOW CMS provides exception management reports that highlight long duration, excessive cost, and misdialled calls. Each call can be linked to a particular password, account code, extension, or authorization number. SHADOW CMS provides detailed telephone charge reports, which highlight usage practices.



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Customer Billing

Professional services firms often face the tedious task of allocating communications expenses to customer account files. SHADOW CMS can deliver expense, account code, project, and authorization code reports. These results can be automatically directed to accounting systems, spreadsheets, HTML, e-mail, and a variety of other formats.

Hotel Billing

In hospitality environments, SHADOW CMS interfaces directly with Cisco CallManager and retrieves data in real time. The information is processed, assigned a cost, and immediately delivered to property management room folios for true billing integration.

Planning and Marketing

Customer relationship management is fundamental to the success of many organizations. SHADOW CMS utilizes calling line information delivered by the telephone system for comprehensive inbound traffic analysis. These reports assist in designing regional campaigns, network planning, and call center staffing.

Flexible Call Costing

SHADOW CMS employs a robust rating engine to accommodate virtually any tariff plan or custom billing requirements. Call rating may also be configured to incorporate discounts, markups, and flat charges. SHADOW CMS accommodates hospitality environments with very complex rating plans that include maximum charges, minimum charges, and various taxation levels. Charges can be assigned to individuals, lines, dialing patterns, regions, or groups.

Support Services

RSI Support Services give you the advice, guidance, and expertise you need to protect your data, keep your applications running, and help ensure uninterrupted performance. The ever-changing nature of communications, tariffs, services, and applications makes it imperative that solutions are backed by a strong maintenance protection plan. We take pride in providing professional customer care that gives you worry-free assurance. RSI provides superior support services that help ensure your issues are resolved and your questions are answered in a timely fashion.

Managed Services

Many organizations have high overhead costs, staff turnovers, and little time for in-house software. These businesses have the option of allowing our specialists to create communication management reports and deliver them using our SHADOW CMS Service Bureau option.

Discover the benefits of SHADOW CMS:

- Works in any environment, including hospitality, professional, and general business.
- Can scale from a small office to a global multisite environment.
- Works with any call detail recording data.
- Can be deployed anywhere around the globe.
- Capacity is limited only by the size of the hard drive.
- Produces reports in PDF, Excel, Extensible Markup Language (XML), and many other formats.
- A built-in job scheduler automates reporting and other recurring tasks.

Resource Software International Ltd. (RSI)

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Shadow CMS, version 4.1 has tested compatible with Cisco Call Manager, version 4.1. The Cisco Compatible logo signifies that Resource Software International Ltd. (RSI) product(s) have undergone interoperability testing by Resource Software International Ltd. (RSI) together with Cisco and a third-party test house based on testing criteria set by Cisco. Resource Software International Ltd. (RSI) is solely responsible for the support and warranty of its product. Cisco makes no warranties, express or implied, with respect to Resource Software International Ltd. (RSI) product or its interoperation with the listed Cisco product(s) and disclaims any implied warranties of merchantability, fitness for a particular use or against infringement.

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