Proteus Enterprise is is a market leading call management and reporting application, designed to rapidly respond to business drivers and assist enterprises in gaining maximum efficiency from their voice systems.

Overview

Proteus Enterprise is designed to provide businesses with detailed insight into their voice systems. A company's telephone system is a mission critical investment and Proteus' powerful reporting and alerting capabilities help ensure companies gain optimal use and maximal cost efficiency of those systems.

The key business issues that Proteus addresses are: identification of cost savings; real-time usage monitoring and exception alerting ; capacity planning and trend reporting; productivity improvement; and fraud tracking. Proteus does this by integrating with over 100 PBX and IP PBX systems and processing, in real time, call data from those systems. It represents the data in reports, dashboards and wallboards designed for company executives and telecom managers.

Proteus Enterprise has proven scalability, from single site businesses to the very largest multinational enterprises. It has been deployed at enterprises that log and report over 1,000 sites with over 250,000 extensions.

Instant Feedback Creates Instant Success

Secure user access to Proteus' intuitive real-time browser based dashboard provides instant access to key telecoms data either globally or at targeted sites, with instant drill-down into detailed cost and usage analysis. The application is highly flexible with easy customisation to address individual business needs. Access policies can be used to restrict users and groups to specific tasks and reports. Proteus is deployed globally and is the call management application of choice for tens of thousands of enterprises. It has proven to be a consistent market leader since its conception 25 years ago.
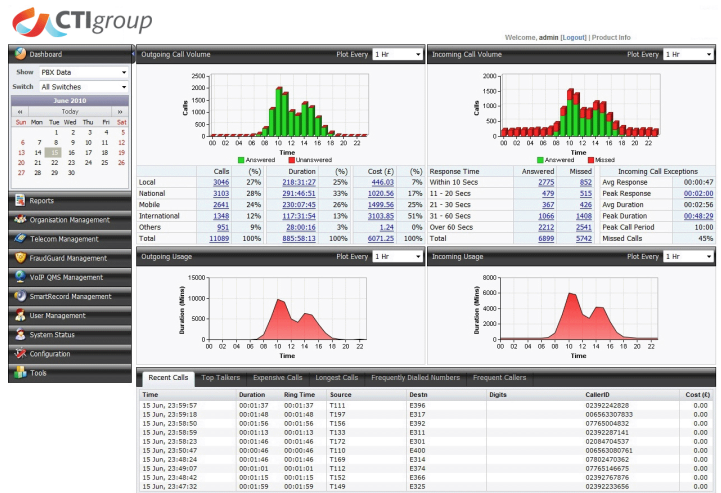
Key Business Drivers

Save Communication Costs
- Compare different carriers and choose the most cost effective provider.
- Identify excessive personal telephone calls.
- Optimise least cost routing across the network.
- Identify high cost calls in real-time and spot fraudulent activity.
- Evaluate the cost benefits of deploying new telephony technology.

Increase Employee Productivity
- Highlight busy times when resources need reallocation.
- Identify needless long duration calls.
- Monitor both fixed line and mobile calls.

Improve Customer Service
- Set targets for key performance indicators, like time to answer and length of call, and track them on the Proteus wallboard.
- Track incoming, outgoing and missed calls.
- Produce trend reports that highlight the need to increase capacity.

Return on Investment
- Businesses deploying call management software typically reduce monthly telecoms spend by 10%-15% (Gartner).
- Return on Investment typically under four months.
- Reduce call and line rental costs.
- Understand business trends and staff allocation.
- Ensure staff are meeting key performance indicators (KPIs).
- Protect against misuse and fraud.

Proteus Enterprise Connectivity
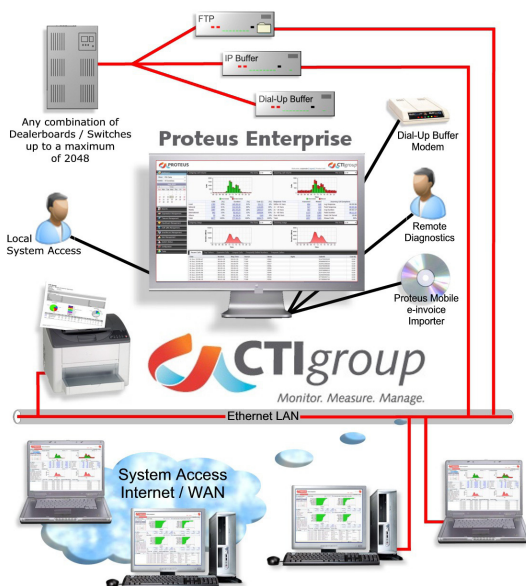
Application Benefits and Features

Interface
- Sophisticated browser-based interface incorporating dashboard with drill-down reporting.
- Fully customisable dashboard options.

Reporting
- Real-time summary and detailed reporting including departmental, person, line, and cost centre reports.
- Powerful custom report builder allowing customers to create reports to their own specification.
- Trend and KPI reporting.
- Personal call tagging.
- Carrier bill cost allocation.
- Large choice of report export options including MS Excel, MS Word, RTF and PDF.
- Scheduled reporting allows reports to be emailed periodically to, maximising convenience.

Costing
- Real-time costing engine with billing reports supporting multiple currencies.
- Carrier comparison tool to ensure optimal telecoms spend.
- Cost allocation and charge back to cost centres.

Alerting
- User defined alerts that target specific types of calls, such as premium rate numbers, calls over a specific duration or cost, response times and no calls over specified period.
- Proactive alerts warning of service disruption or failure.
- Notification of unusual activity trends.

Scalability
- Highly scalable supporting multinational, multi-site deployments.
- Proven in the field to over 1,000 sites and 250,000 extensions per system.

Security
- Highly granular access policies, defined and limited by the system administrator, allowing secure access from any point.
- Unlimited secure users.

Platform
- Windows Server.
- SQL database.
- IIS web server.

Interoperability
- Compatible with all traditional PBXs and VoIP telephony systems.
- Sophisticated LDAP and flat-file compliant import and export tools.
- Scheduled archive of call data for offline storage.