PHONECONTROL solutions can analyse usage of telephone services within your organisation, calculate and disperse cost of telephone calls and related charges to staff, departments and cost centres, bill guests, customers and contractors for their telephone usage, and measure performance of your telecom infrastructure in real-time or based on historical data.

- VOIP
- PABX
- HYBRID
- MOBILE
- FAX
- CARRIER BILLS
+MORE
Organisations continuously face challenges to provide sufficient Telecommunication Services within the organisation, while simultaneously controlling the cost and preventing misuse or abuse of those services.

For most organisations the cost of tele-communications is a high expense. With the ever growing need for more demanding (mobile) voice and data applications, monitoring the usage and controlling the cost, while maintaining or improving the performance of the services provided, is important.

PhoneControl solutions go beyond traditional call accounting and can provide you with detailed usage information about the latest communications technologies, including hosted and cloud-based VOIP systems, softphones, and software based telephone systems, smart phones, mobile data usage, and converged communication systems. All produce call or session records containing information that can be collected and analysed.

PhoneControl offers a complete range of Telecom Usage Management solutions suitable for different types of organisations enabling you to effectively manage your telecommunications environment and business.
Multiple deployment options are available including license, hosted and managed services for short-term or long-term periods. Not every PhoneControl system provides all listed functionality. Contact your PhoneControl representative or PhoneControl directly to determine the best solution for you. PhoneControl Australia is an ISO9001 Quality Endorsed and Australian Government Endorsed company.

PhoneControl helps organisations save 30% in annual telecom cost.
PhoneControl Usage Management Solutions can collect Call & Session data from over 180 VoIP switches and PBX’s, including all popular brands. PhoneControl Australia is a Development Partner with Cisco, Avaya, Alcatel, NEC, Nortel, Siemens, Ericsson, LG Anza.

PhoneControl Australia is a Development Partner with Cisco, Avaya, Alcatel, NEC, Nortel, Siemens, Ericsson, LG Anza.

PhoneControl Usage Management Solutions can import billing data from your (mobile) telecom service providers, including usage data and other charges.

The number of users supported by PhoneControl solutions is unlimited scalable. PhoneControl Solutions are developed to support the needs of large enterprises.

PhoneControl solutions are available for organisations with a small single site to large multi-national networked organisation with multiple sites in different countries.

PhoneControl solutions can report on any combination of telephone services, including fixed line, VoIP and Mobile telephone usage, as well as cloud or hosted VoIP telephone services, mobile data and related charges or service fees. Reporting on other usage based services can be made available on request.

Secure Hierarchical access provides managers with access to all call data of users belonging to their department and any underlying departments, and individual users restricted access to only their own call data. Password complexity and the maximum number of login tries can be defined. Log files record all login and user activities.

A virtually unlimited number of user-definable reports is available for a variety of Report types, including Detail, Summary, Frequency, Exception, Graphical, Traffic, Account Code, Budget, PIN/Authorisation Code, Cost Centre, Business/Private Calls with the option to drill-down to view individual call records, where possible. Reports can be saved in all popular file formats and encrypted with password protection, if required.

Reports can be created and viewed online or reports can be scheduled for automatic distribution via email to the creator or all users included in the report.

PhoneControl Solutions support multiple rate plans, including for private network and SIP/VoIP calls. Discounts and Mark-ups can be defined as a percentage or as a timed or fixed amount applied to calls. Ad-hoc and recurring service charges can be defined and included in the reports.

The LDAP compatible Directory can be used to maintain and provide online access to contact details of staff and external parties, such as customers or suppliers. The Directory can be fully customised to include additional fields as required. Access to the Directory can be set-up with or without a Login required, or installed as a mobile app.

Departmental overviews of total telephone usage for organisation with option to drill-down. Budget reporting compares actual and budget spend within the organisation. Exception reporting calls over certain cost and duration, frequency, blacklisted number, etc


Breakdown of phone calls and cost over the organisation by department or individual. Align total cost with amount billed by the telecom service provider. Business/Private Call report to recover cost of private calls from employees or customers. Charge third parties, such as customers or contractors, for their telecom usage. Budget reporting to fine-tune the current budget and prepare budget for next year.

Provides insight in telephone usage by staff, including time spend on phones, number of calls and the cost. Identify staff performance issues and problem areas.

Unlimited

SQL Server 2008/2012

Interfaces to all popular Accounting, Property Management, Human Resources and other corporate systems.

INFORMATION

GENERAL

SYSTEM INTERFACES PhoneControl Usage Management Solutions can collect Call & Session data from over 180 VoIP switches and PBX’s, including all popular brands. PhoneControl Australia is a Development Partner with Cisco, Avaya, Alcatel, NEC, Nortel, Siemens, Ericsson, LG Anza.

CARRIER BILL SUPPORT PhoneControl Usage Management Solutions can import billing data from your (mobile) telecom service providers, including usage data and other charges.

USERS SUPPORTED The number of users supported by PhoneControl solutions is unlimited scalable. PhoneControl Solutions are developed to support the needs of large enterprises.

MULTIPLE LOCATIONS PhoneControl solutions are available for organisations with a small single site to large multi-national networked organisation with multiple sites in different countries.

SERVICES SUPPORTED PhoneControl solutions can report on any combination of telephone services, including fixed line, VoIP and Mobile telephone usage, as well as cloud or hosted VoIP telephone services, mobile data and related charges or service fees. Reporting on other usage based services can be made available on request.

SECURITY Secure Hierarchical access provides managers with access to all call data of users belonging to their department and any underlying departments, and individual users restricted access to only their own call data. Password complexity and the maximum number of login tries can be defined. Log files record all login and user activities.

REPORTING

REPORTS A virtually unlimited number of user-definable reports is available for a variety of Report types, including Detail, Summary, Frequency, Exception, Graphical, Traffic, Account Code, Budget, PIN/Authorisation Code, Cost Centre, Business/Private Calls with the option to drill-down to view individual call records, where possible. Reports can be saved in all popular file formats and encrypted with password protection, if required.

REPORT DISTRIBUTION Reports can be created and viewed online or reports can be scheduled for automatic distribution via email to the creator or all users included in the report.

CALL COSTING CAPABILITIES PhoneControl Solutions support multiple rate plans, including for private network and SIP/VoIP calls. Discounts and Mark-ups can be defined as a percentage or as a timed or fixed amount applied to calls. Ad-hoc and recurring service charges can be defined and included in the reports.

ONLINE DIRECTORY The LDAP compatible Directory can be used to maintain and provide online access to contact details of staff and external parties, such as customers or suppliers. The Directory can be fully customised to include additional fields as required. Access to the Directory can be set-up with or without a Login required, or installed as a mobile app.

COMMUNICATIONS ANALYTICS DASHBOARDS

EXECUTIVE USE Departmental overviews of total telephone usage for organisation with option to drill-down. Budget reporting compares actual and budget spend within the organisation. Exception reporting calls over certain cost and duration, frequency, blacklisted number, etc


FINANCE DEPARTMENT Breakdown of phone calls and cost over the organisation by department or individual. Align total cost with amount billed by the telecom service provider. Business/Private Call report to recover cost of private calls from employees or customers. Charge third parties, such as customers or contractors, for their telecom usage. Budget reporting to fine-tune the current budget and prepare budget for next year.

DEPARTMENT MANAGERS Provides insight in telephone usage by staff, including time spend on phones, number of calls and the cost. Identify staff performance issues and problem areas.

SYSTEM INFORMATION

STORAGE CAPACITY Unlimited

DATABASE STRUCTURE SQL Server 2008/2012

SYSTEM INTERFACES Interfaces to all popular Accounting, Property Management, Human Resources and other corporate systems.

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STAY INFORMED, CONTACT YOUR PHONECONTROL REPRESENTATIVE