



Sierra Gold Telecom Usage Management System

Benefits

Available as an On-Demand or On-Premise solution, Sierra Gold offers unmatched flexibility and scalability. Sierra Gold is a combination of Web services, applications, and call processing technologies that enable you to:

- Automate the processing, viewing, and distribution of usage management information
- Quickly and easily find and extract important business intelligence from your telecom data
- Access raw call detail records (CDR) at any time for security purposes, emergency investigations, audit or legal situations, and diagnosing suspected problems with PBX output
- Improve employee productivity
- Ensure employee and departmental accountability
- Reduce and control your total communications costs
- Allocate costs across the enterprise
- Make telecom cost and usage projections
- Protect against toll fraud by proactively monitoring for suspicious calling patterns
- Track and manage equipment, services, and vendors
- Analyze and balance traffic over your telecom network

Standard Features

Improved Productivity	<ul style="list-style-type: none">• 24/7/365 CDR collection• Immediate access to CDR data• Enterprise reporting• Scheduled queries for routine automated reporting• Automatic e-mail report distribution• Station inventory and services catalog• Reverse phone number lookup
Dynamic Reports™	Flexible, feature-rich, real-time reporting tool with interactive drill-down capability and virtually limitless formatting and calculation options. Individual managers can “slice and dice” data as needed to get the information they want, when they want it, in the format they prefer.

NetQuery™	<p>Provides near real-time, Web-based access to raw CDR at any time. Ad hoc reporting and data-mining tools enable users to easily query, monitor, and analyze calling activity across the enterprise.</p> <ul style="list-style-type: none"> • Manually create, execute, and view ad hoc queries 24/7/365 from an unlimited number of PBXs located anywhere in the world. • Easily select call records by multiple criteria such as date range, number dialed, station or trunk number, and central office exchange. • Define, modify, copy, and delete search criteria (query definitions).
NetRequest	<p>Enables managers to experiment with different scenarios and request any number of special reports without disrupting the standard report run, allowing them to generate a range of alternative results that greatly enhances the ability to perform strategic planning.</p>
SSL 128-bit encryption	<p>All SAI Web pages use Secure Sockets Layer (SSL) 128-bit encryption, the same Web security employed by most online financial institutions.</p>
User-controlled Passwords	<p>Reports are available via a login and password-protected Web page to ensure the security of your data. Passwords can be set to expire on a defined cycle to require users to change them on a regular basis.</p>
General Ledger Interface	<p>General Ledger files are created for importing department totals and costs into an accounting program or any industry-standard, ODBC-compliant database.</p>
DataSafe Call Collection Device	<p>Network-ready and designed for unattended operation, DataSafes are solid-state, error-correction call-collection devices that collect call detail records from each PBX or IP PBX site. They use durable, low-cost flash memory for storage of call record data and operating parameters to eliminate potential data loss, system lockups and crashes.</p>
Dual-Server Architecture	<p>To optimize the performance of Sierra Gold, we use a dual-server configuration that allows the system to process vast amounts of call detail records and make the information available across your entire enterprise for hundreds of users to access simultaneously.</p>
Dell Servers	<p>Designed for high performance, ease of use, and overall efficiency, Dell servers maximize interoperability, reliability, and scalability to help you optimize your current and future IT investments.</p>

SureStart™ Implementation Services	<p>The product of years of experience in successful installations for a wide range of enterprises, our SureStart™ Implementation services involve fully implementing and testing the system at our facilities before moving the system to your location. This ensures a smooth, trouble-free implementation.</p>
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Add-in Modules

Add-in modules provide additional functionality to help us build a solution that best meets your specific usage management needs.

PBX Integration (PBXi)	<p>A flexible and intelligent module that automatically reconciles changes made in the PBX database with your Sierra Gold organizational database. This reduces data-entry time and ensures a more accurate and reliable organizational database and usage management reports.</p>
DataWizard™	<p>An import utility module that automatically retrieves extension information from other data sources such as HR or Corporate Directories. DataWizard then integrates that data with the Sierra Gold extension management database, dramatically reducing the amount of manual data entry required.</p>
Operator Directory	<p>Eliminates time-consuming searches through printed directories and enables each operator to instantly search your Sierra Gold database for up-to-date and accurate company directory information.</p>
Sentry Toll Fraud Monitoring	<p>Helps you build a strong defense around your telecommunications infrastructure by continually looking for exceptional calling patterns.</p>
Unified Billing	<p>Provides a practical solution for reconciling multiple carrier billing reports by merging various carrier bills (including those for pagers, cellular phones, calling cards) into the standard call accounting reports.</p>
Customized Software Solutions & Service	<p>Software and/or services customized to address your unique business and technology needs.</p>

Proven Success

For over 10 years, Sierra Gold has been in production at medium to large companies with single or multiple locations in the U.S. and worldwide, across a broad range of industries. Read a real-world success story and see what our customers have to say.

With senior staff averaging 20 years of industry experience, a proven software base, and a call processing architecture that makes call detail records (CDR) available across the enterprise for an unlimited number of users simultaneously, SAI provides the advanced features and capabilities you're looking for along with the service and support you need.

SAI

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