



GoldMiner™ Managed Service

GoldMiner™ Managed Service is a full-service usage management solution designed to free you from the mundane tasks of running a usage management system and let you get back to business!

SAI becomes your usage management administrator—an extension of your staff—assuming **complete end-to-end responsibility** for report processing and distribution in addition to the daily responsibilities of managing and maintaining the system. By designing this solution to deliver the specific usage management information you need, without the responsibilities of operating and maintaining the system, you can focus on the usage management reports and their meaning for your business. We:

- Provide and operate all call accounting software and hardware
- Perform daily system administration such as maintenance and backups
- Are responsible for monthly archiving of all data, including monitoring and administering moves, adds, and changes
- Provide scheduled reports to those who need to see them

Benefits	<ul style="list-style-type: none"> • Highly flexible alternative to traditional turnkey usage management solutions • You can focus on usage management reports and their meaning for your business instead of on the mundane tasks of managing the system and running and distributing reports • “Best practices” approach improves the accuracy and timeliness of reports • Increases the use of the information across the enterprise to realize a higher ROI • Your business processes are not hindered by personnel changes and/or attrition
Features	<ul style="list-style-type: none"> • Customer-focused account management • Monthly updates of Sierra Gold databases • Generate and transmit PBX files • Manage the PBX Integration application and generate monthly reports • Error correction and reporting • Remove inactive extensions, and generate and distribute reports, enabling chargebacks for inventory costs • Notify end-user managers when current reports are available for review • Ensure the monthly consolidated General Ledger file is downloaded on time • Coordinate all MAC inputs for call detail record (CDR) reports • Usage Analysis Reporting (who's using the reports and who's not) • Submit and review both trial and production reports • Annual customer satisfaction survey of line managers

SAI

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