



## Solutions

SAI focuses on providing innovative solutions to real-world problems. Our Sierra Gold™ solutions offer the ultimate in both effectiveness and efficiency, **saving our customers an average of 5–25% on their telecommunications expenses** in both hard dollar cost savings and productivity improvements. We pioneered the integration of the PC into usage management solutions and we actively support our products worldwide through our own sales and support offices.

Whether you are looking for an off-site service (On-Demand) or an on-site system (On-Premise), our flexible, scalable, Web-based usage management solutions are designed to meet your business needs.

### Your Business Needs

#### Manage Expense

- Expand visibility of wireline and wireless usage and expenses to sites outside the US
- Manage and allocate call expense globally across the enterprise
- Track and manage wireless assets
- Identify high cost users of wireline and wireless services
- Identify under-utilized extensions to eliminate excess equipment and reduce maintenance costs
- Identify opportunities for more cost effective routing of call activity

#### Optimize the Network

- Gain insight into existing traffic analysis to facilitate VoIP migration
- Pinpoint root cause of circuit outages for quick repair
- Gain access to real-time raw CDR data for troubleshooting of network-related problems
- Identify calls that are not routing as desired or planned
- Facilitate cost effective routing by analyzing the amount of internal site-to-site call activity
- Provide information to highlight opportunities for Toll bypass of outbound long distance
- Proactively monitor trunks to prevent call blockage

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**Security/Compliance**

- Ensure compliance with legal regulations, such as e-discovery and corporate policies for record retention
- Minimize toll fraud by proactively monitoring for suspicious calling patterns
- Protect your employees by having the ability to identify the origin of harassing calls and calls to “911”
- Improve ability to track and manage wireless assets, including those assigned to employees separating from the company
- Monitor high-risk lines, such as inbound modem lines, for suspicious calling activity

**Increase Productivity**

- Minimize telecom staff hours spent to maintain the integrity of corporate directories
- Minimize the impact of internal Telecom/IT resources by leveraging On-Demand Hosted deployment
- Enhance customer satisfaction by ensuring accurate and efficient transfer of incoming calls
- Obtain a complete picture of call activity by supplementing inbound ACD reporting with outbound call activity

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**SAI**

1106 Windfield Way, El Dorado Hills CA 95762

(800) 775-0025

Fax: (916) 939-4171

<http://www.sierragold.com>

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