

Network Monitoring Service

YOU CAN'T MANAGE WHAT YOU CAN'T MEASURE

Network Monitoring Service (NMS) provides comprehensive CDR collection and reporting services 24 hours a day 7 days a week from any customer location. Call Detail Records (CDR) are captured through the IP capabilities of the PBX or a solid state data buffer connected to the PBX CDR port. Collected data is reformatted and stored into the customers CDR database and made available for immediate analysis and report generation.

NMS web based reporting framework allows immediate access to information a common web browser. Integrated security ensures the information is kept confidential restricting access to only authorized personnel.

NMS base service includes call detail recording, call record inquiry, traffic statistics, and toll fraud reporting. Optional add on services provide call rating, invoice consolidation, and charge-back reporting.

If that's not enough, NMS will work your company to develop a solution that meets your unique and specific needs. problems.

NMS can record most PBX's, voice mail and call management systems using the IP capabilities of the PBX, external device via IP, VPN, or modem dial out including AVAYA Multivantage, S8300, S8500, S8700, Definity G3, ProLogix, Intuity Audix, Nortel Meridian 1, Cisco Call Manager, Tadiran, NEC, and Siemens.



Network Monitoring Service

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Device ID	Date	Inc Calls	Inc Dur	Local Calls	Local Dur	LD Calls	LD Dur	RDD Calls	RDD Dur
pm1388	2003-06-27	1708	85:47:52	642	29:48:06	1042	33:14:24	0	00:00:00
pm1388	2003-06-28	1423	70:29:01	517	25:16:16	616	18:31:45	0	00:00:00
pm1388	2003-06-29	561	16:19:27	111	07:49:31	209	06:33:34	0	00:00:00
pm1388	2003-06-30	2959	146:05:14	905	40:31:13	1561	61:15:06	0	00:00:00
pm1388	2003-07-01	2986	154:34:06	1034	63:05:56	1659	73:15:25	0	00:00:00
pm1388	2003-07-02	2831	147:25:11	1001	57:09:17	1699	74:35:50	0	00:00:00
pm1388	2003-07-03	2478	131:45:57	972	37:43:17	1573	53:07:24	0	00:00:00
pm1388	2003-07-04	446	13:16:49	118	08:27:01	231	08:32:42	0	00:00:00
pm1388	2003-07-05	1091	57:08:53	292	13:15:09	333	14:11:06	0	00:00:00
pm1388	2003-07-06	479	12:36:20	80	08:50:05	166	07:48:00	0	00:00:00
pm1388	2003-07-07	2871	167:59:29	792	44:25:23	1571	62:49:58	0	00:00:00
pm1388	2003-07-08	2845	148:56:54	1070	45:16:54	1731	63:27:23	0	00:00:00
pm1388	2003-07-09	2139	115:11:57	766	38:48:56	1390	55:56:48	0	00:00:00
pm1388	2003-07-10	2773	142:27:37	1016	72:31:54	1863	72:49:24	0	00:00:00
pm1388	2003-07-11	2925	160:43:38	1073	45:17:33	1734	63:42:58	0	00:00:00
pm1388	2003-07-12	1259	62:49:45	403	19:03:00	442	18:19:08	0	00:00:00
pm1388	2003-07-13	608	14:11:59	190	11:05:01	219	13:35:32	0	00:00:00
pm1388	2003-07-14	2732	141:47:38	829	40:39:08	1442	59:35:29	0	00:00:00
pm1388	2003-07-15	2863	152:07:50	1051	48:44:10	1755	68:17:59	0	00:00:00

Call Detail Recording

Automated real-time CDR collection from any location 24 hours a day, 7 days a week from PBX's, voice mail systems, VoIP systems, and other network devices for activity management, cost control, and historical analysis. CDR data is consolidated and accessed through NMS secure web portal by authorized individuals.

Call Record Inquiry

Ability to filter, screen, and analyze detail call data based on a variety of user defined criteria. Typical uses include researching failed calls, fraudulent calls, harassing calls, and emergency call traffic.

Traffic Statistics

Reports that help optimize the performance and maintenance of network configurations, PBX architectures, wide area network routing, and other usage based infrastructure. Traffic Statistics provide a comprehensive view of traffic patterns during peak and off-peak periods.

Toll Fraud Reporting

Automated filtering, alarming, and reporting of calling activity identified as suspect or fraudulent based on a set of user defined criteria such as international calls, after hours calls, long calls, short calls, frequently dialed numbers, and excessive calls.

Invoice Consolidation, Call Rating, & Chargeback

Reports that enable the ongoing review and/or allocation of the consolidated cost of communications services.

Managing Business Networks For Business Professionals

Zero Capital Expense
Cut Costs
Improve Service
Ensure Reliability
Protect Assets
Improve Productivity

Network Monitoring Service

Network Monitoring Service, LLC is proud to offer a unique proactive management solution for communications networks, combining Asset Discovery, Alarm Monitoring, Performance Tracking, and CDR and Invoice Management. Our service provides ready access to critical management information from a variety of network devices through a secure web portal. Knowing what you have, how well it's working, and how it's being used is the foundation for planning changes, diagnosing problems, and reducing cost.

Call Management Services

NMS will collect CDR from CUSTOMER PBX's and other managed devices 24 hours per day 7 days per week reporting problems as defined through the CUSTOMER notification rules.

Standard queries provide the ability to filter, screen, and analyze detail call data based on a variety of user defined criteria. Typical uses include researching failed calls, fraudulent calls, harassing calls, and emergency call traffic.

- Real-time Toll Fraud Filter
- Alarm Notification
- Call Record Inquiry
- Call Record History

Toll Fraud Monitoring

Automated filtering, alarming, and reporting of calling activity identified as suspect or fraudulent based on a set of user defined criteria such as international calls, after hours calls, long calls, short calls, frequently dialed numbers, and excessive calls. Standard reports include:

- After Hours Calls
- After Hours Call Detail
- Excessive Duration Summary
- Excessive Duration Call Detail
- Excessive Calls Summary
- Excessive Call Detail
- Excessive Short Calls Summary
- Short Call Detail
- Dialed Number Summary

Traffic Statistics

Automated reports for reviewing and optimizing traffic over your network. Standard reports include:

- Date Summary
- Trunk Group Summary
- Extension / Authorization Code Summary
- Outbound / Inbound Traffic Summaries
- International Calls
- Tandem Trunk Usage

Value Added Services

No two customer requirements are exactly the same. We configure our service to meet your needs. If you have special reporting or integration requirements, we provide the services to ensure that you are getting the maximum value. Our strategic initiatives include automation scripts for common tasks, automated trouble ticket integration, web based tracking of critical network assets, timely performance reporting, and the enablement of improved SLA conformance in a customer self-service framework.



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