

Veramark At a Glance



For
Small
Business



Cisco Smart Business Communications System integrated with Veramark

What is this solution?

The Cisco® Smart Business Communications System (SBCS) is an all-in-one voice and data solution designed to give you access to the information you need—in real time. Designed for flexibility, SBCS provides a level of integration with third-party applications that other vendors cannot match. Now SBCS supports integration with VeraSMART Call Accounting Software by Veramark. This combined solution lets you collect, analyze, and report on telecommunications activity, helping boost staff productivity and dramatically reduce communications expenses.

What business issues does the solution solve?

VeraSMART Call Accounting Software collects call detail record (CDR) information from your phone system to deliver an in-depth view of usage data, including inbound and outbound activity, extensions used, numbers dialed, and length, date, time, and costs of the calls. Powerful, flexible reporting tools and an intuitive, customizable interface make it easy to track and review all activity. By providing an in-depth view of your telecommunications, the combined solution delivers the data you need to make more informed business decisions. VeraSMART gathers information from the Cisco Unified Communications 500 Series platform and makes it available for comprehensive analysis, reporting, and integration with other enterprise data sources. Easy setup wizards and context-sensitive help make installation fast and easy. VeraSMART software is available as a free download to qualified Cisco Unified Communications 500 Series customers. Your Cisco channel partner will work with you to install and configure a solution designed to meet your specific business needs.

What are the benefits?

Detailed, accessible call accounting data enables businesses to answer critical questions about telecommunications usage and expenses. The Cisco and VeraSMART solution helps organizations make informed business decisions to optimize telecommunications capacity, trim expenses, and evaluate and improve employee productivity. It also helps organizations defend their resources against misuse and abuse by monitoring suspicious calling activity and tracking information related to emergency, harassing, or threatening calls. See Table 1 for more details on the features and benefits of this solution.

Table 1. Features and Benefits of the Cisco SBCS and VeraSMART Call Accounting Software Integrated Solution

Feature	Description	Benefits
Powerful, flexible reporting	Provides customizable scheduled and on-demand reporting with the ability to expand categories to display greater detail	Delivers in-depth data needed for decision support
Powerful search	Filters and tracks the most expensive calls, activity during a specific interval, malicious calls, and calls to or from specific numbers or countries	Enhances the visibility of telecommunications activity for better cost control and improved employee productivity
Configurable 3D dashboards	Provides a graphical view of call patterns, times, and calls by extension	Eases monitoring of key data trends
Single scalable solution	Five to unlimited extensions, one to 25 locations, and optional capabilities for telecommunications expense management	Provides a cost-effective solution that can grow as business needs change
Report export capability	Supports fast export of reports as HTML or ASCII delimited text for use in applications such as Microsoft Excel	Enables employees to continue using familiar software tools and applications for better productivity
Email alerts	Automatically notifies employees of international abuse or calls to unauthorized numbers	Safeguards telecommunications systems against misuse and abuse
Easy setup wizards and context-sensitive help	Provides step-by-step configuration instructions	Speeds installation and use

Why Cisco and Veramark?

Cisco, the leader in networking and communications, has joined with Veramark, a leading provider of telecommunications expense management applications, to develop a solution that helps organizations monitor users and communications network usage for compliance, security, cost management, and abuse. The integration between Veramark VeraSMART Call Accounting Software and the Cisco Unified Communications 500 Series gives small businesses the information they need to help make smart business decisions. Veramark, a Cisco Technology Developer Partner, has proven expertise in integrating different technologies into its products, enabling it to build a system to meet your specific needs. Together, we deliver a robust, easy-to-use solution that can help you reduce expenses and avoid unnecessary costs, for an increase in profitability.

What should I do next?

Contact your Cisco representative today to ask how the Cisco Smart Business Communications System, integrated with VeraSMART Call Accounting Software, can help you improve staff productivity and control telecommunications expenses. Our experienced partners will get you up and running fast.

For information on VeraSMART Call Accounting Software, visit www.veramark.com

For information on Cisco Small Business solutions, visit www.cisco.com/go/smallbusiness/



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Cisco Systems, Inc.
San Jose, CA

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