



CAAB

ENTERPRISE BILLING

Finally a World Class, Australian Made purpose built Voice, Data and Mobile Phone Call Accounting and Billing product tailored to the needs of the Enterprise and Government Sector.

Partner with TSA, a company with over 12 years of Call Accounting and Billing Pedigree.

POWERFUL VOICE DATA MOBILES & CARRIER BILL MANAGEMENT



ABOUT CAAB ENTERPRISE BILLING

CAAB Enterprise Billing is a Windows/SQL Server based call accounting and billing application designed to interface with a client's telephone system, computer network and electronic carrier billing data to enable allocation, analysis and reporting of costs and usage of Fixed Line, Mobile Phone and Data traffic.

CAAB's sophisticated data structure allows tight integration with other Directory, Human Resources and Financial systems.

Solutions can be provided either as a Managed Service or as a Self Managed installation in the Enterprise and Government Space.

FEATURES AND BENEFITS

Our Enterprise Billing product includes a range of market leading advances along with all the functionality you would expect from a fully featured Call Accounting, Billing and Directory Package.

- The ability to combine billing information for Voice, Data and Mobiles into a "per employee" or other organisational perspective to get a "true" cost for the first time. In the near future this will also include utilities and other generic feeds.
- The product supports the latest distributed Telecommunications Hardware Platforms including VoIP networks.
- The directory and inventory data structure includes a complete record of past allocations (business units, charge codes and invoice points) and movements which enables historically correct reporting and retrospective entry of moves and changes for the life of the database.
- The product allows the importation of multiple Carrier Electronic Bills for distribution into organisational and financial structures. In addition to distributing carrier based charges, these charges are subject to a number of validation processes including:
 - Confirmation of carrier rental charges and frequencies
 - Validation of carrier call rates via a re-rating engine
 - Validation of call volumes against telephony system call records
- The product will also facilitate the distribution of call charges from one or more carriers to individual extensions or users based on telephony system call records.
- The ability to import mobile bills from one or more carriers for subsequent analysis, inventory allocation and reporting.
- The Enterprise scalability required to effectively handle "millions of records" per day and hundreds of thousands of inventory items.
- TSA is the first Billing Company to incorporate an "Active Firewall" into its Voice and Data collection devices with the capabilities of full content and virus scanning updated automatically on a per minute basis.

In summary our solution has significant advantages over a carrier only billing solution or a traditional call accounting solution in the following ways:

- Carrier only solutions do not include incoming calls and therefore cannot provide complete Traffic/ Utilisation Analysis.
- Traditional call accounting cannot provide correct cost allocations for all call types
- Billing for Data, Mobiles and Utilities can be included in the presentation of a Consolidated Billing Platform.



DATA BILLING

CAAB Enterprise Data Billing Module allows packet based billing on all data traffic on your internet connection including such categories as email, web browsing and FTP. All other protocols are monitored and can be reported if necessary.

TSA believes that Data Billing costs should only be monitored and reported at the point at which the Enterprise incurs a cost which is traditionally at the boundary of a LAN or WAN.

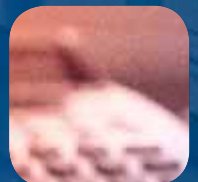
Reports are available from CAAB that are allocated to an IP address the same way that calls are allocated to an extension. Combined voice/data reports can therefore be issued at user level.

This module allows the combination of a users voice, data and mobiles bill to give "true" cost, independent of carriers, to Key Stakeholders within the Enterprise.

MOBILES BILLING

CAAB Enterprise Mobiles Billing Module provides the ability to import mobile bills from one or more carriers for subsequent analysis, inventory allocation and reporting.

This module allows the combination of a Users Voice, Data and Mobiles bill to give "true" cost, independent of carriers, to Key Stakeholders within the Enterprise.



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OPERATOR DIRECTORY & SYNCHRONISATION MODULES

CAAB Operator Directory is an additional module that facilitates sub second look up of detailed staff information for Operators and other staff who handle significant volumes of incoming calls through a centralised telephone number. This enables higher quality customer service through improved and faster call handling whilst increasing the productivity of the operator.

CAAB Operator Directory interfaces directly with the CAAB staff database, allowing the operator to maintain accurate real time data. The application is fully networked, which caters for multiple operator access. The Directory Screen is fully configurable to suit each operator's needs. Messages can be taken by the operator and emailed or printed for staff directly from within the software. In the event of Network outage, a cached local database enables business continuity for operators.

CAAB Directory Synchronisation is an additional Module that is designed to synchronise directory information between the CAAB database and multiple vendor operator consoles/directories. This ensures a single point of entry for the directory data used in both applications. Synchronisation of the directories can be conducted in "real time" or at desired frequencies.

Customisation for Synchronisation to or from other business databases such as Human Resources and Financial applications can be provided after further consultation.

BATCH REPORTING

CAAB Enterprise Billing includes a specialised Batch Reporting engine tailored to the needs of Enterprise and Government environments. This engine is highly customisable allowing single configuration to generate multiple and complex report outputs.

The batching environment includes the capability to automatically generate additional reports in response to changes in the organisational structure without the need for further configuration.

DEVELOPMENT AND SUPPORT

TSA Software Solutions is committed to the continuous improvement of its CAAB suite of products and values your ideas and feedback.

Should you wish to provide your suggested enhancements, please feel free to contact our Support Help Desk or visit www.caab.net

All TSA Solutions benefit from the exceptional service and response provided by our growing Support and Development Team. In addition to receiving regular carrier rate table updates our Support includes:

- 1300 Help Desk access
- Email access
- Remote diagnostic support
- Online support at www.caab.net



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