



Infotel[®] Select Facilities Management

ISI Telemanagement Solutions, Inc.



Manage all aspects
of your telecom
resources with
ISI's web-based
Infotel Select
Facilities
Management

ISI's Infotel Select Facilities Management offers you the ability to manage all aspects of your telecommunication resources with one intuitive, web-based tool. Facilities Management enables you to control, track and report on all elements of your telecom equipment inventory and administer all related services.

ISI offers you a total telecom billing solution for the enterprise through its integration with our industry leading call accounting application, Infotel Select. As a result the management of telecommunication resources becomes more efficient and accurate through an integrated database containing equipment inventories, service requests, project data, costs, a skills-inventory for all technicians and billing information. All of the data is in one place and available to you through a robust, web-based management reporting tool.

Inventory Management

An accurate inventory is the first step towards successfully managing your enterprise's telecommunications assets. Infotel Select's inventory management feature will help you to track voice, data and wireless equipment, pagers, cabling supplies, computers and network equipment in one centralized database. You have the ability to track part numbers, quantities, serial numbers, costs and vendor information. The real benefit, however, is having an accurate picture of parts and equipment availability, back order status and who in your organization is responsible for each and every inventory item.

Infotel Select Facilities Management allows you to perform all of the necessary management functions like receiving inventory, transferring inventory from one warehouse to another and searching warehouses for specific items. Facilities Management enables inventory managers to allocate new inventory to back-ordered requests, switch inventory from one service request to another, decide which inventory item a technician uses and maintain the list of vendors used by the organization.



Service Request Management

Infotel Select Facilities Management provides you with the tools to manage all of the service and support activities associated with your telecommunications infrastructure. The application can create, edit and close requests for service, as well as track their costs.

The application allows you to capture all of the fundamental service information such as requestor, project type, due date, a service description, priority, status, parts needed, technician assigned and charge-to location. Infotel Select Facilities Management also has the capability to selectively charge for appropriate one-time costs, inventory and fixed charges. The related Service Request feature can be used to search for and select the required parts out of inventory and assign them to the request by serial number.

Now your work orders and trouble tickets are fully integrated with your inventory, your technicians' skills inventory and related charges, whether one-time or recurring. Facilities Management is also fully integrated with Infotel Select Call Accounting to automatically update directory listings based upon the work performed.

Manage Projects

Our Facilities Management application gives you the ability to truly manage telecom infrastructure projects, by accessing integrated project, inventory, technician and service request data.

You can track the project by description, status, priority, type of service request, due date or requestor. You can specify project charge-to information by assigning costs to a person or a department. You can also specify where the work will be done and who will do it. The system offers extensive search capabilities for parts, building and floor locations, and technicians, to greatly streamline the creation of service requests. You can also easily display all of the service requests associated with a project.

The application also gives you the ability to report on each project, along with location information, each attached service request and a list of all events tied to that project. You may also produce a complete history of each project. Everything you need is at your finger tips, in one central database.

Facilities Management Reports

Infotel Select provides you with secure web-based access to your Facilities Management data for complete flexibility. The application comes configured with a collection of web-based, pre-defined reports, which can be sorted to your specifications. This full-reporting application offers a wide range of reporting functionality to provide complete order and inventory information on varying levels.

Using Infotel Select's Report Wizard, you have complete flexibility to modify our existing reports to display only the information that is relevant to your reporting needs. You can select the sort order and indicate which fields are to be included, select page breaks, input headers and footers as desired, and define sub-totals.

The Reports facility enables you to easily create your own reports that can be printed, exported or emailed. You can also pre-schedule reports to run automatically and distribute them via email, network drives or writeable media. You have the complete flexibility to access, report on, export and share information as needed.

Call 800.366.6550 for a demonstration
of our total telecom billing solution.

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