

INFORTEL[®] NVT



00:30	.15	412 5111	CA
00:50	.15	304 1111	NC
23:40	8.40	702 6792	NC
39:04	.15	800 244 0023	NC
04:48	.75	800 244 0024	NC
01:58	.15	508 9463	NC
01:14	.15	394 5890	NC
00:30	.75	411	NC
01:48	.75	910 555 1212	NC
03:38	1.00	910 295 6811	NC
01:06	.50	910 295 3186	NC
00:46	.15	365 1086	NC
01:44	.15	365 1066	NC
15:20	.75	800 244 0024	NC
01:32	.75	800 733 3976	NC
14:32	.75	800 244 0024	NC
03:26	1.40	815 402 1340	NC



Welcome to



The intelligent telemanagement solution for companies who want to manage it all... in-house.

INFORTeL-NT is the premier, modular, web-enabled client/server telemanagement solution for companies who have the desire to manage an in-house system.

INFORTeL-NT operates on a Windows NT server. Functioning in a LAN-WAN environment, and using an Oracle® relational database, **INFORTeL-NT**'s advanced system architecture makes it the most powerful and reliable telemanagement solution available in the industry today.

The **INFORTeL-NT** telemanagement system automates telecommunications management functions to improve service and control costs. **INFORTeL-NT** performs the accounting, configuration and billing tasks required to administer a telecommunications network. **INFORTeL-NT** automates subscriber records, end-to-end connectivity tracking, automatic cable-pair and channel assignment, directory assistance, reporting and subscriber billing.

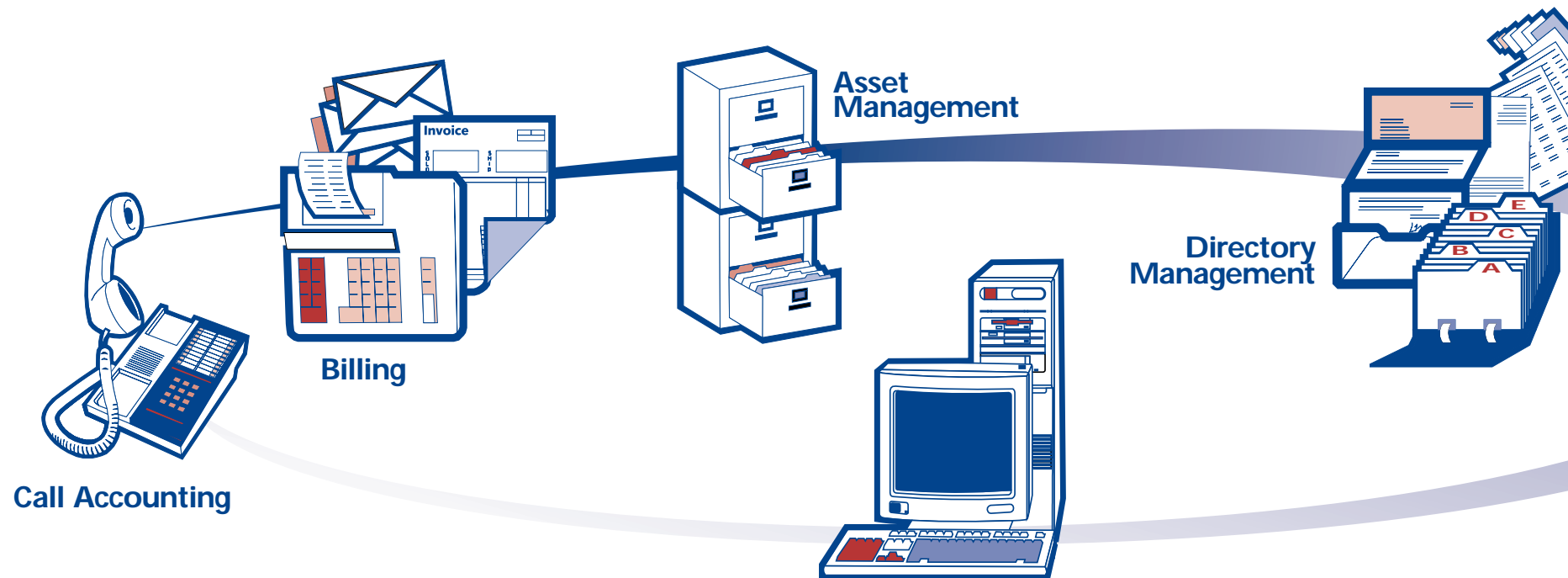
The modular design of **INFORTeL-NT** allows installation of the entire suite or a user-selected subset of modules that satisfy multiple functional requirements. All modules interface with the same normalized Oracle database. This total integration allows the system to easily automate tasks such as inventory control, directory update (based on subscriber line assignment) and billing update (based upon work order completion).

The system is ideal for organizations ranging from 2,500 to a virtually unlimited number of stations, as well as multiple sites.

A brief overview of the features and benefits of **INFORTeL-NT**.

- **Enterprise performance with true client/server scalability:** **INFORTeL-NT** was designed to function as an enterprise system. Its robust Oracle database provides the best performance and security in the industry. Its true client/server configuration means an unlimited number of concurrent users can access the system with no impact on performance or the network. And our extensive benchmark tests with Sequent Computer have shown **INFORTeL-NT** to be scalable to an unlimited number of sites, stations and users.
- **Strategic Reporting Engine (SRE):** The bottom line of call accounting is distribution of information to key decision makers. The **INFORTeL-NT** SRE provides report generation and distribution capabilities second to none. The SRE delivers information automatically to key people via e-mail, Intranet or client/server on-screen reports. The system allows you to maintain complete management control over all telecommunications data, while easily distributing timely information. **INFORTeL-NT**'s SRE frees you from the bulk of day-to-day report distribution and the administrative time that it consumes, allowing you to focus on the strategic telemanagement issues important to you and your organization.
- **Web Reporting & Directory:** **INFORTeL-NT**'s SRE allows users to use the Internet browsers already installed on their desktops to perform queries over the corporate Intranet, alleviating the need for numerous **INFORTeL-NT** client installs throughout the enterprise. A user simply logs into the Infortel Web Server from anywhere in the world to receive up-to-the minute telemanagement reports!

- **Call Record Import Utility:** Users can import additional call record data from external sources, such as calling cards and cell phones, for an overall look at telemanagement usage. Using a familiar Windows interface, the Call Record Import Utility automatically maps external call records to the required import format, making the import quick and easy. Imported records can be reported on separately or in conjunction with station-based usage.
- **Unimax & Terranova Interface:** INFORTeL-NT lets you accept data from Unimax and Terranova switch administration tools, providing single point of entry for those customers with both PBX Administration and INFORTeL-NT Call Accounting products. All PBX move, add and change activity is performed from a workstation containing the PBX administration tool. Unimax's 2nd Nature (manages Nortel and Siemens switches) and Lucent's Terranova/DNA (manages Lucent switches) then deposit a file on a common network drive that is retrieved by INFORTeL-NT.



- **Call Accounting:**

The *Message Collection System* collects call records from single or multiple PBXs across the entire enterprise using either dial-up, Network/IP or Internet connectivity. Message collection runs independent of other system functions.

The flexible *Rate Schedule System* automatically calculates the price of each phone call using the INFORTeL-NT database of more than 100 telecommunications tariffs. All call records are rated as they are collected. Up to 16 different call types are accommodated. Mark-ups, thresholds and other factors can be applied as well.

SMDR Reporting provides comprehensive call accounting reports that allow you to analyze usage patterns, detect abuse and allocate costs. Reports are provided in text and graphical format.

- **Billing:**

Account Billing is fully integrated with other modules to create and print or e-mail comprehensive telecom bills to charge individuals or departments for phone services, equipment charges, fixed costs and one-time charges. Multiple bill classes are provided.

Service Request Billing allows you to bill users or departments for services such as installations and repairs.

Accounts Receivable provides complete records and tracking for account and service request billings with full AR reporting capabilities.

- **Cable/Facilities Management:** Connectivity Maintenance and Inventory supplies information necessary to track and model voice and data cabling throughout your enterprise network. INFORTeL-NT tracks all information pertaining to cross-connect points, terminal appearances and status for each pair within your network.

Modules for work orders and trouble tickets provide the ability to enter, assign, track and close physical jobs associated with your telecom infrastructure. They are fully integrated with other INFORTeL-NT modules to automatically update subscriber records, take items out of inventory and update billing, as appropriate.

- **Fraud Alert:** The INFORTeL-NT system not only allows you to detect potential fraud, but actually stop fraud in its tracks using the real-time Fraud Alert option. Unlike server-based applications, Fraud Alert is buffer-box based. This allows you to detect suspicious calling patterns as soon as a call is placed. All programming and investigation of alarms takes place using the Windows-based software included with the buffer boxes. This easy-to-use software allows you to program the buffer to detect fraud conditions and trigger alarms.

- **Directory Management:** Gives operators a flexible and easy-to-use system to retrieve telephone and fax numbers, e-mail addresses, voicemail boxes and other pertinent data for all of your employees. The directory can be subdivided into user-defined sections, such as emergency and frequently-called numbers or any user-defined section.

- **Asset Management:** INFORTeL-NT provides a complete inventory maintenance and tracking system for your enterprise network. Asset Management tracks serialized and nonserialized inventory, warranty and maintenance agreements, and spare equipment, allowing you to bill for the use of these assets.

- **System Architecture:**

A Unified Oracle Database provides single point of entry across all modules.

The ODBC-compliant system delivers easy access to call accounting data from other systems and hundreds of software packages.

Its true client/server architecture makes INFORTeL-NT ideal for LAN and WAN applications.

TCP/IP compatibility means INFORTeL-NT is the perfect network application.

INFORTeL-NT has complete compatibility with all PBX makes and models.



How ISI backs you up with a professional services team of Project Management, Customer Service and Training.



ISI uses standard project management practices, tools and review analysis to control all aspects of the project including: planning, management, engineering, procurement, assembly, installation, integration, data loading, testing, training, quality assurance and support.

ISI also offers a variety of cost-effective services and support options for **INFORTE^L-NT** that address both software support and hardware maintenance needs.

Standard training includes on-site sessions using the installed workstations.

Each training plan is customized to the backgrounds, interests and availability of the customer's staff. The training experiences are a mix of overview presentations, hands-on exercises and discussions. Each **INFORTE^L-NT** functional module has a corresponding training module, which in turn is composed of assorted training plans and elements. Thus, the training can be combined in several ways and yet result in a consistent exposure to knowledge. It is anticipated that training often would be performed as a "one-on-one" experience and at the workstation of the person being trained. Overviews and general topics are more likely to be held in conference rooms with multiple attendees.

In addition, specific classes include General System, Billing System, Server System and Toll Fraud Module Administration, plus Call Accounting, Cable Management and Work Order Processing.

Here are the minimum requirements you need for **INFORTE^L-NT**.

INFORTE^L-NT is hardware independent. The Product Backplane System can reside on a variety of Windows NT servers from microcomputers to powerful mini-computers. End-user applications run on desktop and portable computers allowing customers to make greater use of their existing hardware.

INFORTE^L-NT servers and end-users are connected via TCP/IP.

SERVER

Network or stand-alone versions
Intel Pentium or Pentium Pro
Windows NT
Oracle 8
Microsoft Internet server
TCI/IP or IPX/SPX

CLIENT

Intel 486 or later
Windows 9x or Windows NT

The ISI Infortel "total solutions approach" for small businesses to global giants.

INFORTE^L-NT is only one part of ISI's Infortel suite of telemanagement solutions.

In addition to **INFORTE^L**-NT, ISI's **INFORTE^L** for WINDOWS offers a powerful, easy-to-use call accounting system that gives you all the benefits of call accounting – allocation of telephone costs, monitoring employee productivity, analyzing telecom traffic, managing telephone abuse and detecting fraud – yet with the simplicity of a Windows-based graphical user interface. **INFORTE^L** for WINDOWS is the ideal telemanagement solution for companies with single, or multiple sites, from 50 to 10,000 extensions.

INFORTE^L-TSB is an outsourced call accounting solution utilizing ISI's fully staffed, state-of-the-art telecommunications service bureau. **INFORTE^L**-TSB offers a unique outsourced call accounting solution for companies seeking to reduce overhead costs while effectively tracking and allocating call expenses.

INFORTE^L-CMS provides the means to graphically model and manage any cabling installation, including voice, data and fiber. This easy-to-use tool provides a means for defining, viewing and editing records on the location, connectivity and capacity of all aspects of any circuit with immediate access to information available via a simple user interface.

Whichever solution – **INFORTE^L**-NT, **INFORTE^L** for WINDOWS, **INFORTE^L**-TSB, or **INFORTE^L**-CMS – ISI guarantees complete customer satisfaction, backed by our uncompromising commitment to service and support. Choosing ISI for your telemanagement system assures you the flexibility and control to operate your telecommunications more effectively. You get solutions that maximize performance, reduce costs and generate cost-recovery savings which directly contribute to enhancing your bottom line.



Intelligent Telemanagement Solutions™

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www.isi-info.com



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