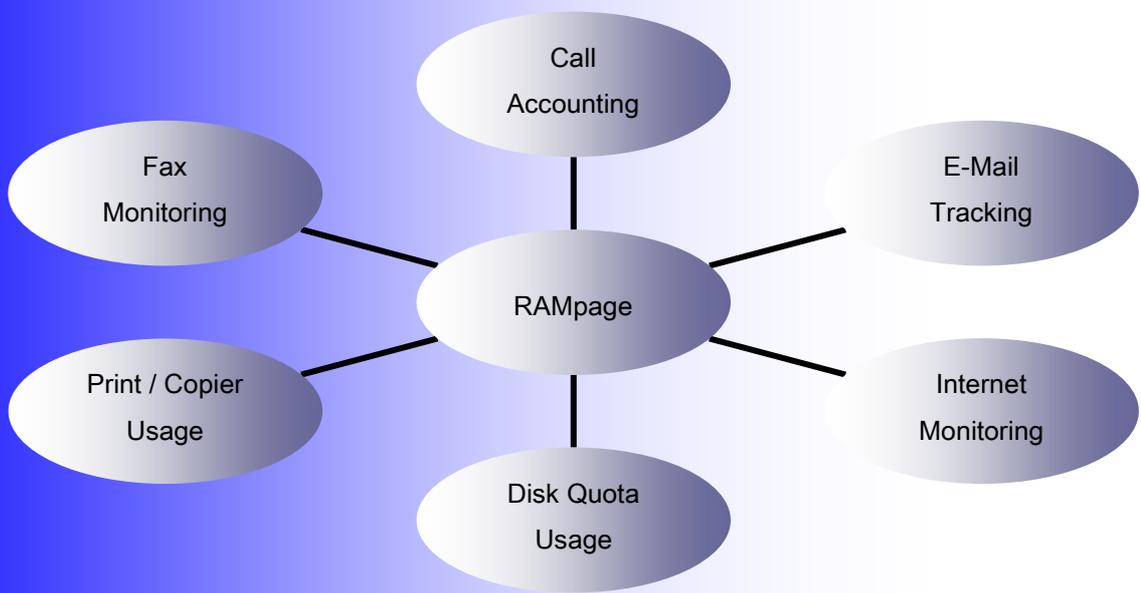


VSA RAMpage

The Convergence of Voice and Data Reporting

Bill For Voice Calls Bill for Data Traffic Optimise Usage Distribute Costs

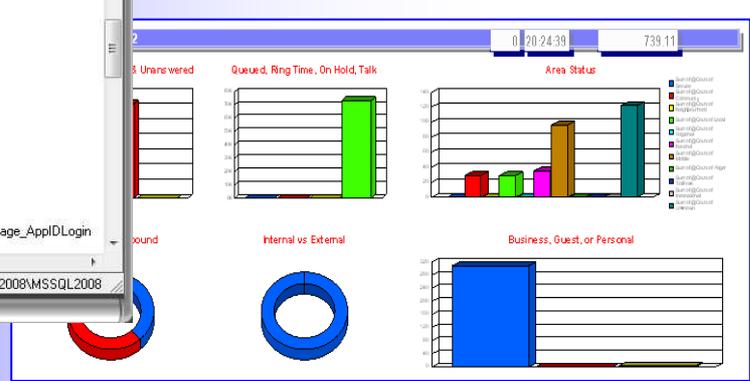


VSA RAMpage 2009 Manager

File Edit View SQL Server Tools Data Help

Console Root\System\Info\SQL Server

Name	Value
Name	DEV2008\MSSQL2008
Net Name	DEV2008
Net Packet Size	0
ODBC Prefix	True
Process ID	51
Query Timeout	-1
Quoted Identifier	False
Regional Setting	False
Sa Login	True
Status	Running
Translate Char	True
True Login	VSA_RAMpage_AppIDLogin



Enhance Productivity Monitor Performance Flexible Hierarchy Schedule Reports

Communication Costs no longer stem solely from Telephony Use!!!

In the quest to improve your customers contact experience with your organisation, it is imperative that you have the correct tools available to immediately evaluate the performance and effectiveness of your most mission-critical resources.

Even as companies implement tougher and more detailed policies for the use and control of phones, faxes, e-mail, and other communications tools, many suspect that abuse of these resources remains a problem. Just as access to these tools can enhance productivity, they can just as easily detract from it.

VSA RAMpage is a unique product offering whereby all your business resources can be monitored centrally by means of a single directory of users and contacts, thus empowering your organisational managers to make the



Call Accounting

This is the monitoring of outbound, inbound, and internal call traffic to establish the level of use, misuse, and abuse of telephony resources, and enable the billing back thereof to individuals and departments. It is also used as a tool to establish peak call periods to enable an organisation to determine line availability, call traffic pattern analyses to specify optimum least cost routing solutions, and view operator answer response times to determine customer satisfaction.

By capturing and transforming static data from any enterprise PBX or telephony switching device, and costing, consolidating, and meaningfully presenting the information in an array of analytical reports - VSA RAMpage can identify call traffic patterns, peak usage times, bandwidth, and hardware requirements – all essential for accurate capacity planning, resource allocation, and system security.



Disk Quota Usage

The billing of disk space usage on file servers back to individuals, cost centers, and/or organisational units.

Disk quota management achieves the goal of ensuring fair distribution of disk resources across the enterprise, however, if enforced too rigidly it can result in certain divisions having under utilised allocated space while others are starved for more. Monitoring and billing for usage of disk space allows IT administrators to apply less stringent control in terms of allocated quota enforcement and instead charge users, departments, and cost centers, for the amount of space they actually use - at any given time on an hourly, daily, weekly, or monthly basis. This enables the IT division to recoup the cost of shared resources from those that use it.

Highly Scalable Architecture for Unlimited Users and Locations!!!



Fax Monitoring

Description of subject matter sent, telephony billing for costs incurred by outbound faxes, billing for number of pages printed on receipt of faxes, document tracking for security purposes, the success or failure status of outbound and inbound faxes, and information to determine the availability of channels to transmit and receive faxes. This data is vital in reducing the vulnerability of an organisation to a security breach.

Security aside, facsimile transmissions cost your enterprise money. VSA RAMpage can calculate the telephony charges for outbound faxes and printing costs for inbound faxes, also applying custom-defined billing mechanisms if necessary.



E-Mail Tracking

Provides sender and recipient information, size and type of documents attached, subject matter, priority level, encryption usage, bandwidth usage, and the time it took to transmit or download the Email.

With the advent of broadband connectivity, service providers have shifted time based billing to traffic (Kbytes) based billing - each e-mail you send or receive, costs your organisation money. VSA RAMpage enables you to bill the intended recipients, the senders, and their respective organisation units or cost centers for e-mail usage. High priority mail can be charged at a premium, while low priority mail discounted, ensuring that users are billed according to the quality of service they demand. The size of attachments impact on the billed cost, ensuring users take serious consideration before e-mailing unnecessary material, within the organisation or externally.



Print/Copier Usage

Enables the billing back of printing resources to individuals and their respective departments. Billed resources include amount of toner or ink used, number of sheets used, size and type of paper used, whether color printing or monochrome printing was used, and the number of staples used.

This resource also helps to determine whether the workload distribution across multiple printers is evenly or unevenly spread, assists in monitoring printer performance by means of print jobs being successfully completed and from a security point of view, knowing what documents are printed.



Internet Monitoring

Analyses of web sites visited, type of content users are downloading, size of documents, and quality of service experienced in terms of success status or type of failure.

While more and more businesses consider the advantages and disadvantages of granting Internet access to their employees, managers are taking note of the ever increasing abuse thereof. As a shared gateway to the Internet via your web proxy server, the quality of service you experience when browsing the Internet is influenced by where other employees are browsing and what content they are downloading. Types of sites/ domains visited can be recorded and analysed - Ultimately, users may be billed for data sent and received!

Robust Modular Application with unparalleled Hierarchical Organisation Structure & Reporting Mechanism!

Flexible Hierarchy

Unlike most software packages, VSA RAMpage is not limited to merely providing a rigid 3, 7, or 10 level organisational hierarchy. Each branch of the hierarchy can have a different number of levels. Active Directory / LDAP Support enables enterprises to keep their various contact/user directories synchronised without manual entry of additions and changes at each directory.

Accurate Billing

VSA RAMpage offers the most sophisticated billing mechanisms available today. A **single code / rate table** allows cost codes and dial codes to only be updated once per database and not for each monitored device and location, even if implemented as a multi-national solution - these are simply downloaded from the Internet updating the entire Network infrastructure immediately. IP billing based on QOS elements like jitter, latency, and throughput are also supported.

Reporting

VSA RAMpage offers an extremely comprehensive reporting model with unparalleled filter options for specific report queries. All reports may be scheduled to be automatically E-mailed, saved to disk, exchange folder, or Web folder in a great variety of formats. Depending on the organizational requirements, hundreds of reports are available for visual representation. The WEB Module allows for quick record viewing, archived report viewing, report creation and scheduling, and directory browsing, all from inside your web browser.

Flexibility

VSA RAMpage can be installed as a stand-alone management tool for small businesses or a powerful networked multi-site solution for organizations running a multitude of data sources and data source types. Simply choose the Edition that suits your needs!



Your Authorised VSA Dealer:

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Visual Software Architects International CC

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