CASE STUDY

comm CONTROL

CommControl deployment in IT/ITES
Enterprise Telephone Usage, Call Accounting, Reporting, Billing and Management System

The client is recognized as one of the world's leading IT organizations providing management consulting, technology and outsourcing services, with more than 300,000 employees present in over 200 cities across over 50 countries.

Challenges faced

- This leading organization with a hybrid network including TDM and IP Telephony platform having more than 120,000 registered users spread across multiple locations, has a very high call volume and telecom usage.
- According to the Client, the default CDR reports that come from their Telephony systems vendor does not measure up to their audit requirements.
- They could not get an insight into their telephone usage centrally for their different branches across the world.
- They have multiple telephone systems, and handling them was cumbersome due to practical difficulties.
- They needed customized reports as part of their MIS process.
- They needed to analyse their call Traffic across different service provider trunk lines to identify whether there is a shortfall of resources to handle the high call volumes and also to assess whether the resources are utilised optimally
- They were not able to get the top Usage report of different destination countries, users, extensions, frequent dialled numbers, etc.
- They could not find a trusted and reliable vendor and a robust application which can handle very high call volumes and which can integrate with multiple brands of the Telephone system and also scalable.

Solution offered

After receiving presentations from several companies and careful analysis, the client selected CommControl CAM Suite provided by CommSouth.

- The offered solution could deliver exactly what wanted to see on call volume, traffic analysis, Ad hoc reports, etc.
- For so many years now, the telephone system still captures all the vital call data, while CommControl enables detailed reporting and business insights.
- The reporting capabilities which we provide includes feature such as Ad hoc/custom reports, advance trunks analysis and traffic reports, Top Usage, Quality of Services, Jitter/Latency, etc., just to name a few.
- CommControl stores call data which can later be validated by the telecom regulatory authority in that country.
- We also provided the report for validation of costs with their service provider bills.
- Key performance Indicators and Dashboards were provided enabling Senior Management to arrive at vital decisions with ease.
- Their headache of a centralised multi-platform solution was solved.

Business Results

- With CommControl installed, the most visible benefit was time and cost savings along with indirect benefits as well.
- 6% of the unused services were identified and it helped them in cost saving.
- CommControl helped identify personnel and non-business-related calls up to 19%.
- Reports of different needs were addressed such as
  - ♦ Department wise detailed/summary
  - ♦ Trunk level detail/summary
  - ♦ Advanced traffic reports
  - ♦ Graphical analysis
  - ♦ Frequent dialed numbers
  - ♦ Incoming/internal call analysis

- These reports helped increase productivity, detect unauthorized usage, Bill validation, etc.
- From this real time data collection, they were able to see where and how to save on business operational cost.
- By tracking inbound and outbound calls, this IT giant is in better control over business telephone call expenses.