



The Leaders in  
Telecom Expense Management



## Cost Recovery of Voice, Video and Data Services in University Sector

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QUESTNet 2010



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## Agenda

- Introduction to TSA Software Solutions
- Challenges and Opportunity for Universities
- Overview of the Technology
- Conclusion and Actions



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## Introduction to TSA Software Solutions

“We enable organisations to manage and optimise their investment in telecommunications”

- Australian owned and operated since 1993
- Heavy focus on research and development
- Top 400 Queensland company
- Telstra Small Business Award Queensland Finalist
- Only Australian company to be ranked by Gartner Global Market Scope for TEM



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## Who are some of our clients?

- **University of Melbourne**
- **Queensland University of Technology**
- **University of New South Wales**
- **University of Tasmania**
- **Charles Sturt University**
- **University of South Australia**
- **University of Southern Queensland**
- Australian Department of Defence
- Telstra Complex Billing
- Victorian Government
- South Australian Government
- Victorian Police
- Australian Federal Police
- Leighton Contractors
- Allianz
- Sydney Water
- Brisbane City Council
- NSW Road Transport Authority
- NSW Office of State Revenue
- WA Health
- QLD Health



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## Challenges and Opportunities

- Reduce Telecommunications Costs
  - Validation of Telecom Expenses
  - Changing usage behavior
  - Better provisioning of services
  - Improve negotiating position with suppliers



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## Challenges and Opportunities

- Improve Overall Productivity of Process
  - Administration Overheads
  - Management Tools
  - End User Awareness





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## Challenges and Opportunities

- Reduce Risk and Increase Visibility
  - Trending and benchmarking expenses and behaviours across departments and individuals
  - Identify and remove fraudulent behaviour
  - Understand inter and intra department communication
  - Understand the true cost per user type
  - Monitor emergency type calls
  - Monitor and prevent access to inappropriate Internet content



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## Overview of the Technology

- Unified Telecom Expense Management platform to accurately validate and allocate all telecom expenses incurred by the organisation
- Provide flexible reporting for end users, managers and administrators
- Interface into existing directory and financial systems to improve the overall efficiency of the business process

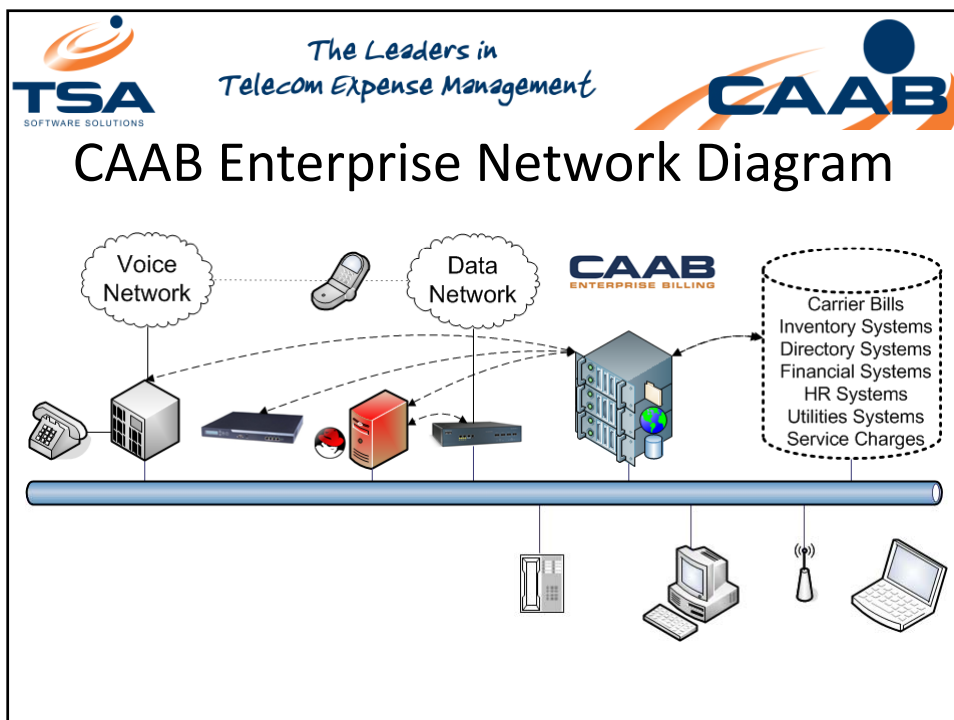


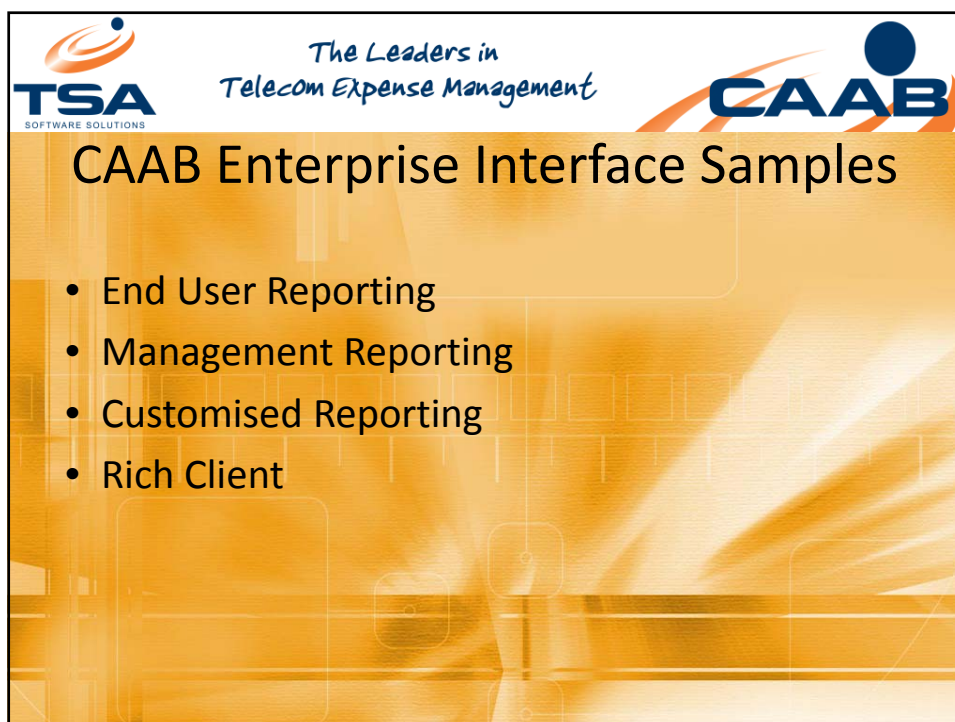
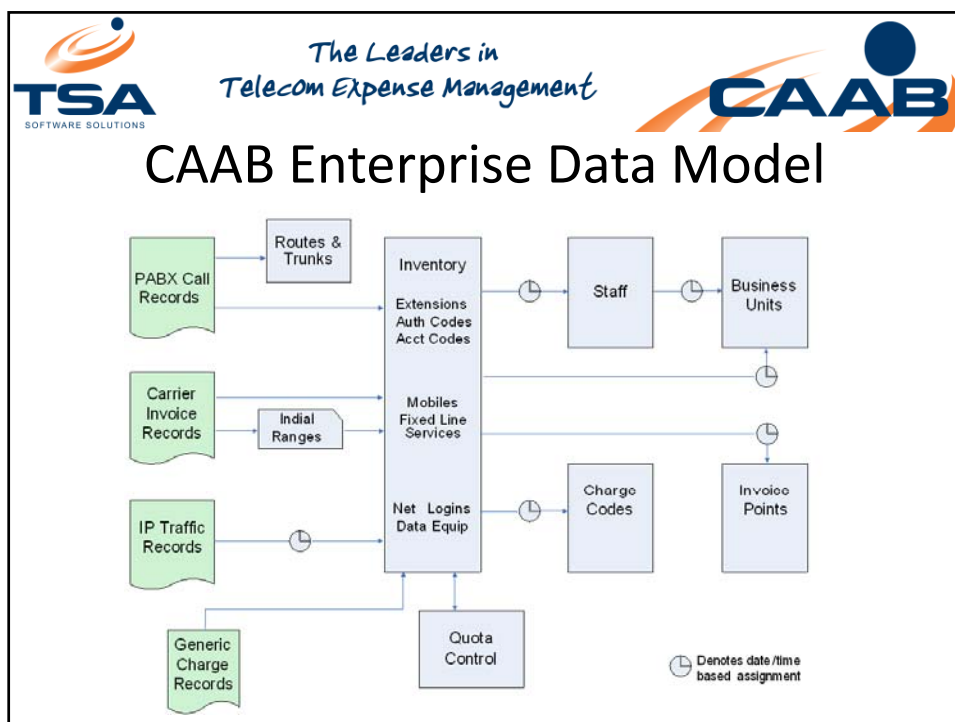
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## Overview of the Technology

- CAAB Enterprise is designed to provide:
  - Extension Expense Management
  - Fixed Line and Mobile Expense Management
  - Internet Expense Management
  - Video Expense Management
  - Asset Expense Management
  - Generic Expense Management







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SOFTWARE SOLUTIONS

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**CAAB**

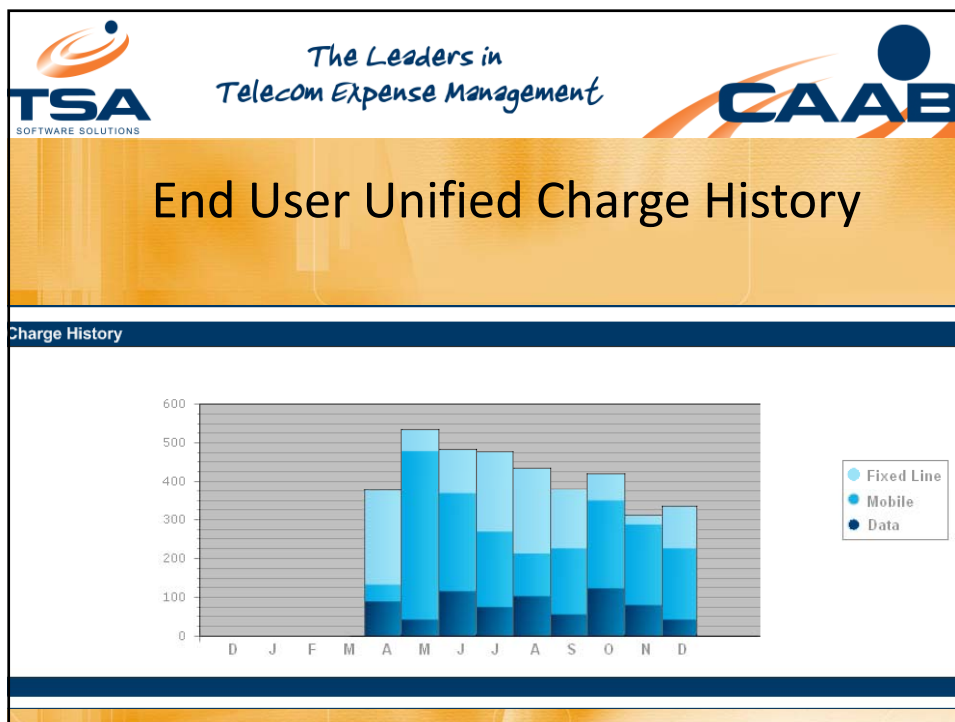
### End User Reporting

Service User: SA/paul  
Department: WC VIC MELBOURNE (01.000-00)

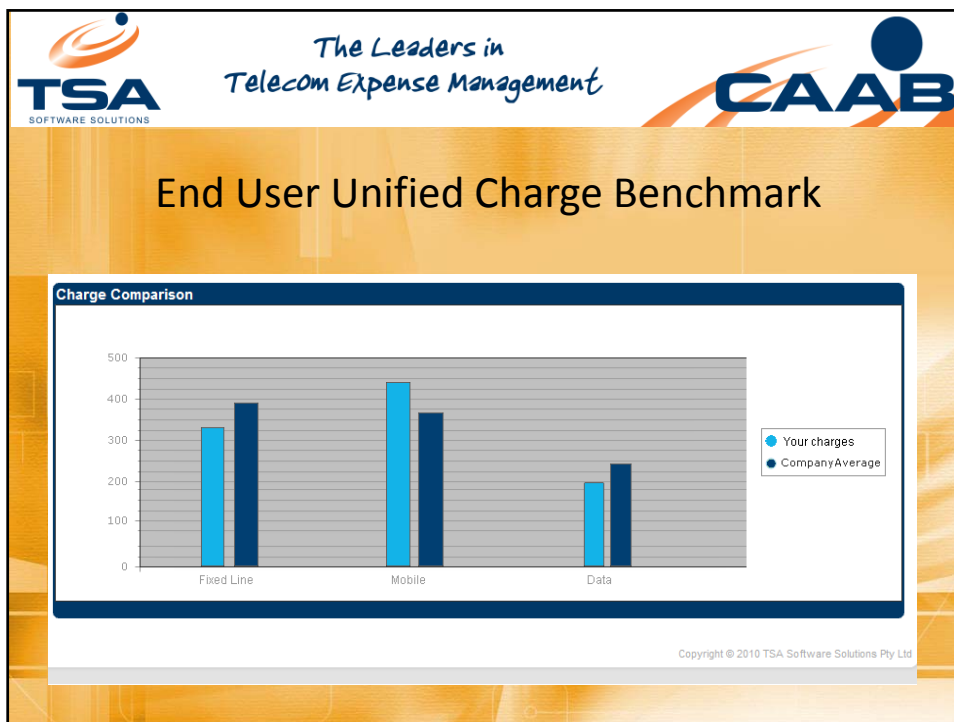
Billing Period  
December 2009  
01 Dec 2009 - 31 Dec 2009

#### Service Summary

| Service                                         | Type             | Usage |        |          | Charges  |         |        | Total    |
|-------------------------------------------------|------------------|-------|--------|----------|----------|---------|--------|----------|
|                                                 |                  | Unit  | Qty    | Duration | Usage    | Rental  | Other  |          |
| <b>Fixed Line</b>                               |                  |       |        |          |          |         |        |          |
| <input type="checkbox"/> 054:0392343653         | AVAYA 9630       | Calls | 65     | 00:53:32 | \$16.45  | \$37.40 | \$0.00 | \$53.85  |
|                                                 | Local            | Calls | 33     | 00:22:47 | \$8.63   |         |        |          |
|                                                 | National         | Calls | 4      | 00:07:10 | \$2.40   |         |        |          |
|                                                 | Mobile           | Calls | 17     | 00:18:29 | \$5.42   |         |        |          |
|                                                 | Internal         | Calls | 5      | 00:03:00 | \$0.00   |         |        |          |
|                                                 | Incoming         | Calls | 6      | 00:02:06 | \$0.00   |         |        |          |
| <input type="checkbox"/> 065:APXY               | CMS Licence      |       | 0      |          | \$0.00   | \$49.50 | \$0.00 | \$49.50  |
| <b>Mobile</b>                                   |                  |       |        |          |          |         |        |          |
| <input type="checkbox"/> 063: 0409244245        | Mobile           | Calls | 65     | 00:34:54 | \$16.45  | \$37.40 | \$0.00 | \$53.85  |
| <b>Data</b>                                     |                  |       |        |          |          |         |        |          |
| <input type="checkbox"/> somedomain/anotheruser | Desktop PC Asset | MB    | 23,000 |          | \$253.00 | \$2.20  | \$0.00 | \$255.20 |
|                                                 | On Net Domestic  | MB    | 8,400  |          | \$0.00   |         |        |          |
|                                                 | Off Net Domestic | MB    | 14,600 |          | \$253.00 |         |        |          |







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### My Statement

Service Name: Marshall, David  
 Department: Vice Principal Information and Planning Office  
 Charge Code: 01/841/00

Billing Period: 2009-09  
 01 Sep 2009 - 30 Sep 2009

**Service Display for Fixed Line: 42727**

| Date and Time        | Charge Type | Dialled Number | Call Type     | Destination / Origin | Duration | Charge |
|----------------------|-------------|----------------|---------------|----------------------|----------|--------|
| 1/9/2009 12:44:12 PM | Local       | 92335217       | Local         | Melbourne            | 00:01:03 | \$0.11 |
| 1/9/2009 12:45:31 PM | Local       | 92335217       | Local         | Melbourne            | 00:01:56 | \$0.11 |
| 1/9/2009 1:49:11 PM  | National    | 59644147       | National      | Emerald (VIC)        | 00:10:25 | \$0.73 |
| 2/9/2009 10:07:15 AM | Local       | 131721         | 13/1300 Calls | 13/1300 Calls        | 00:02:55 | \$0.21 |
| 2/9/2009 10:50:05 AM | Local       | 92335217       | Local         | Melbourne            | 00:00:37 | \$0.11 |
| 2/9/2009 12:45:35 PM | Local       | 92335217       | Local         | Melbourne            | 00:00:19 | \$0.11 |
| 2/9/2009 4:28:04 PM  | National    | 59644147       | National      | Emerald (VIC)        | 00:01:19 | \$0.09 |
| 2/9/2009 5:43:52 PM  | Mobile      | 0411197136     | Mobile        | Mobile               | 00:00:37 | \$0.14 |
| 3/9/2009 10:12:25 AM | Mobile      | 0408387388     | Mobile        | Mobile               | 00:01:16 | \$0.30 |
| 3/9/2009 10:19:38 AM | Mobile      | 0425861116     | Mobile        | Mobile               | 00:04:29 | \$1.05 |
| 3/9/2009 10:24:59 AM | Mobile      | 0438176617     | Mobile        | Mobile               | 00:00:35 | \$0.14 |
| 3/9/2009 10:29:04 AM | Mobile      | 0425791540     | Mobile        | Mobile               | 00:04:56 | \$1.16 |
| 3/9/2009 10:39:41 AM | Mobile      | 0400039156     | Mobile        | Mobile               | 00:00:24 | \$0.09 |
| 3/9/2009 10:40:48 AM | Mobile      | 0400053747     | Mobile        | Mobile               | 00:04:58 | \$1.17 |




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Web Reports

My Account

Web Reports

Business Unit

**Call Charges By Business Unit**

Staff

Extension

Mobile

Data


**Call Charges By Business Unit**



Incoming and outgoing call details and marked up charge for calls allocated to each selected department. Detail or summarised by department or staff member.

Enter a value for the Call Date.

Call Date

Today

25/01/2010

00:00

TO 25/01/2010 23:59

Enter a value for the Bus. Unit Path.

Bus. Unit Path

Enter a value for the Call Type.

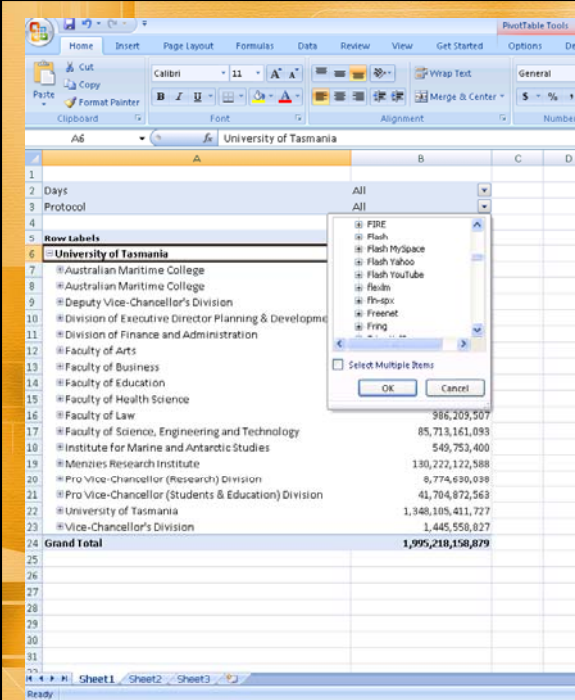
Call Type

Enter a customised report label that will appear under the main report title.

Custom Report Label

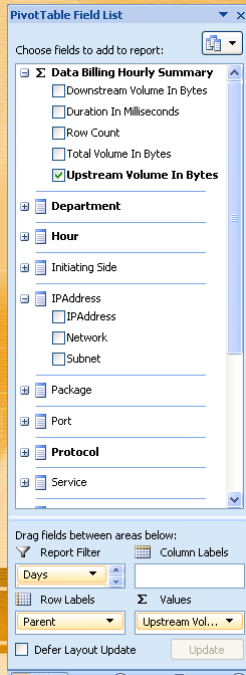
Select the report type.

☒ Directory Summary
 ☐ Extension Detail
 ☐ Extension Summary
 ☐ Business Unit Summary



The screenshot shows an Excel spreadsheet with a PivotTable. The PivotTable is titled 'University of Tasmania' and is set to show 'All' for both Rows and Columns. The data is summarized by 'Department' and 'Hour'. The 'Grand Total' is 1,995,218,158,879.

| Department             | Hour   | Value             |
|------------------------|--------|-------------------|
| University of Tasmania | Parent | 1,995,218,158,879 |



The PivotTable Field List shows the following fields:

- Data Billing Hourly Summary**
  - ☐ Downstream Volume In Bytes
  - ☐ Duration In Milliseconds
  - ☐ Row Count
  - ☐ Total Volume In Bytes
  - ☒ Upstream Volume In Bytes
- Department**
- Hour**
- Initiating Side**
- IPAddress**
  - ☐ IPAddress
  - ☐ Network
  - ☐ Subnet
- Package**
- Port**
- Protocol**
- Service**

Drag fields between areas below:

Report Filter: Days

Column Labels: Parent

Row Labels: Upstream Vol...

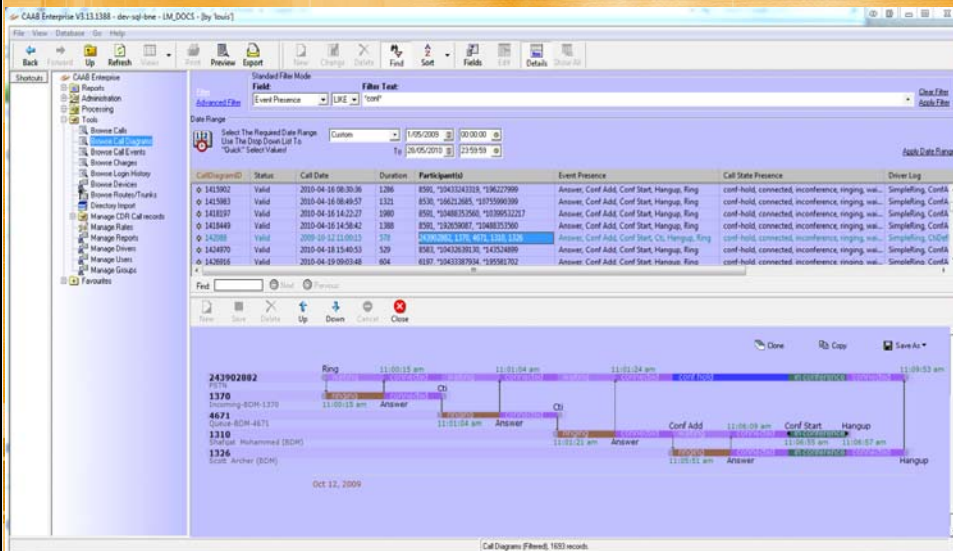
Defer Layout Update: ☐

Update



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The screenshot displays the CAAB Enterprise V5.13.1388 software interface. The top section shows a list of call records with columns for CallID, Status, Call Date, Duration, ParticipantID, Event Presence, Call State Presence, and Driver Log. Below this, a detailed call diagram for call ID 243902882 is shown, illustrating the sequence of events including Ring, Answer, Conf Add, Conf Start, Hangup, and Ring, with corresponding timestamps and participant IDs.



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## Modular and Scalable Licensing

- Commercial Options:
  - Purchase and Operate
  - Managed Service
  - Combination
- Licensing Structures
  - Device and Feature Based
  - DEEWA / CAUDIT Based



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## Conclusion

- Unified Telecom Expense Management
- Save Money, Improve Performance and Minimise Risk
- Modular and Scalable Architecture as well Commercial Engagement
- Proven solution, trusted in sector
- Actions and Discussion