

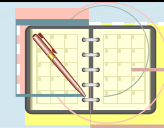


Cost Recovery and Quota Management of Voice, Data and Mobile services in the University of Southern Queensland

Presented by:
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Agenda



- What the University needed and why?
- How did the University address this?
- What were the project outcomes?
- Conclusion



What the University needed



- Faculties, business units and related entities demanded the use of the University infrastructure to efficiently collaborate in real time through the use of telephone and video calls, high speed wired and wireless Internet and AARNET access and even provide mobile and remote connectivity through external carrier networks.
- The University needed an integrated billing system that could provide accurate reporting and allocation of costs incurred from the telephone system, carrier network and internet data network. These reports are then distributed via email to the relevant staff, students and related entities.



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What the University needed..



- Extracts from the tender:
 - Calculate the cost of telephone traffic across multiple campuses
 - Generate bills to cost recover from the various cost centres
 - Analyse traffic usage
 - Monitor the performance of the University's telephony system
 - Reconcile the call costs with the carrier's telephony accounts



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What the University needed..



■ Extracts from the tender:

- Comprehensive reporting mechanism through a web based interface, as well as the capability for producing reports in electronic format for processing by the University's financial system.
- Bill management functionality to effectively manage the billing processes without being limited to the number of carriers, service providers or accounts. It is expected that the software solution will enable costs to be calculated for all calls and bills generated for cost recovery from the University's cost centres.
- Fixed line, extension level, and mobile call management to effectively analyse the carrier reports and internal call records generated by the University's PABX's and Call Managers to provide a complete service down to extension level, fixed lines or mobile service level. This requirement may be necessary to enable a cost analysis for reconciliation between the carrier's records and the University records.
- Effective traffic management functionality to provide a view of the utilisation of external trunks, traffic patterns and routes as well as analysis of least cost routing reports, to enable management to make informed decisions regarding traffic routes and loads, as well as decisions required to ensure that telephony services are provided as cost-effectively as possible.
- A Call Directory management function should be included to enable information such as name, extension number, title, and Faculty or Section. The Call Directory should also provide the location, an alternative answering number and name, a mobile number, and an email address. This Call Directory should have the capacity to be updated from a Supervisory terminal or linked to a central data authority.
- Provision of a facility to process PIN numbers used on the PABX or Call Managers to allocate call charging to Cost Centres other than the default from a particular extension.



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How did the University Address this?



- Software based technology deployed at the University following RFO in Nov 2006 – Ref No: ICT100

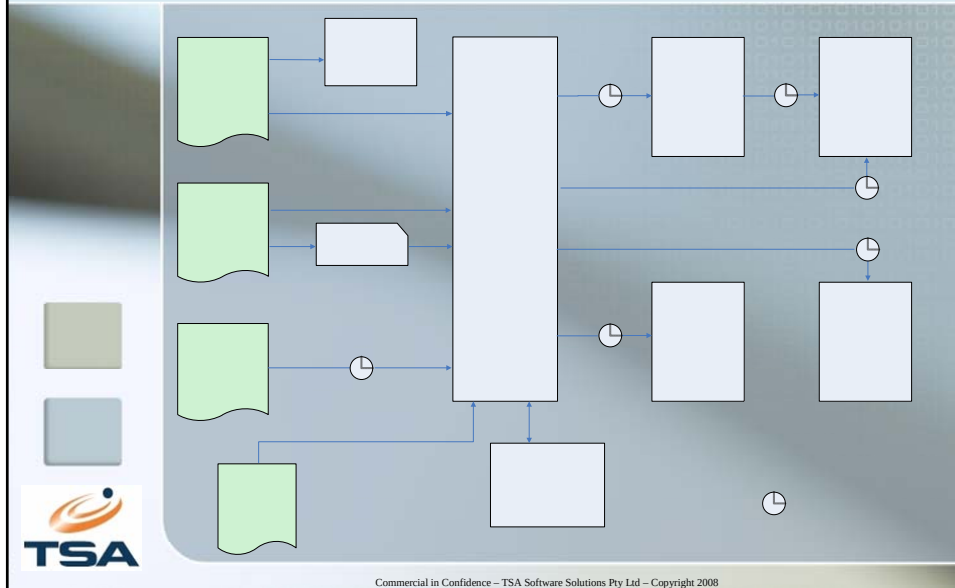
■ Solution Purchased:

- CAAB Enterprise, TSA Software Solutions
 - Extension Billing
 - Fixed Line Billing
 - Mobile Billing
 - Fixed Line Reconciliation
 - Operator Directory
 - Web Reporting



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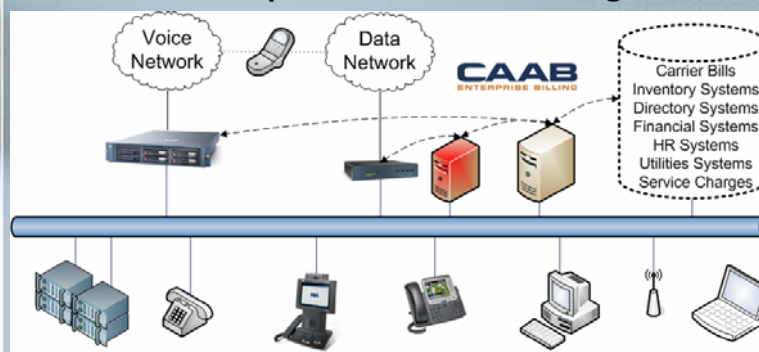
How did the University Address this?



How did the University Address this?



■ CAAB Enterprise Network Diagram



■ Stage 1: Telephony

■ Stage 2 (future): Internet



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PABX
Rec

Ca
Inv
Re

Project Outcomes



- Reduction in expenses
- Improvements in productivity
- Improvements in business process
- Reduction of risk
- Improved commercial leverage
- Shift in accountability of expenses
- Improved visibility into the use of the University infrastructure

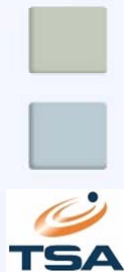


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Project Outcomes



- Quotes from USQ:
 - The CAAB solution has allowed us to put accountability back onto the users. In the first cut we reduced our mobile rentals by >\$1K month.
 - The CAAB solution enables us to better our negotiation position when dealing with the telecommunication providers.
 - The CAAB reporting function provides clarity on actual usage. This assists with
 - Budgeting
 - Targeting usage reductions
 - Identifying high usage sections; other options can then be explored.



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Conclusion



- **End users, department heads, related entities and the IT&T department finally understand what users use, how they use it and what it costs them and the University.**
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