



5-Point guide to using a Call Logging Managed Service

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WHY CALL LOGGING INFORMATION IS IMPORTANT

- Departmental Costing
- Government Regulations – published information
- Managing your networks & traffic
- Planning changes and migrations to IP
- Monitoring users and abuse

WHY USE A MANAGED SERVICE

- No hassle
 - Fully outsourced solution
- No time wasted running reports, training on how to use a call logger, or keeping it up to date
- No additional ongoing costs for hardware/ software/ upgrades/ maintenance

WHAT YOU GET FROM A MANAGED SERVICE

- You receive up to 20 reports a month
 - Via email
 - A choice of formats – excel, word, PDF
- For ad hoc reports use a secure web tool
 - Web Report Generator
 - Templates set up for each user
 - Requires no training

Benefits of a Managed Service:

- Priced per extension per month
 - No additional capital expense
 - Flexible for growth and downsizing
 - Easily add/take off sites
- You focus on your core tasks!

WEB REPORTING

The screenshot shows a web browser window displaying a report from DataTrack. The report is titled 'Top 10 Most Expensive Calls' and contains a table with the following data:

Extension	Dialled Number	Place Name	Total Cost
AA/AA/239 Auto Added Extension	0031102174730	Netherlands	6.23
AA/AA/240 Auto Added Extension	0031102174730	Netherlands	6.10
AA/AA/109 Auto Added Extension	01270537674	Crewe	4.01
BB/BB/109 Auto Added Extension	01270537674	Crewe	4.01
CC/CC/109 Auto Added Extension	01270537674	Crewe	4.01
DD/DD/109 Auto Added Extension	01270537674	Crewe	4.01
EE/EE/109 Auto Added Extension	01270537674	Crewe	4.01
FF/FF/109 Auto Added Extension	01270537674	Crewe	4.01
GG/GG/109 Auto Added Extension	01270537674	Crewe	4.01
HH/HH/109 Auto Added Extension	01270537674	Crewe	4.01

Below this table is another section titled 'Top 10 Most Expensive Extensions by Cost' with a table structure that includes columns for Extension, Calls, Cost, and Duration. The browser interface includes a search bar, navigation buttons, and a status bar showing '5 of 19'.

ABOUT ACTIMAX

Actimax, established in 1997 has a firm track record of proven results and satisfied customers in the telecommunications market. Our core business is the supply, installation and maintenance of communications systems, and our strength is in the technical background of our team of 38 employees.

With a management team that have worked together for a combined total of over 75 years, we are a hard working company that knows where it is heading. The experience of John Massey Managing Director who's background in the communications industry goes back over 30 years is invaluable in the company being one step ahead of the competition. Actimax invests over 50k per annum on training it's team, including technical engineering courses, management courses, sales and marketing seminars and we also recently offered Learn Direct courses to the whole company, which saw a good up take. The company ethos is to keep our team, happy, motivated and interested, that way they are more likely to stay with us. This has proved to be a benefit with 60% of our team having been with us for over 3 years,

We provide communications hardware from five leading manufacturers along with a whole portfolio of supporting products. We have gained superior accreditation with all of the suppliers we work with, along with awards for Customer Care and Service (2004 and 2005) , Comms Channel Reseller of the Year 2005, Essex Business of the Year 2005 and Business-to-Business winner 2005.

Our target market are companies, either single or multisites with over 20 employees, and with no upper limit. Our market sector is any company looking to improve their process and procedures along with increase in sales, cutting costs and improving service, and we have been especially successful in Government, Financial, Travel and the Motor Trade.

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