



CDR-Data Corporation

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Documentation Version 2.0 05 06272006

CDR-Data
Expertise and Dedication
626-791-9700



Corporate Profile

Company History

CDR-Data is comprised of a group of professionals with decades of experience in the Telemanagement and IT industry. This team has consistently delivered proven products and services that provide answers to management's questions of telecommunications usage and bill back of expenses.

CDR-Data has gained its market share by consistently delivering high quality and flexible solutions to each and every CDR-Data client. Our goal as an Application Service Provider is to provide you the additional resources you need to win without having to overextend your current staff.

Accuracy and quality are critical both to your success and ours.

"I think CDR-Data Corporation is a MUCH needed partner in the executive suite business. It has been a life saver in time, efficiency and ease of billing to our clients while assisting with numerous telecommunications issues. CDR-Data spoils our General Managers by providing them a simple CD to print their billing each month. "

"Additionally, our telephone vendor who installs our new systems loves working with CDR-Data to get new locations up and running."

Nancee Hahs - Director of Operations, Premier Business Centers

Mission Statement

CDR-Data will deliver state of the art software and services to make our clients succeed.

Product Description

CDR-Data provides a fully functional cost allocation and charge back solution that can be run in an Application Service Provider environment or as an in house system. Our products and services allow the data collection, verification and rating of your data and present your telecommunication usage and expenses in an easy to understand format.

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Features and Benefits

Features

- A time tested back-end system that delivers a full range of rating and allocation options.
- Flexible information presentation and delivery via e-mail, print mail or Web view.
- Expertise in Telemangement processes and procedures for implementation and training
- Provides the ability to custom design management information
- Delivers bottom line financial data in formats easily exportable to your general ledger system
- Allows bundled rating and presentation of multiple services such as wireline and wireless network access, paging, Internet access and cable charges

Benefits

- Clients using CDR-Data software and services can have a full range of rating and reports without having to go through a tedious development cycle.
- Our personnel will help you get the most impact from your Telemangement system by working with your team to develop distribution and dissemination of the data.
- Custom management reporting delivers you the ability to get the information you need without spending resources on “work around” solutions.
- Providing multiple services on one detail report allows the manager to review and monitor all the time and resources spent by an employee or cost center without having to wade through multiple reports in different formats.

“CDR-Data processes millions of calls monthly for Panasonic’s locations throughout the United States. Their attention to detail and commitment to client satisfaction has been their standard since we began working together in 1990”.

Marty Campbell – Manager, Telecommunications Services Panasonic USA

CDR-Data provides the answers to...

- *Are your personnel as productive as they could be?*
- *How will you protect your revenue for telecommunications usage?*
- *Is your organization protected against illegal phone calls?*
- *Are your carriers providing you with their best rates and are they charging you correctly?*
- *Do you have hardware that is over capacity or under utilized?*
- *Which departments are using what percentage of the telecommunications budget?*
- *What would be the effect on margins of a new carriers program?*
- *How can you increase capacity without having to buy more hardware and software?*

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The CDR-Data Suite of Products

CDR-ASP

Our flagship product and services provides you with all the resources needed to effectively manage your telecommunications and personnel expenses without having to hire additional personnel or invest in software. By having CDR-Data as your Applications Service Provider you can access and produce reports on your data when ever you need it in addition to having a full set of comprehensive reports available when you want it.

Our Web base interface also gives you the capability to assign personnel to extensions and cost centers, notify us of rating and PBX configuration changes and monitor exceptions to rules that you define and enhance. It also allows you immediate access to your data for ad hoc reporting or import into other applications.

This process gives you the controls you need to run your business while outsourcing the labor-intensive task of call processing.

Information Available (sample)

• <i>Totals by Accounting Level</i>	• <i>Year to Date Cost and Usage Comparison</i>
• <i>Extension Detail</i>	• <i>Misuse/Abuse information</i>
• <i>Trunk Usage</i>	• <i>Calls by Hour By Day of Month</i>
• <i>Electronic G/L feed</i>	• <i>Charge Back Billing data</i>

eBill-Back

This robust service has been developed for Shared Tenant Providers, Multi Tenant Service providers and professionals who need to bill back their telecommunication expenses. eBill-Back provides the ability to charge for all telecommunications usage including wireless and wireline services. Our dedicated support team will ensure your organization will get the data and statements needed to bill clients accurately and on time.

Ad hoc statements are available for immediate billing using CDR-Data's eCDR® internet service and reports can be delivered via email, print or WEB viewing,

Our Internet based entry process handles moves and changes to your client base easily. No longer will you be tied to one system or provider.

"Every site that we transition from a PC application to CDR-Data's ASP environment has reported an increase in revenue. CDR-Data's commitment of checking the data daily and processing every call made ensures that we are billing for every call being charged to us."

Kathy Hart – Area Manager, Corporate Office Centers.



CDR In-House

Developed for companies that need hands on functionality and the power of a UNIX based processor with their Telemangement systems, this package has many of the features available with CDR-ASP.

CDR-Data products and services are the most flexible on the market, allowing you to keep up with highly competitive, rapidly changing business conditions. CDR-Data client/server based products have been designed to support mission critical business systems that deliver, distribute and control the information key to managing your organization's operations, revenue stream and customer service.

Custom reports can be created and printed, giving managers access to detailed information on calling volumes and patterns.

VXTracker

VXTracker is a Real-Time Network Management Platform that integrates with Voice & Data Switches, Routers and Gateways to manage both the Technical and Financial performance of the Network.

The VXTracker is offered in 3 modules that allow you to customize which aspects of your Network you want to monitor and since VXTracker is customized to your particular environment, without canned reports, you have the exact information and reports for your requirements.

VXTracker Core offers traditional Call Management with flexible reporting capabilities for Departmental/ User historical reports,. Our Real-time PBX Performance panels enables you to view Trunk Capacity, analyze LCR routes, and be alerted to over 100 different metrics pertaining to the overall health of your network.

VXTracker VoIP/IT Toolbox can be used to pre-determine if your network is VoIP ready and will continuously monitor the networks QoS, which includes a complete audit, trail utilizing our **V-Play** allowing you to play back what applications were running on the network at a particular time. Determine which applications are utilizing the most bandwidth and by what IP source. With our Remote Scope you can watch the flow of LAN traffic including the Source, Destination, Application and the port it rode on.

VXTracker ExpenseIT is a I.T. budgeting tool that will allocate your IT dollars across your company. By distributing the reports you will help colleagues understand the technical expenses that keep each department up and running.



Minimum System Requirements

CDR-ASP

- ISP access
- Browser
- Adobe reader

CDR-Premix

- Sun UltraSparc II CPU 2m MB
- Solaris version 8.0
 - 256 MB Memory
- 9GB EIDE disk drive (will vary based on call data volume)

VXTracker				
Windows 2000, XP Pro, 2004	CPU	Ram	Disk	NIC
Less than 500 stations	P4 2.0 GHz	512 MB	30GB	2 if using VoIP
501 to 2000 stations	P4 2.8 GHz	1 GB	30 GB	2 if using Voip
2001 to 5000 stations	Dual Xeon 2.4 GHz	2 GB	40 GB	2 if using VoIP
Greater than 5000 stations	Dual Xeon 3.2 GHz	2 GB	40 GB	2 if using VoIP

ASP Modules

eCDR® - This service allows clients who currently have an in house system or who only want the capability to review data on an as needed basis. CDR-Data will collect, verify and report on anomalies on a daily basis and deliver a file to the client for import to their system or storage. eCDR® clients also have the capability to access their call data via a browser interface for immediate reporting.

NightVision® – Who accessed your network after working hours? What extensions were used? What numbers were called? NightVision provides you with a report that summarizes by extension all calls made after working hours and allows you to drill down to the actual number called.



FAQs about Call Accounting

What is Call Accounting?

Call Accounting is the collection, rating and display of an organizations telecommunications expenses down to the user level. Cost centers, departments or other entities within the organization can now gather this information to produce internal bills and reports that are used to not only control the telecommunications expenses but also to allocate these resources correctly in the general ledger system of the organization.

How is this different from my Phone Bill?

Normally, you receive a phone bill from your Local Service (RBOC) provider for your line costs and local traffic, another from your long distance service provider, another from your cellular or PCS provider and still others from your ISP, calling card or telecommunications equipment provider. The phone detail from these bills does not show what extension or user with the organization made the call and they do not merge the information under each user. It is impossible to monitor phone use and employee abuse under such a system. A good Call Accounting system will collect this diverse group of call information and deliver a usable set of reports that is based on each individual's telecommunications usage.

What benefits do I receive from using Call Accounting?

The biggest benefit you will see is an increase in employee productivity. Studies have shown that companies that have a Call Accounting process in place and use the information gathered have a decrease of six to thirteen percent in telecommunication expenses. Not only does a company save on non-business related calls but also the workforce becomes more effective. Another benefit is your financial team will be able to accurately allocate all telecommunications expenses to the proper department or cost center.

Using the reports and raw data to mine information about strategic initiatives is also very helpful to you. You will be able to see how many times your clients are called or how many times support services are called and use this type of data to implement strategies to improve your business process.

A good Call Accounting process will also help protect your organization from telecommunications fraud by monitoring your traffic and reporting on anomalies.



How do you get my data?

Your call data can be delivered to us in various ways. The most common is to have a non-intrusive Pollable memory device attached to the SMDR (Station Message Detail Record) or also known as CDR (Call Detail Record) port on your PBX. This RS 232 port delivers the information needed about each call. This data consists of the number called, extension the number was called from, the time and date the call was made and what trunk was used to connect the call. We remotely collect this information on a regular basis and process it into usable data.

Ancillary information that does not pass through your PBX such as Calling card calls, cellular or PCS traffic or OCCs (Other Charges and Credits) can be delivered to us via magnetic media, CD or FTP transfer.

Our product eMECA allows you to enter one time charges such as service visits, third party calls and other charges and credits via a web enabled interface for processing in your next accounting cycle.

Why use an ASP?

Using an Application Service Provider (ASP) like CDR-DATA Corporation allows you to focus on your core competencies rather than having to develop, implement and maintain your own software and hardware.. Our web-enabled services allow us to continuously deliver the latest enhancements to you quickly after they have been completely tested.

Some other advantages of an ASP environment are:

- Costs are predictable and you only pay for the services you use.
- Your IT department will be free to work on more strategic applications.
- Implementation time is greatly reduced since there is no software installation.

Do I need to sign a long-term commitment to get these services?

No. The only commitment is a mutual 90 notice of termination of services. We need to satisfy your requirements each and every day. Some of our clients prefer a term contract for budgetary reasons and we are glad to oblige.

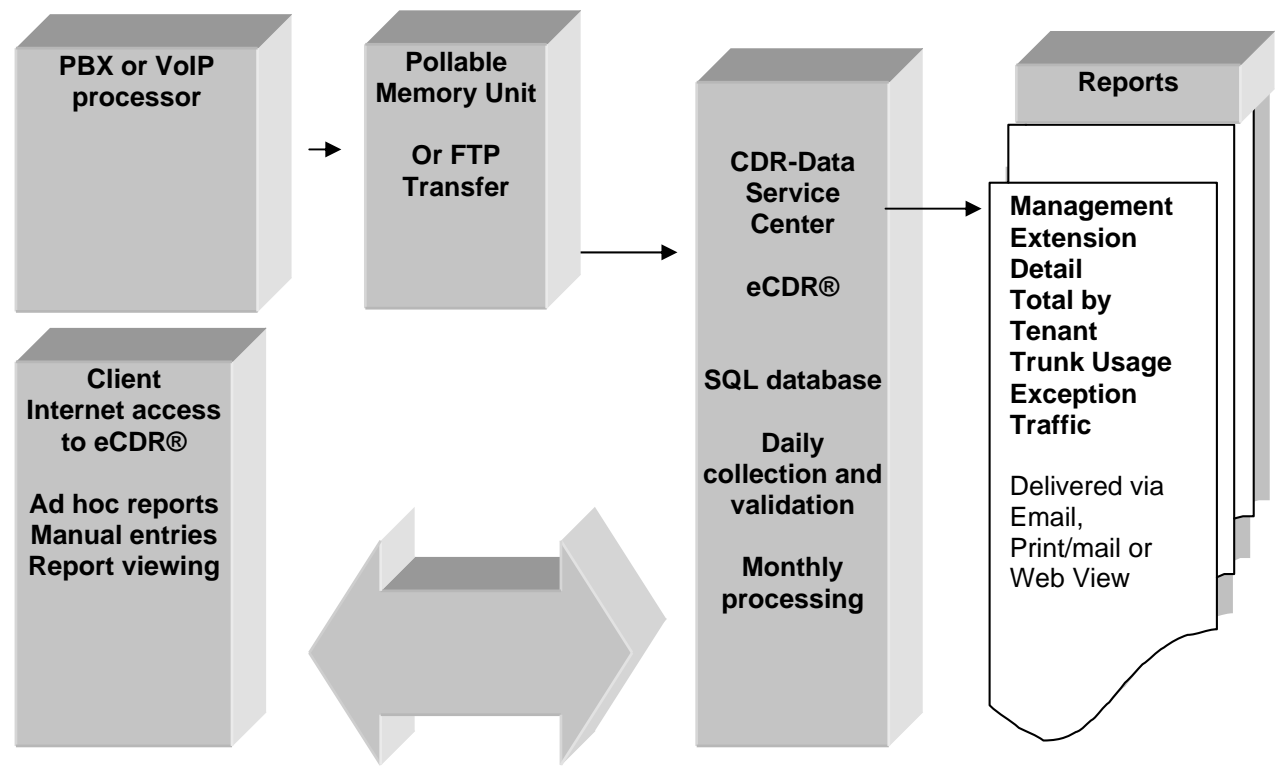
How do I sign up?

Call CDR-DATA Corporation at 626-791-9700 and we will begin the process.

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Process Flow for a Typical Client





Using our **e911®** services will provide pinpoint directions to the PSAP (Public Safety Answering Point) for each individual station and building location in order to deliver emergency services such as police, fire or medical personnel the exact location of the phone or terminal that is reporting an emergency.



Telecom Temps – Our group of experienced consultants will deliver results to you without you having to hire additional personnel. There are many tasks in the telecommunications workplace that need to be accomplished but do not justify hiring another full time employee. Some of these tasks include quarterly trunk and traffic analysis, vendor comparisons, Least Cost Routing programming, telecom bills analysis and contract verification.

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