

# Enterprise

## Enterprise & Multi-Location Businesses

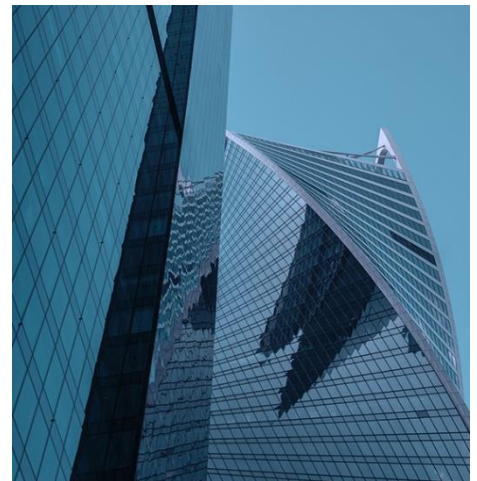
As a large enterprise or multiple site organization you know managing your telecom resources effectively in today's world can be significantly more difficult. IP based telephony, E911 calls, intricate and least cost routing, coordinated dialing plans, remote users, traditional/mobile/SIP endpoints, failover and high availability scenarios, geo-redundancy and many more factors can greatly increase costs and complexities associated with your system administration.

In today's world knowing the right mix of communication systems and services in a timely, efficient manner is no longer optional. You need accurate performance information so you make those critical decisions with confidence.

Keeping your staff safe and informed of any emergency situations is imperative. This is even further complicated by the conveniences associated with satellite offices, remote workers and mobile devices.

### The Genesis Solution:

- ✓ Allocate costs (calls, bandwidth, equipment, trunks, etc.) to their sources
- ✓ Receive immediate notifications of emergency situations, without delay
- ✓ Monitor and control telephone misuse, abuse and fraud
- ✓ Track IP and codec use and analyze toll bypass configurations and use
- ✓ Merge data captured from traditional, IP, mobile phone and SIP endpoints
- ✓ Perform detailed onsite traffic studies and 'what if' modelling
- ✓ Assemble corporate-wide and site specific data for cradle to grave reports
- ✓ Generate important phone analytics on staff performance and utilization
- ✓ Direct emergency services to the correct building, floor or location
- ✓ Calculate optimum number of lines and see if your lines are functioning
- ✓ Determine if you have enough call takers and supervisors
- ✓ Maintain consistent functionality between corporate and satellite locations
- ✓ Identify traffic trends and usage patterns by hour, day, week, month & year
- ✓ Ensure call takers, trunk routes and queues are performing efficiently
- ✓ Manage legacy and leading edge telecom resources simultaneously
- ✓ Make & schedule telephone programming changes to your phone system
- ✓ Do all of this and much more, from any smart device or computer



Specializing in Telemanagement  
Solutions Since 1984.

### Solutions

- Call Accounting & Tracking
- Real-time Analytics Dash
- Customizable Hotel App
- Traffic Analysis
- Switch Management
- Contact Center Monitoring
- Emergency Notifications
- PSAP Control

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