

Small Business

Small & Medium Business

In today's economy competition is stiff and knowing the dynamics and needs of your customers is critical. Offering the right mix of products and services in a timely, efficient manner is no longer optional. You need the right tools that empower you to easily access critical information you need to effectively and efficiently run your business. You need a solution that just works for you and doesn't require full-time administration, complex training or tie up important resources needed elsewhere.

As a SME you may not have the luxury of having dedicated staff available to administer your telecom infrastructure. This is further complicated by emerging trends and technologies, such as soft clients, mobile & remote workers, SIP endpoints & trunking and increases in smart device usage, coupled with the continued reliance on traditional communication methods. You need an easy to use customized solution, tailored for your business.

Additionally, keeping your staff informed of any emergency situations is imperative.



The Genesis Solution:

- ✓ Receive immediate notifications of emergency situations, without delay
- ✓ Allow clerical staff to easily maintain your telecom infrastructure
- ✓ Identify traffic trends and usage patterns by hour, day, week, month & year
- ✓ Monitor and control telephone misuse, abuse and fraud
- ✓ Merge data captured from traditional, IP, mobile phone and SIP endpoints
- ✓ Allocate costs (calls, bandwidth, equipment, trunks, etc.) to their sources
- ✓ Combine summary and detailed 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 available staff in critical departments
- ✓ Manage legacy and leading edge telecom resources simultaneously
- ✓ Make & schedule telephone programming changes to your phone system
- ✓ 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

Contact Us



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