Precision Call Management

Service Description

Precision Call Management is a PBX application, aimed at medium-large KCOM customers. Precision Call Management provides a suite of integrated web-based managed services that includes:

Call Logging, providing local site-based monitoring and reporting at site, department and individual extension level or comprehensive enterprise-wide analysis of consolidated data.

Threshold Alerts, providing an automatic daily alert of particular problems where user-defined thresholds are exceeded e.g. average response of answered calls exceeds X seconds

Cost Recovery, providing a means to recover costs for personal usage of company-provided facilities e.g. personal calls made on mobiles.

Cost Reallocation, providing a consolidated billing and cost centre reporting service e.g. to include mobile calls and rentals.

Data is collected from any traditional TDM or IP PBX (including Nortel, Siemens & Cisco) by a KCOM supplied buffer unit which automatically uploads each day's data files via the internet for processing. Once the data is processed a wide range of pre-formatted and user-defined reports can be viewed securely using a standard web browser.

Customer Requirements

There are a number of customer pre-requisites and options for this service relating to shelf space, power, connectivity and configuration arrangements. This information will be gathered and discussed during a meeting with the customer, where a demonstration of the service will also be provided.

Charging Structure

Standard set up charges (one-off)		Notes	Epicor Part Codes	Price	
				Exc. VAT	Inc. VAT
Buffer (40 GB hard drive & single serial port)		2	HPN-02450-AA	£543.40	£652.08
Buffer (40 GB hard drive & 2 serial ports)		2	HPN-02451-AA	£672.94	£807.53
Buffer - hard disc upgrade - 40GB to 80GB			HPN-02452-AA	£25.24	£30.29
Upload/collection software only		4		FOC	FOC
Installation (UK mainland)			EPN-02453-AA	£265.98	£319.18
Central set up (per site)			EPN-02454-AA	£105.82	£126.98
Tariff - paper			FPN-02455-AA	£390.39	£468.47
Tariff - electronic			FPN-02456-AA	£264.55	£317.46
Bulk directory file load (in std form)	Per file		FPN-02457-AA	£102.25	£122.70
Training on Line			CPN-02458-AA	£429.00	£514.80
Training (at Mettoni)	Per day		CPN-02459-AA	£1,422.85	£1,707.42

Data loader - new switch formats	Per format	6	FPN-02460-AA	£2,034.68	£2,441.62
Branding (discrete web page server)		5	FPN-02461-AA	£2,044.90	£2,453.88
Branding - SSL Licence*		5	FPN-02462-AA	£817.96	£981.55
* 2 year licence from Verisign					

Log-in IDs		Part Codes	Notes	1 yr		3 yr		5 yr	
			8	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
1-4	per site	PPN-02465-AA		£Free		£Free		£Free	
5 +	per log-in ID	PPN-02465-AA		£6.13	£7.36	£5.21	£6.25	£4.60	£5.52

Monthly charges (per port)		Notes	Contract Length					
		1	1 yr		3 yr		5 yr	
2.1 Standard call logging	Part Codes		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
1 - 250 ports	PPN-02463-AA	9	£0.36	£0.43	£0.30	£0.36	£0.28	£0.34
251 - 500 ports	PPN-02463-AA		£0.34	£0.41	£0.29	£0.34	£0.27	£0.32
501 - 1000 ports	PPN-02463-AA		£0.32	£0.39	£0.27	£0.32	£0.25	£0.30
1001 - 2500 ports	PPN-02463-AA		£0.31	£0.37	£0.26	£0.31	£0.24	£0.29
2501 - 5000 ports	PPN-02463-AA		£0.29	£0.35	£0.24	£0.29	£0.23	£0.27
5001 - 10000 ports	PPN-02463-AA		£0.28	£0.33	£0.23	£0.28	£0.22	£0.26
10001 - 25000 ports	PPN-02463-AA		£0.26	£0.32	£0.22	£0.26	£0.21	£0.25
25001 - 50000 ports	PPN-02463-AA		£0.25	£0.30	£0.21	£0.25	£0.19	£0.23
50001 + ports	PPN-02463-AA		POA		POA		POA	

KCOM

Notes:

1. A port is either a trunk or an extension.

2. The buffer with 2 serial ports is primarily for use with Nortel Succession where 2 data streams are produced from

back to back processors. Note that a hard disc upgrade to 80 GB may be necessary.

3. A typical set up charge will comprise a buffer unit per site, an installation charge per site.

at least one tariff set up per site, and the central file set-up charge per site.

4. The supply of the collection / upload software only is where a customer wishes to use their own PC.

5. If a partner/customer wishes to have the service branded then a discrete web page server is required

as well as the Secure Socket Licence (SSL) relative to their chosen domain name.

6. This charge relates to a format of call data not previously seen. The cost is to write the software routine to

convert the data into our standard database format.

7. Real time logging is scheduled to be available from quarter 2 2007. This will provide 30 minute updloads of data

throughout the day. This option will also provide a range of reports that will show "today so far…" type data

8. Log in IDs are allocated on the basis of 4 per site. For the larger user these 4 may be aggregated over all the sites

and used disproportionately if required.

9. Note that there is a minimum charge per month for a single small site.

Prerequisites

1. Enabled call logging port

2. DDI line dedicated to buffer

3. One 13 amp power socket outlet per buffer

4. Shelf space for buffer - 490mm x 360mm x 65mm

5. Carrier tariffs that apply to each site

6. Site telephone directory

7. Call routing access codes

8. Trunk mapping

9. Site contact - in the event of issues with site equipment

KCOM

Lead times:

4 - 6 weeks from receipt of order

Conditions:

Contained in section 5 of Service standards on Legal section of intranet