

Empower Your Network Administrators!



CHANGE IS A BUSINESS CONSTANT!

Employees moving offices, Departments shifting within buildings and Organizations changing headquarters is a business constant – constantly MOVING.

Network Administrators NEED to manage these changes. Phones, Ports, PBX and VM Systems, Directories, and e911 Solutions are constantly changing and updating these systems QUICKLY and EFFICIENTLY is increasingly MISSION CRITICAL.

Spreadsheets, E-Mail Forms and Internally-developed solutions to manage this MAC (Move, Add, and Change) activity do work – for a while. However, with Voice and Data Network technology advancing at a rapid pace, these measures prove to be extremely costly, inefficient, and manual-intensive.

That's when you need a scalable, adaptable Industry-Leading solution developed specifically to automate, integrate, synchronize, and standardize every aspect of Voice and Data Network Administration.

THAT'S WHEN YOU NEED TELEDAX™!

Where TeleDAX™ Came From

TeleDAX™ was developed by Network Engineers and Administrators (former Lucent/Avaya) FOR Network Administrators. With over 75 years of cumulative experience, the TeleDAX™ solution was developed based on working closely with several Fortune 500 companies to more efficiently and effectively manage their Voice and Data Network administration.

TeleDAX™ was designed specifically to automate the most time-consuming and manual-intensive aspect of Telecom Administration – MAC's.

What TeleDAX™ Does

TeleDAX™ provides Enterprise organizations with the leading workflow solution that spans the entire spectrum of day-to-day Network MAC Administration, to include:

- Converged Voice & Data MAC Admin
- Wiring and Cabling MAC Admin
- Converged Voice & Data Repair/Trouble Admin
- Wire and Cabling Trouble Admin
- VoIP Station Tracking & Admin
- Remote Access Admin
- Integrated Resource Scheduling & Dispatch
- Synchronized Voice and Data System Updates
- Charge-Back and Billing Administration
- Statistical and Metrics-Level Reporting
- Network Records Management
- Inventory & Asset Management

How TeleDAX™ Works

TeleDAX™ has been developed by uniquely blending a User-Friendly Interface, an Intelligent Workflow platform, and Direct Back-End Linking capability. By strategically combining these components with a comprehensive Network Administration expertise, ITBS is able to provide our customers with the most technologically advanced, efficient, effective, complete and automated administration solution.

What TeleDAX™ Means to Your Organization

Simply by automating many of the manual functions currently in a typical MAC process, you can improve the efficiency of your administration by 50% or more using TeleDAX™.

This efficiency opens incredible possibilities for your business: Reduce the Bottom-Line, Increase Profit Margins, Deploy New Technology, Decrease Out-sourcing Requirements, or Alleviate the Need to Expand Your Current Workforce.

How do we know?

Fortune 500 companies currently use TeleDAX™. Overall, they have reported over 60%+ improvement in efficiency, resulting in a corresponding reduction in costs.

YOU CAN INCREASE YOUR ORGANIZATION'S NETWORK ADMINISTRATION EFFICIENCY AND EFFECTIVENESS. WE'LL SHOW YOU HOW!

TeleDAX™

Telecom Department Administration Solution

BUSINESS CASE: FORTUNE 100 ROI ANALYSIS

TeleDAX was installed and implemented at a Fortune 100 Insurance Company to manage the entire Voice MAC (Move, Add, or Change) process.

Company Profile:

14,440 Employees
22,380 Stations
1,800 Requests Per Month

PRIOR TO TeleDAX™

- 5-Ply Carbon Copy Request Form
- **Manual Processes:**
 - Dispatch to Admin Personnel
 - Update of Records, Systems, Apps and Data Stores
 - Expense Hierarchy Update and Validation
 - Expense Hierarchy Update and Validation
 - Billing and Charge-Back for All Projects
 - I Filing and Reporting

Time per Request	117 Mins.
Cost per Request	\$152.10
TOTAL Annual Cost	\$3.04M

USING TeleDAX™ WP

- One "End-User" Web-Based Interface
- **Automated Processes:**
 - Scheduling of Admin Personnel
 - Update of Records, Systems, Apps
 - Expense Hierarchy Update and Validation
 - Billing and Charge-Back for All Projects
 - Filing and Reporting

ROI RESULTS

REDUCED Time per Request	54 Mins.
- Savings per request =	63 mins.
REDUCED Cost per Request	\$70.20
- Saving per request =	\$81.90
TOTAL Annual Cost	\$1.4M
- Annual Savings	\$1.64M (54%)
ROI	Less than 4 Months



Telecom Department Administration Solution

TeleDAX™

MODULE AND COMPONENT OVERVIEW

Module	Component
Web Based Interface	Security and Authentication
	User Group and Permissions
	Data Dictionary
	Help Feature
	Work-Space Design
Intelligent Workflow	Service Definition
	Workflow Modeler
	Run-Time Services
	Monitoring & Control
	Reporting Engine
Direct Back-End Linking	Adapter Development
	Exchange Scheduler
	Integration Engine
	Web Service Platform
VMAC	VMAC Project/Request
	Dial Plan Administration
	Spare Number Administration
	Model/Standards Administration
	Phone Set Type Templates
Location Hierarchy	Location Level Definition
	Location Entity Profile
	Location Schema
	Location Schema Update
Expense Hierarchy	Expense Level Definition
	Expense Entity Profile
	Expense Schema
	Expense Schema Update
Libraries	Station Library
	Wire Library
	Port Library
	Remote Access Library
	IP Telephone Library
	Floor Plan Library
	Domain Library
	Server Library
	Business Segment Library
	Data Connection Library
Network Diagram Library	

Module	Component
Data MAC	Data MAC
	Cable MAC
	Misc. MAC
Trouble Ticket	Voice Repair/Troubles
	Data Repair/Troubles
	Cable Repair/Troubles
Admin Projects	Admin Projects
Automated Updates	PBX System Updates
	VM System Updates
	Disaster Recovery App Updates
	CDR App Updates
	Directory App Updates
Corporate Directory	E911 App Updates
	Employee Contact Profile
	Employee Location Profile
	Employee Department Profile
Resource Scheduling	Directory Update
	VMAC Scheduling
	DMAC Scheduling
Inventory Management	Cabling Scheduling
	Automated Scheduling
	Inventory Entity
	Inventory Receipt
Asset Management	Inventory Reservation
	Inventory Notification
	Inventory Automated Ordering
	Asset Entity
Admin Projects Invoicing	Asset Assignment
	Asset Receipt
	Asset Reservation
	Asset Audit
Corporate Help Desk	VMAC Invoicing
	DMAC Invoicing
	Cabling Invoicing
Corporate Help Desk	Admin Project Invoicing
	Help Desk Interface
	Help Desk Update
Corporate Help Desk	Help Desk Platform

TeleDAX™ has been strategically developed using a Modular/Component approach. This enables our customers to easily implement a complete solution that specifically addresses their needs and requirements. The Module and Component Overview outlined at the left details the functionality provided by each Module offered within the TeleDAX™ WP solution.

TeleDAX™ WP PLATFORM

J2EE-compliant Web Application

OS: Linux/Solaris

RDBMS: Oracle 8i/9i/10g

WEB-Tier: Tomcat/Weblogic

APP-Tier: Weblogic/Web-Sphere

FOR MORE INFORMATION

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