

Lee College Simplifies Call Accounting and Reporting with @Comm's CommView



EXECUTIVE SUMMARY

Lee College, Baytown, TX

A multiple-campus community college in southern Texas with a 5,600 student enrollment.

CHALLENGE

To implement a Cisco compatible solution to easily and accurately audit and report on a campus wide telecom usage and security.

SOLUTION

CommView - A call accounting and reporting solution that compliments Cisco's Unified Communications platform with extensive reporting capability and the ease of use.

BUSINESS BENEFITS

1. Campus Wide Reporting
2. Improved Staff Productivity
3. Enhanced Voice Network Security

Executive Summary

Lee College is a community college that serves as a focal point for the development of educated, gainfully employed, and socially aware residents of the Baytown, Texas community. Established in 1934, Lee College's Continuing Education Program offers lifelong learning opportunities for individuals of all ages to develop personally and professionally.

Challenge

When it became time to transition from a legacy PBX, Lee College implemented a Cisco Unified Communications Manager solution to support their four campus locations with 400+ staff members. Ken Flock, a Telecommunication Specialist for Lee College, was placed in charge of the project and would eventually manage the entire system.

"Once we got everything up and running, we needed to report on the newly installed system but found that Cisco's internal reporting tool was hard to use and didn't provide the detail that was required" said Flock.

Among the reporting requirements, the College needed

the ability to properly assess call volume from the previous year to project staffing requirements for the upcoming year. The ability to detect for potential fraud or abuse and to provide a reliable audit trail were also key considerations.

"We found this information very difficult to obtain directly from the Cisco solution. We really needed something to complement our CUCM and to provide our staff with a more user-friendly reporting solution" said Flock. At this point, the College had invested a significant amount of money in their voice network but lacked an easy-to-use reporting tool that would allow the authorized staff to properly manage its use.

Selection Criteria

Ken recalled the legacy reporting solution that the college had previously relied on with the recently replaced Fujitsu F9600 PBX. He contacted @Comm and was excited to learn that CommView integrates with virtually every traditional PBX and IP phone system and was certified interoperable with his new Cisco voice network solution.

COMPREHENSIVE REPORTING



LEE COLLEGE

"We have had some fraud and abuse issues as well as random threats from time to time. Having the ability to look this information up on the fly is critical. We needed a solution that could provide that information in near real-time. With CommView we can quickly generate any type of report requested whenever we want."

Ken Flock - Lee College

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"We did our research on current reporting options but during the CommView demo, it became clear that this was exactly what we were looking for." said Flock.

"This is the type of job you really can't do manually, so CommView was going to save us a considerable time and effort."

"Lee College shared a similar set of needs as many of our other customers in the education market. With our no cost or obligation demo, we were able to quickly show how our latest solution could automate the call accounting process and provide greater value with our reports" said Dave Cyr, Director of Sales for @Comm.

Solution

"Within days CommView was up and running on our Cisco phone system." The @Comm support team worked closely with Ken to make sure it was properly configured and that he was trained and the staff fully understood the solution. "@Comm's Support team was excellent, and I felt very comfortable discussing our network and reporting needs with them. We were very excited to start using CommView to handle all of our reporting needs campus-wide as well as to uncover some answers to network questions we have had in the past." said Flock. @Comm's CommView provides near real-time reporting with key benefits that include the following:

Browser-Based Reporting - @Comm's CommView browser-based reporting allows the College to manage smarter by eliminating the need for a dedicated administrator to manage the fulfillment of report requests. The browser based access permits the College to provide secure, accessible self-service that provides a uniform viewing platform within their network.

Automatic Report Generation & Distribution via

E-mail - @Comm's CommView can be configured to generate any user-defined report automatically on a scheduled basis. CommView can also distribute these reports via email to various staff members automatically in a variety of popular file formats. @Comm's CommView allows Ken to spend his time on larger projects and College initiatives rather than creating and distributing call reports.

On-screen Drilldown - Allows any CommView user to drill-down on specific criteria in order to analyze call details. Users are able to scan summary reports, notice areas requiring further investigation and drill deeper into the associated details. This saves time by providing valuable information in a format that encourages increased report use.

Automatic Directory Import & Updates from any

LDAP Source or Spreadsheet - CommView allows Lee College to easily manage their network by utilizing automatic directory updates ensuring report accuracy and proper cost and usage allocation.

Extensive Traffic Analysis Capabilities - With @Comm's CommView, Lee College can track and analyze all network telephone traffic. This helps identify potential fraud, 911 calls, abuse and excess usage problems as well as provide a blue print for future network improvements.

Results

Since the college implemented CommView, they are realizing the benefits campus wide. "It's so nice to be able to review our actual call volume with ease to plan for staffing needs for the upcoming semester" said

COMPREHENSIVE REPORTING



LEE COLLEGE

"I can't imagine going back to our old methods for trying to gather this type of information. It would have taken us a month to gather this type of data, with CommView it only takes a few minutes."

Ken Flock - Lee College

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Flock. With CommView's drilldown capability, Ken can quickly decipher call details to gather the specific information he is looking for. "We have had some fraud and abuse issues as well as random threats from time to time. Having the ability to look this information up on the fly is critical. We needed a solution that could provide that information in near real-time" said Flock.

To ensure Ken has the most accurate information, the college also takes advantage of CommView's Automatic Directory Updates; this allows the College to be updated automatically with any user changes that may occur as they occur. "With CommView we can quickly generate any type of report requested whenever we want and ensure the accuracy" said Flock. Lee College is also taking advantage of CommView's Automatic Report Generation & Distribution feature to send out reports via email on a regular basis. "It's great. We get reports emailed on schedule every month with call activity and it really saves me considerable time and energy" said Flock. The College continuously keeps a close eye on call volumes and routed calls; this helps them make appropriate staffing adjustments if necessary. "If we need to add staff we know ahead of time; that's invaluable" said Flock.

@Comm Corporation

At Comm Corporation is the premier provider of Call Accounting and Reporting solutions and cloud-based services. @Comm has a rich history of designing its products and services from the ground up with the end-user in mind resulting in reporting products that are rated among the most flexible, yet easy-to-use on the marketplace. More information can be found at www.atcomm.com