@comm
Call Accounting Made Simple

Muskingum University Automates Call Reporting with @Comm's CommView

EXECUTIVE SUMMARY

Muskingum University

New Concord, OH

A single campus university in east-central Ohio with a 3,000 student enrollment.

CHALLENGE

To implement a NEC compatible call accounting solution to replace an existing AIMWorX system. The new solution had to accurately audit and report on a campus wide telecom usage and security while providing a manageable, automated way of generating reports.

SOLUTION

CommView - A call accounting and reporting solution that compliments NEC UNIVERGE Communication Server with extensive reporting capability and unparalleled ease of use.

BUSINESS BENEFITS

1. Automated Reporting
2. Voice Usage Accountability
3. Enhanced Voice Network Security

Executive Summary

Since its founding in 1837, Muskingum has been a community of learners. Muskingum's mission is to educate the "whole person" - intellectually, spiritually, socially and physically - and it does so by meeting students where they are on the educational continuum, and by helping these students to progress to their maximum potential. Located in rural east-central Ohio, Muskingum University is a residential campus environment for 3,000 students with more than 90% percent of traditional undergraduate students who live on-campus.

Challenge

Muskingum provides telephone and voicemail services to all faculty, staff and students. In an ongoing effort to support the University's growing voice technology needs, the school decided it was time to replace their old NEAX 2400 IMX phone system with a new NEC UNIVERGE SV8500 Communications Server. By doing so, the school would increase productivity and improve voice services while minimizing risk associated with old technology. However, this change raised a serious question as to whether or not their existing call accounting solution (AIMWorX) would be capable of meeting

their growing call reporting needs.

John Miller, a 15 year veteran of the University as Assistant Director of Voice and Network Services, was initially happy about the PBX upgrade but had specific reporting concerns moving forward. "We needed the ability to track authorization code use as well as unique phone extension traffic, which would allow us to bill back for certain departmental use - if needed. We also run a variety of department and staff reports, both daily and monthly. In order to do this previously, I needed to block out considerable time just to run reports with the old system" said Miller.

Due to the functional limitations with their legacy reporting solution, they were forced to manually generate and distribute their reports separately. "We needed a solution that could be scheduled to run a wide variety of reports and deliver them via email on its own: in other words, something automated" said Miller.

Selection Criteria

John contacted their local NEC partner and explained their interest in seeking an alternative solution.

"NEC recommended using @Comm's CommView, an NEC UNIVERGE approved solution. NEC quickly facilitated a demo with @Comm and we were evaluating their solution that day. After observing both CommView's capabilities and ease of use, it was clear that this was exactly what we were looking for" said Miller.

"With our no cost or obligation demonstration, we were able to quickly show John how CommView could automate their call reporting process while delivering reports in a variety of popular file formats" said Dave Cyr, @Comm's Director of Sales.

Solution

"CommView was very easy to implement; we took advantage of the reporting capabilities and felt the benefits almost immediately" said Miller. The @Comm Support team worked closely with John to make sure CommView was properly configured and trained the staff in order to maximize the University's return of investment. "@Comm's Support team was great, we had ZERO issues with installation and felt very comfortable discussing our network and reporting questions with them" said Miller.

Muskingum University now has the ability to quickly schedule daily, weekly or monthly call reports without requiring a dedicated administrator. They also have the ability to track departmental voice activity to accurately allocate usage costs. "Having the ability to audit each departments call activity, monitor potential fraud and student long distance charges is a big help for us. The fact that we could then automate the entire process really made life easier" said Miller.
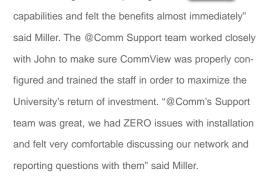
@Comm's CommView provides comprehensive reporting with key benefits that include the following:

Browser-Based Reporting - @Comm's CommView browser-based reporting allows the University to manage smarter by eliminating the need for a dedicated administrator to manage the fulfillment of report requests. The browser-based reporting access enables the University to provide secure, restricted access to self-service reporting queries for the managers that need it most..

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 John to spend his time on larger projects and department 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 and provides valuable information in a format that encourages increased report use.

Extensive Traffic Analysis Capabilities - With @Comm's CommView, Muskingum University 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.

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COMPREHENSIVE

REPORTING

MUSKINGUM UNIVERSITY

"We have anywhere from 50-100 department managers who require monthly reporting in certain formats, CommView saves me hours every month by not having to generate reports manually"

John Miller - Muskingum University

For more information about @Comm's products go to www.atcomm.com

Results

Since the University implemented CommView, they are realizing the benefits of automated reported campus wide. "It's so nice not to worry about manually creating and distributing our many reports" said Miller. With CommView's Automatic Report Generation & Distribution via Email, John can quickly schedule and email daily, weekly or monthly reports to an unlimited number of recipients in a variety of formats. "We have anywhere from 50-100 department managers who require monthly reporting in certain formats, CommView saves me hours every month by not having to generate reports manually" said Miller.

Muskingum University is also gaining benefits from CommView's extensive traffic analysis capabilities. Reporting on specific department voice activity is an important part of John's responsibility. "In some cases, we have up to 10 stations reporting to 1 specific organization ID, so it's important that we monitor this activity accurately in order to allocate costs correctly. At the end of each month I send out a "Long Distance Usage by Station Report" to all managers; this highlights all long distance charges that they should be aware of." said Miller. In addition John also runs a daily long distance reports campus wide in order to bill back to specific users and to improve voice network security. "Choosing CommView to help manage our 1400+ phones campus wide, really turned out to be a great decision for us" said Miller.

@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 it's 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