

# SHADOW<sup>cms</sup> Enterprise

ShoreTel & Resource Software International Ltd. (RSI)



## Resource Software International Limited (RSI)

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## Company

Founded in 1990, RSI is a developer and manufacturer of a broad range of total communication management solutions including call accounting, hotel billing, CRM integration, mobile tracking, presence console, managed services and multi-vendor management. RSI is focused on providing customers products, training and resources that manage, control and reduce the expense of their communication ecosystem.

## Spotlight Product

### • SHADOW<sup>cms</sup> Enterprise Call Accounting Software

Shadow<sup>cms</sup> Enterprise is a scalable unified communication management application that consolidates communication data to highlight communication facility usage. Communication management is now a multi-pronged approach that combines statistics from various facilities to identify billing irregularities, misuse, bottlenecks, inactivity, productivity or workforce expense.

## Complementary Products

- Shadow CMS Hospitality
- Revolution Web Call Accounting
- Hosted Call Accounting

For more information visit  
[www.telecost.com](http://www.telecost.com)

## Product Overview



SHADOW<sup>cms</sup> Enterprise is a total communication management solution that consolidates communication usage data to assist managers in monitoring, controlling and migrating infrastructure.

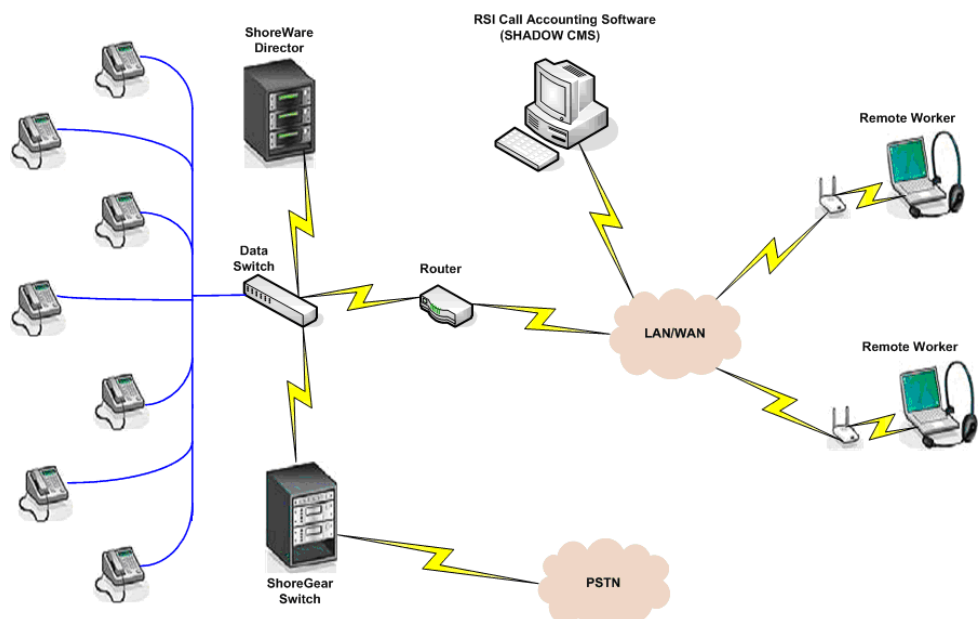
Communication facilities are the lifeline of most successful businesses and often the most taxing expenditure. Often managers are unaware of misuse, erroneous telecom billing, detrimental quality of service and or system hacks that can cause irreparable damage to the reputation of the organization

and its bottom line. The old adage rings true – you cannot manage what you cannot measure! SHADOW<sup>cms</sup> Enterprise is the watchdog of your communication network by analyzing call accounting records, auto attendant, voice mail and mobile devices to pinpoint system bottlenecks and ensure communication flow.

## Solution Overview

SHADOW<sup>cms</sup> Enterprise is a scalable communication management application that can be deployed in any environment. With the introduction of IP-based telephone systems, new possibilities have arisen that change the way communication metrics are attained. Customers can share facilities and resources across multiple offices in different buildings, cities or time zones. The boundaries present in self contained traditional PBXs are no longer a barrier in dynamic IP-based communication networks. Communication management is imperative in providing the proper metrics for migrating to IP. This robust management system can help ease system administration by highlighting traffic volumes, peak hours, grade of service, abandoned calls, blocked calls, calls to reception and various other peg counts. These statistics will help determine the bandwidth needs and requirements for auto attendant, wireless, IVR and other services.

The ShoreTel VOIP telephone system generates call detail records (CDR) for each telephone call placed or received by the telephone system. The CDR records are stored in the ShoreTel CDR database and/or sent out the ShoreTel CDR communication port. The SHADOW<sup>cms</sup> Enterprise data collection module can capture and retrieve ShoreTel CDR records utilizing either a network connection to the ShoreTel system or via a serial (RS-232) connection. The software collection module can be run as a service and eliminates the need for a buffer box. The retrieved CDR records are processed by the SHADOW<sup>cms</sup> Enterprise software and stored in its database.



## Key Features/Benefits

- Compatible with ShoreTel
- Versions for General Business, Professional and Hospitality
- Multi-Site, Multi-User and Multi-Platform
- Automatic Job Scheduler
- HTML, PDF, RTF, TXT, Email reporting
- Complete with V&H Tables and Tariff structures
- Superior costing engines for any country
- Dynamic Filtering Criteria for Ad-hoc Reporting
- No maximum call capacity
- Emergency Notification
- Poll multiple devices simultaneously
- Countless Report Templates or design your own
- Integrates with all popular Property Management and Legal Systems

## Customer Value

Some estimates have put productivity loss at 20 minutes to 90 minutes per day per employee due to abuse of communication facilities such as non business telephone calls, email and internet use. The cost to a corporation can be staggering if left unchecked. Organizations that employ a seasoned unified communication management system can derive huge returns by managing their communication networks properly. Productivity can increase up to 50% by systematic tracking of communication logs

ShoreTel IP telephony solution infrastructure provides businesses with a secure, cost-effective, and scalable VoIP solution that is easy to manage.

## About Resource Software International (RSI), Ltd.

Resource Software International (RSI) Ltd. has been developing award-winning communications management solutions for businesses of all sizes since 1990. RSI is a leading provider of call accounting, hotel billing, computer-telephony integration, call center reporting, switch management, instant messaging, mobile tracking, internet access control, browser reporting and telemanagement solutions around the globe. For more information visit [www.telecost.com](http://www.telecost.com) or call 1-905-576-4575.

## About ShoreTel, Inc.

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit [www.shoretel.com](http://www.shoretel.com) or call 1-877-80SHORE.

## Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.



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