



Tiger Managed Services

Eliminate Capital Expenditure – Up to Date Directory/Tariffs – Fraud Detection – Flexible Reporting Suite

With over 30 years experience in providing customers with a powerful, flexible approach to their call management information, Tiger are now able to offer their Managed Service facility.

With no upfront capital investment you are able to budget for a fixed monthly fee which will ensure accurate, timely reports are produced and delivered to your staff in any number of popular formats.

Our dedicated team of specialists will be available to ensure your system is kept up to date not only with tariff and extension information but also with Tiger's latest software updates.

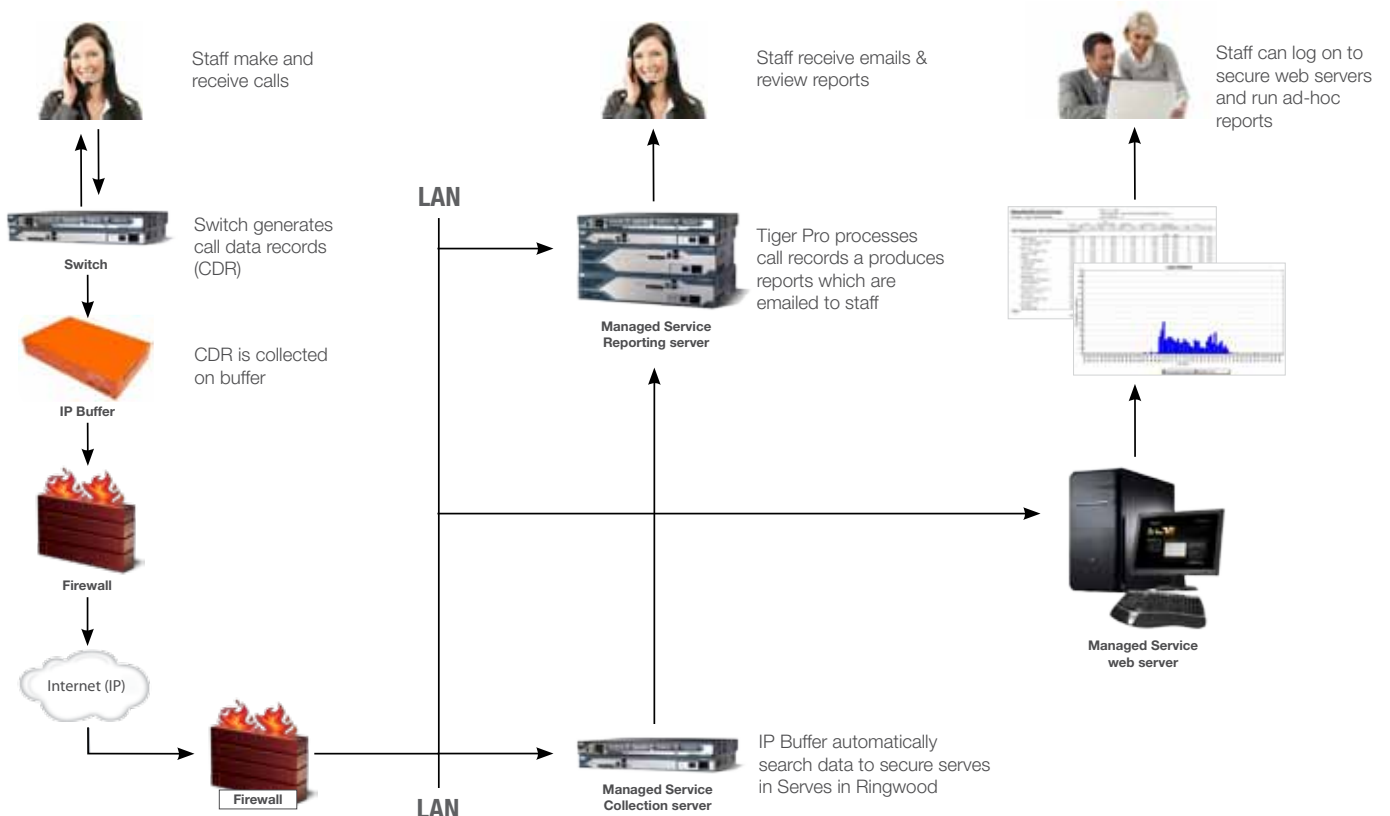
Real Time data collection is monitored continuously to ensure loss of data is kept to a minimum and daily checks are performed by the team members to ensure accurate data is produced in line with your requirements.

So, how does it work?

You no longer need to have any hardware on site apart from, possibly, an IP Buffer to collect the call logging data from each switch you wish to monitor. All the server hardware is held in our secure facility in Ringwood and the responsibility for its maintenance and upkeep is with Tiger. Each time a call is made on one of your switches a raw Call Data Record (CDR) is produced and output from the switch to the preferred collection method, i.e. IP buffer. This buffer will stream the CDRs to the Tiger servers in real time.

Batch uploads can be produced using a telephone line if network access is not available. Once the Tiger server receives the CDR, we will collate and convert the raw data using our Tiger 2020 Pro call logging software which will then ensure the records are available for reporting purposes. Automated reports can be scheduled according to your requirements and sent by email or published on a web portal for retrieval.

24/7 web access can also be offered for staff to run their own reports with restrictions placed on their usernames according to what level of detail they are allowed to see. Please see the next few pages for FAQs.






What information can I get from the data from my Switch?

The Service can deliver a very flexible approach to reporting so any number of report types are available to you.

These include:

Management Reports

which will include Top Level Summary reports for a company overview, for example:-

-  Departmental Cost Summary to show an overview of a company's spend across departments or cost centres
-  Comparative Cost Summary to analyse and compare tariffs
-  Unknown and Zero usage reports for extensions and trunks to analyse over-subscription on extensions or trunks

Incoming Call Analysis

which will include the ability to assess company response statistics in a number of different ways

Traffic Reports

which will include Trunk and Route Traffic as well as VoIP utilisation and QoS

High/Low Usage reports

which will include the ability to track high usage extensions and geographical analysis

Call Detail

reports which allows you to run simple call listing reports

Client Billing

reports which will allow you to run reports for internal customers or multi tenant set ups

Will my data be stored securely?

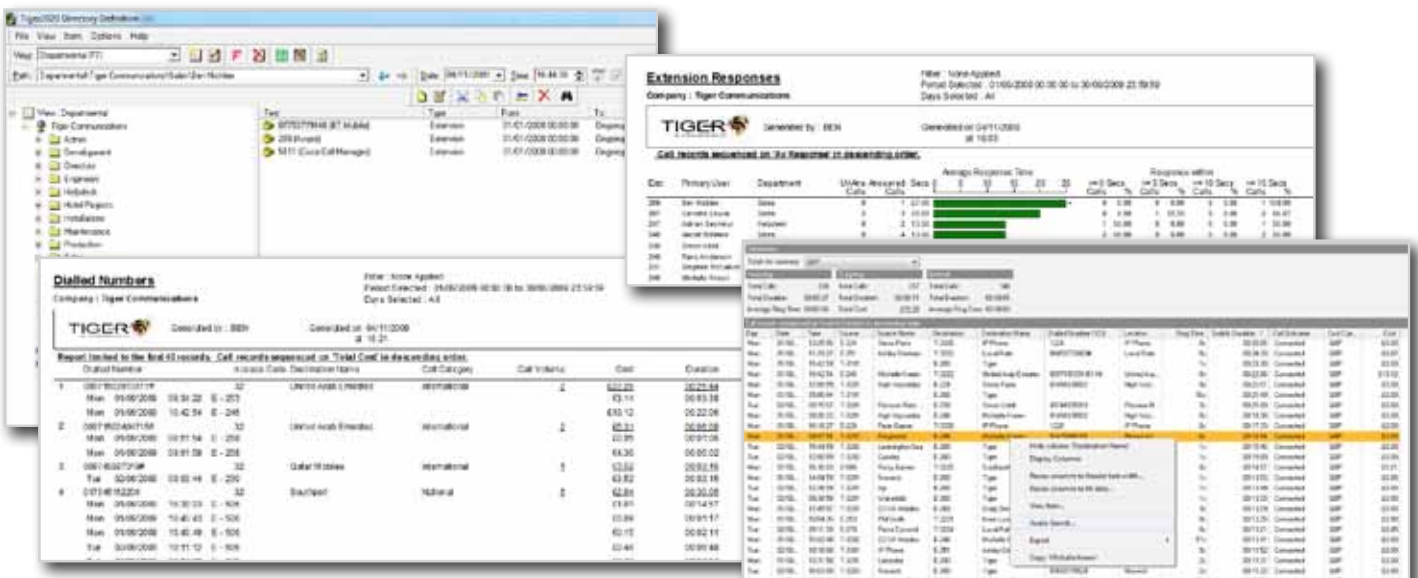
All customers' data is stored on secure servers in our Ringwood data centre. The data centre is locked at all times and only accessible by support staff. Only Managed Service staff will have password access to the servers and each customer will only have password access to their own data.

The data is backed up nightly and held separately from the main server and is stored securely.

What access will I have to my data?

The Managed Service allows you to have as much access as you require. Some customers will be happy to just receive their reports by email, others may want to have access to the web portal and run their own reports.

The level of access can be discussed with your Account Manager and is completely flexible during the term of the contract. Staff members can be given different levels of access to directory structures and data and will always be password protected.



The image displays several screenshots of the TIGER reporting software interface. The top-left screenshot shows a directory tree for 'Tiger Communications'. The top-right screenshot is titled 'Extension Responses' and shows a table with columns for 'Call', 'Department', 'Usage', and 'Average Response Time'. The bottom-left screenshot is titled 'Dialled Numbers' and shows a table with columns for 'Dialled Number', 'Time', 'Cost', and 'Duration'. The bottom-right screenshot is a detailed call log with columns for 'Call ID', 'Time', 'Type', 'Source', 'Destination', 'Duration', and 'Cost'.

Can you log calls made by mobiles?

Yes, we are able to import your service provider's electronic bill into Tiger and you will then be able to run your reports on these calls as well as your landline calls.

How often will I get my automated reports?

Automated reports can be issued daily, weekly or monthly. If you require some other frequency we will be happy to discuss this with you.

Can I have reports produced at other times?

The web portal is available 24/7 and allows authorised users to run their own reports according to the level of access they are issued with. Ad-hoc reports are also available by calling the Managed Service Help Desk during normal working hours.

Do I need training for the Web Portal?

A one hour Webex training session is offered as part of the Standard service.

Is there a Help Desk facility with this service?

Yes, we have dedicated Managed Service staff who will be on hand during normal working hours to assist with any aspect of your Managed Service contract. You will be issued with a dedicated phone number and email address for all your queries. You will also have an Account Manager who will be available for any queries that can't be answered by the Managed Service staff.

Do I have to sign anything?

Yes, we will draw up a Managed Service Agreement and a Statement of Works. These two documents will cover all aspects of the service you have purchased along with the responsibilities of both parties.

OK, I've signed up, what do you need from me?

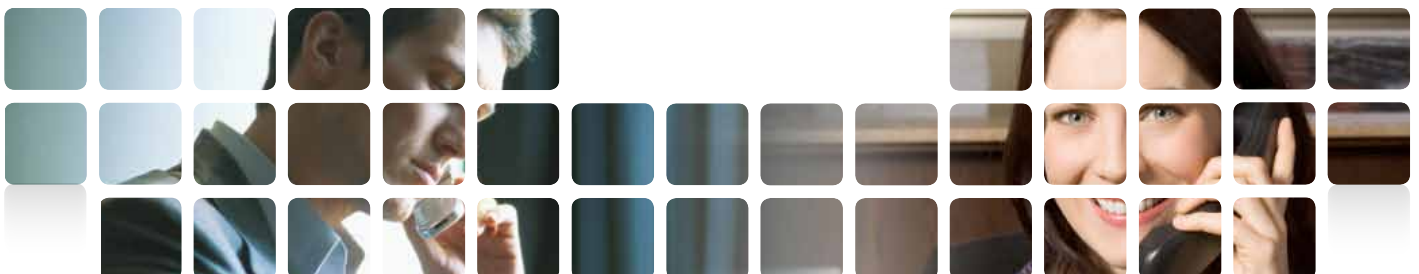
Firstly, we will need to decide how many data buffers will be required and get them installed. Our engineers will visit site at a prearranged date and time and get them collecting data from the switches.

If you have decided to use IP Buffers, your IT department will need to get involved to allow the buffers access to push the data to our servers in Ringwood. If this is not possible, you will need to arrange for a dedicated telephone line to be installed so that the buffer can contact the servers via its modem. This can all be discussed and decided before we visit site.

The Tiger system can automatically add any extensions and trunks it finds in the raw CDRs but it is always better to have this information from the customer. Of course, departmental/cost centre information will have to be supplied by you, in csv or Excel format if possible.

If you wish your call costs to be accurate then you will need to supply us with a set of your Service Provider tariffs so we can configure the Tiger system to charge the calls correctly.

The amount of information you will need to supply will largely depend on what types of reports you want to receive and how much detail you want in them.



What's on offer?

There is a Standard Call Logging Bureau Service available. Further add-ons to this standard service include Proactive Monitoring, Personal Call Manager facility, and Consultancy Support.

Standard Call Logging Bureau Service

- 10 standard automated reports which can be issued daily, weekly or monthly
- 5 x web log-ins with unlimited access to customer data
- Initial web user training via Webex
- Set up of 1 x customer bespoke tariff
- Customer access to directory structure via web for updates
- 1 x directory update per month

View My Calls/Personal Call Manager

This facility allows each user to monitor the calls made from their landline extension and their mobiles (if this facility is being used) and log the personal calls they have made. This will then produce a bill for them which will include the VAT.

Proactive Monitoring

Real Time monitoring of the CDRs will allow the speedy detection of fraud on your telephone system.

The Tiger Managed Service can send out email or SMS alerts to your nominated staff when your customised parameters are breached.

- Calls to Premium Rate Numbers
- Long Duration Calls
- Calls transferred from voicemail to an outside line
- A significant increase in short duration calls (called war dialling)
- International calls out of office hours
- Calls to specific numbers like 999 or 118 numbers
- A high number of tandem calls out of office hours

Tiger's Consultancy Support can be provided as requested by the customer (and at a cost to be agreed) on a case by case basis with the Customer. The type of support can include:-

Site analysis & re-modelling existing system

Tiger can assist with analysis of trunk and extension usage to enable the customer to make informed decisions on switch upgrade or possible expansion/rationalisation of their voice network.

Convergence to IPT

Tiger can analyse a suitable amount of data to enable a traffic pattern to be built. This will then allow the consultant to advise on the sections of the Customer's network that would benefit from convergence, the amount of bandwidth needed for a converged system and potentially highlighting cost savings.

Report analysis

If a Customer requires more in depth discussions about their reports than the Managed Service staff can offer then a consultant could visit the Customer site to run through any queries they may have on the reports. They would also be able to run live reports to assist with the resolution of the query.

Bespoke reports

Should the Tiger Management Reporting service not provide a report that the Customer requires then a consultant would liaise with the Customer to discuss their requirements and advise on the format and cost of the report.



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