

OfficeWatch

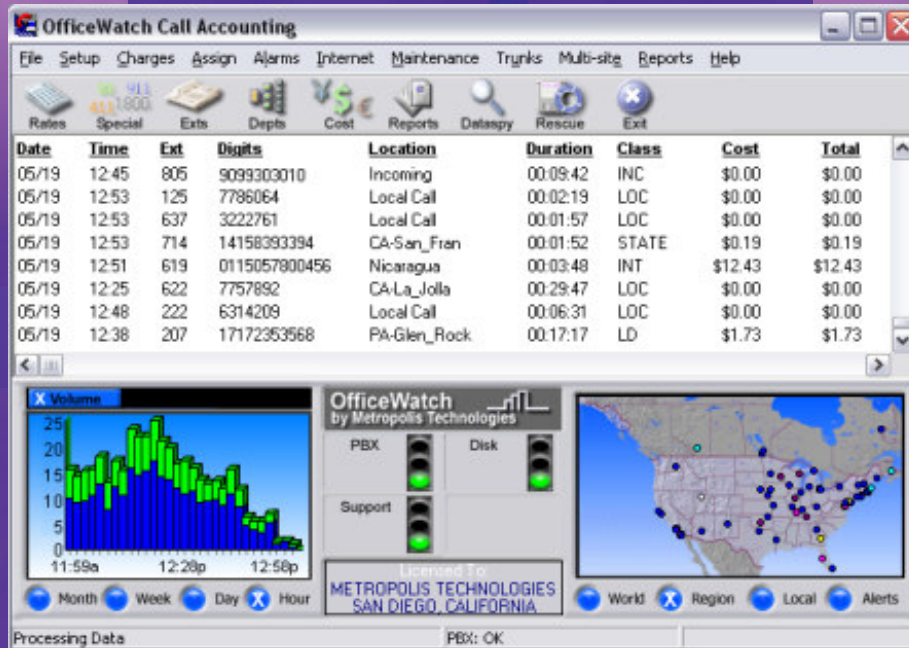
CALL ACCOUNTING FOR BUSINESS



METROPOLIS
TECHNOLOGIES

OfficeWatch

Call Accounting for Business



Why does my business need OfficeWatch Call Accounting?

On average, over 22% of telephone calls made during business hours are not business-related, resulting in lost productivity, lost revenue, and higher telephone costs. Your business needs OfficeWatch Call Accounting in order to:

- Allocate and/or bill-back call costs to departments, projects and/or clients
- Bill clients for calls made on their behalf
- Identify fraudulent use
- Monitor employee productivity and discourage personal telephone calls
- Better forecast, budget, and allocate telecom dollars
- Enable telecommunication departments to charge back recurring costs (e.g., equipment usage), as well as non-recurring costs (e.g., installation charges), to the appropriate cost center or department

OfficeWatch Call Accounting is available in three models in order to suit a business's specific needs: Standard, Web-Enabled and Enterprise. **OfficeWatch Standard** is a full-featured standalone call accounting system that interfaces directly with the PBX, while **OfficeWatch for the Web** contains a built-in web server engine that allows an unlimited number of users remote access to OfficeWatch using a web browser. **OfficeWatch Enterprise** contains all of the features within the Standard and Web versions, but also includes client/server operation with an unlimited number of client licenses, TrafficWatch trunk analyzer, division and organization reporting and multi-site call processing capabilities. A Metropolis Technologies sales professional is available to assist you in determining the appropriate OfficeWatch model for your business at 858-488-4600.

Take a look of the wonderful features OfficeWatch call accounting has to offer.

THE SYSTEM

Real-Time Call Tracking

OfficeWatch quickly and accurately tracks incoming and outgoing phone calls in real-time while identifying telecom expenses, fraud, emergency 911 calls and alarm conditions. Easy-to-read call volume and trunk usage graphs help you keep your telecom budget on track.

Easy To Use

OfficeWatch is so user-friendly that tasks such as entering departments, selecting rate tables and running reports are a breeze.

Eliminate Phone Abuse

Monitor staff telephone usage and uncover telecom abuse using OfficeWatch's powerful reports. Audible and emailed toll fraud alerts and visual hotspot maps identify suspicious phone calls and detect telecom fraud.

Point 'n' Click Installation Wizard

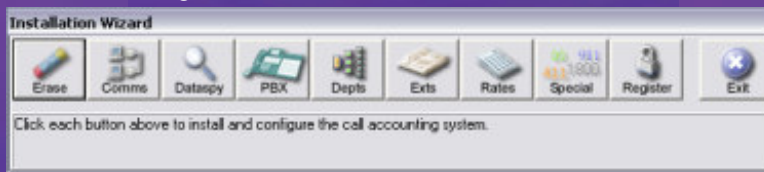
Installation is fast and headache-free using the step-by-step Installation Wizard. Simply select your PBX, choose your serial or IP com port, enter your desired departments, enter your desired price markups (if any) and you're ready to go!

Maintenance-Free

OfficeWatch operates reliably and continuously without any maintenance. New extensions, account codes and trunks are added automatically and the system regularly performs database management and optimization.

Non-Dedicated PC

OfficeWatch operates on a Windows® 98/NT/2000/XP/2003 platform and does not require any specialized hardware or a dedicated PC, allowing it to run smoothly alongside existing applications.



ALARMS

Pager/Email Notification

OfficeWatch notifies your pager and sends email messages to designated staff members when a system irregularity occurs, such as when the PBX is offline or 911 has been dialed. This is especially helpful for large businesses with heavy phone traffic, such as hospitals and large office centers.



911 Emergency Calls

OfficeWatch operates in real-time and immediately sounds alarms to alert staff members of emergency calls.



Speech- Enabled Alarms

To help you immediately identify alarm conditions, OfficeWatch uses speech synthesis to announce its alarms. For example, "Alert! The PBX has not transmitted any phone calls for the past 60 minutes."

Toll Fraud Alerts

OfficeWatch's easy to configure toll fraud alerts will notify you of irregular telephone usage to ensure you are informed of suspicious telephone activity.



Cost Allocation

Extensions can be assigned to departments, branches and divisions to help keep organization budgets on track. Scheduled emailed reports keep division leaders notified of cost trends.

Account and Authorization Codes

Using account codes, OfficeWatch can allocate charges to specific clients or projects and apply charge limits to each code. OfficeWatch can also redirect phone charges to specific extensions based on users' private PIN codes.

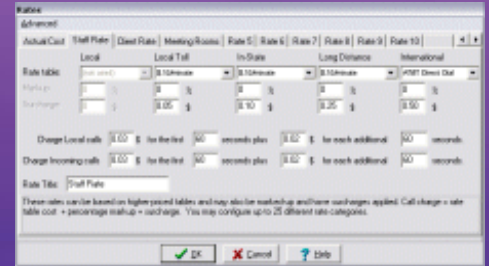
Billing Options

Client Invoicing

It's easy to assign any combination of markups and surcharges to all types of calls using any one of the 25 customizable rate categories. Invoice reports may even include service charges such as telephone equipment rental fees.

Call Pricing

OfficeWatch uses your registration telephone number to identify all local, local-toll and in-state calling areas. This unique and powerful feature, when combined with rate tables from major carriers or user-customized rate tables, ensures that every telephone call is priced accurately.



Fast and Accurate Reports

Tracking call activity and costs is easy with OfficeWatch's comprehensive reports, which were developed for businesses of all types. The efficient speed of C++ and the robust power of the SQL report engine allow users to quickly retrieve information based on specific extensions, departments, clients, dialed numbers, account codes and more.

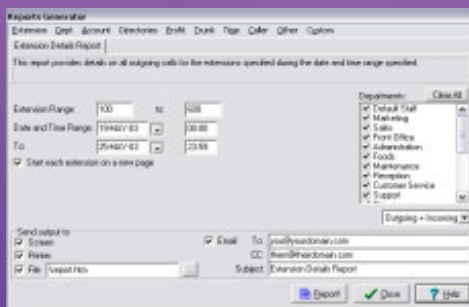
Reporting

Hotspot Maps

The unique OfficeWatch maps are used to quickly spot employee telephone abuse and aid in negotiating lower phone rates to certain regions based on call frequency. To quickly create a mini-report detailing the phone call in question, simply click on the dot!

Scheduled Reports

All of OfficeWatch's reports can be automatically generated on a daily, weekly, or monthly basis and directed to a printer, fax or various email addresses.



Date	Time	Number Dialed	Location	Amount	Duration	Charge	Tax Total	
05/19	18:45	284731	Local-Call	431	00:21:38	0.98	0.00 0.98	
05/19	18:52	1705424401	VA-Adlington	743	00:27:18	2.73	0.00 2.73	
05/19	18:54	12194048700	Indiana	653	00:39:23	1.84	0.00 1.84	
05/19	11:07	1410741800	IL-IL-Springfield	823	00:47:33	1.75	0.00 1.75	
05/19	11:17	411506	Local-Call	183	00:49:54	0.88	0.00 0.88	
05/19	11:22	370546	Local-Call	723	00:27:53	0.88	0.00 0.88	
05/19	11:22	100809	Local-Call	313	00:14:26	0.88	0.00 0.88	
05/19	11:22	811220946114	Utah	723	00:01:32	7.24	0.00 7.24	
Totals						1:21:26	12.74	0.00 12.74



Email Reports

OfficeWatch can automatically email reports to users on a daily, weekly or monthly basis. This feature is particularly useful for companies with multiple offices that wish to track call activity from one centralized location.

24/7 CUSTOMER CARE

Your telephone system operates 24 hours per day, so shouldn't your call accounting support center? We think so, and that's why we offer 24/7 live emergency support.

One year of support is included with every OfficeWatch license. After the first year, support renewals are available for a nominal fee. Support includes:

- 24/7 live emergency telephone support
- Quarterly tariff table and area code updates (available on-demand from the Metropolis web site)
- As an added bonus, customers with support subscriptions may upgrade to the most recent versions of OfficeWatch at no extra charge



SYSTEM REQUIREMENTS

- Windows® 98/2000/NT/XP and Windows Server 2003
- Pentium-class PC
- CD-ROM drive
- Sound card with speakers
- Mouse
- 1 serial port
- 1 serial cable
- Optional modem for 911 and emergency paging
- Optional network card for emailing reports

DATA COLLECTION METHODS

OfficeWatch works with all PBX systems including IP-based telephony systems. Supported data collection methods include:

- Serial RS-232 ports
- Storage buffers
- Pollable buffers
- File-based data
- I.P. (Internet Protocol)
- Cisco/3Com file servers
- FTP

TESTIMONIALS

• *"Metropolis rates as #1 in customer service!"*

- Wendi Okano-Kim, Progressive Communications

• *"OfficeWatch has paid for itself several times over!"*

- Edward Blum, Franklin-Pierce and Associates

• *"We love OfficeWatch from Metropolis Technologies... and their customers rave about it."*

- Communications Convergence Magazine

• *"I'm as impressed with Metropolis Technologies' service as with their product, they're both great!"*

- Steven Bridges, La Agencia de Orci

• *"What a pleasure! Love at first contact with their very friendly and knowledgeable sales department, excellent support and a product that is second to none!"*

- Rick Dame, Ross Alarm Service

