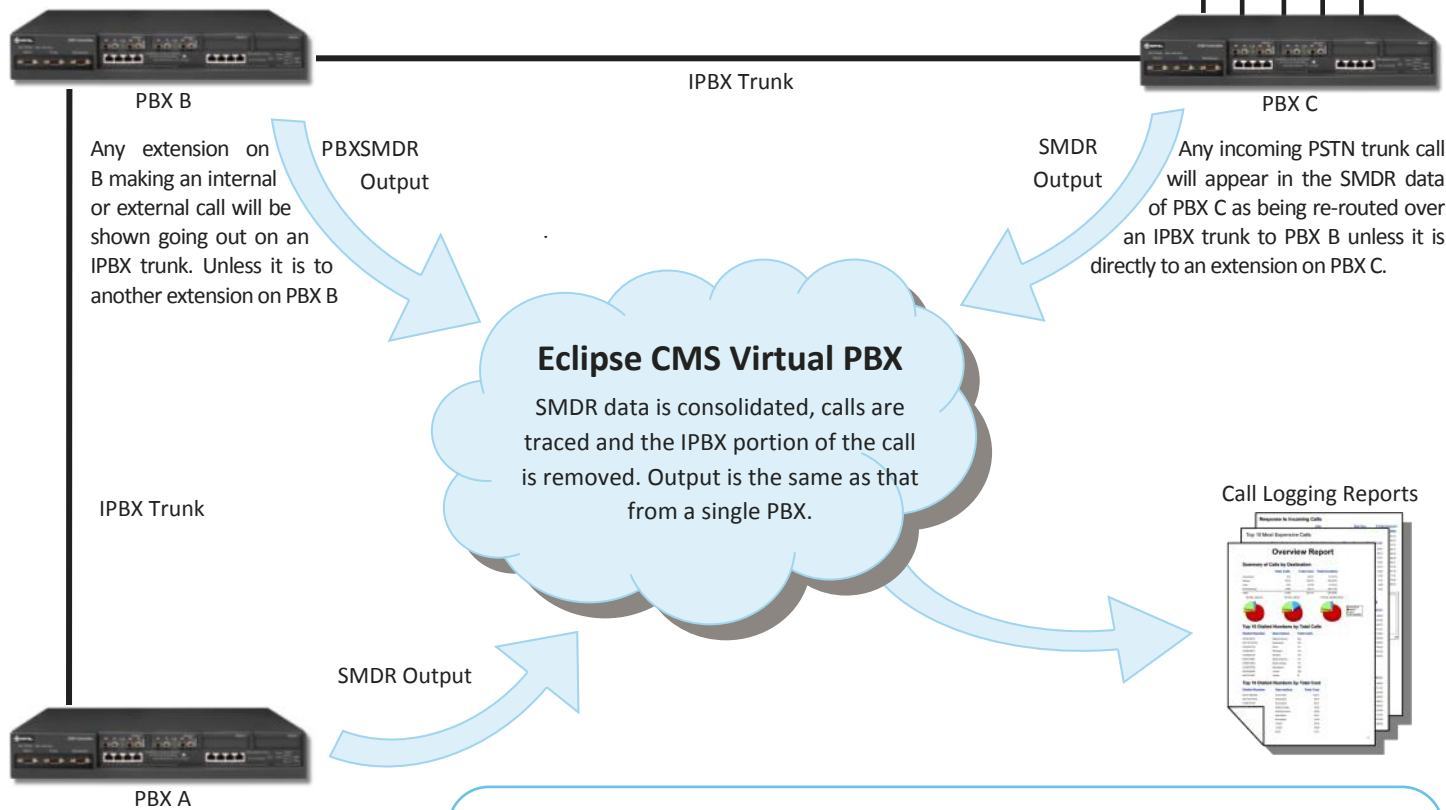


PBX CLUSTERING IN ECLIPSE CMS

Scalability is a key requirement when purchasing equipment for today's networks. One way manufacturers achieve this is to allow 2 or more PBX's of the same model to be joined or 'clustered' together to form a virtual switch. Extensions, PSTN trunks and Operator Consoles can all be connected to any PBX within the cluster. An IPBX trunk line connects each of the PBX's together and enables them to collectively function as a single large switch.

One issue related to clustering is that there is no single SMDR output for a call logging system. Consequently, meaningless reports will be produced unless the call logger can correctly correlate the data.



A call from a PSTN trunk answered by an operator and extended to an extension will be shown as a call from an IPBX trunk on PBX A to another IPBX trunk on PBX B.

If all a call logging system did was to merge the SMDR data into one big file, the reports it produced would still contain all the IPBX trunk communications between the PBXs. Discovering information about the true origin and destination of calls becomes an extremely difficult and time consuming exercise.

Eclipse CMS is different because unlike other call logging systems, it actually consolidates the separate SMDR outputs and traces the path that calls took through the cluster. The result is to make the call data look the same as the output from a single PBX and allow accurate and meaningful reports to be generated from the cluster site. Internal calls will show as a call from one extension to another, irrespective of the PBX they are connected to. While operator reports will correctly identify where calls came from and the extension they were transferred to.



ABOUT ECLIPSE CMS

Eclipse CMS is a sophisticated management tool that enables you to monitor your telecommunications through the effective use of detailed, summary and trend reports. It will provide information allowing you to improve performance, control costs and reduce abuse. Eclipse CMS is delivered with a suite of comprehensive reports allowing management information to be quickly and easily produced. Cost allocation, traffic management and service measurement are all included. These standard reports can be easily customized enabling you to produce your own named reports.

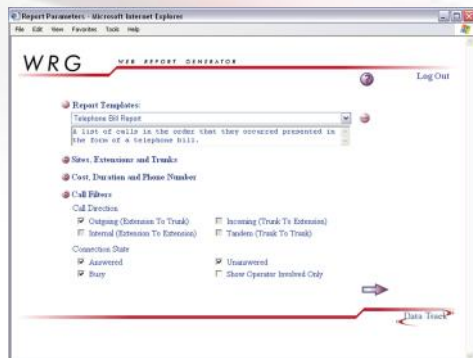
DELIVERING INFORMATION

Eclipse CMS can be configured to automatically produce reports in a variety of formats including Word, Excel HTML, PDF or CSV. These can be scheduled to run on a regular basis and directly delivered to a desktop using email, local area network or web service. Consequently business managers can:

- receive regular reports customised to their own requirements,
- in the format they require,
- when they need them,
- with little or no ongoing telecom department intervention.



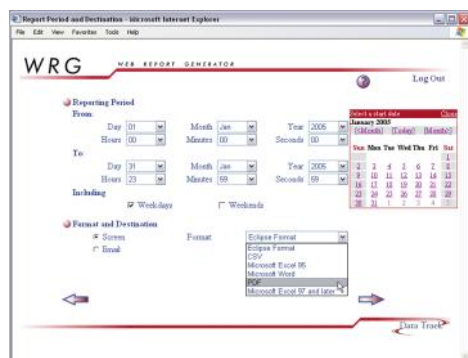
WEB REPORT GENERATOR



The Eclipse Web Report Generator provides an easy to use, web based interface, to the reporting functionality of the Eclipse Call Management System. By completing simple online forms, a user is able to produce a variety of telecommunication reports, with little or no training, from a standard web browser anywhere in the world. No special software is required at the Users desktop.

AVAILABLE AS A MANAGED SERVICE

For organisations wishing to outsource non-core areas of their business, Eclipse CMS is available as a managed service. Data Track's team of experienced telecoms professionals are responsible for collecting the call data from your switch, processing it and sending you your reports. They ensure that the system is kept up to date with any moves and changes and that the correct tariff information is applied. The Eclipse Web Report Generator is made available to you so that any ad-hoc reports can be created with ease.



For more information on the clustering feature, visit our website www.datatrackplc.com or contact your Account Manager.

Data Track is a quality ISO 9001:2000 certified company.