

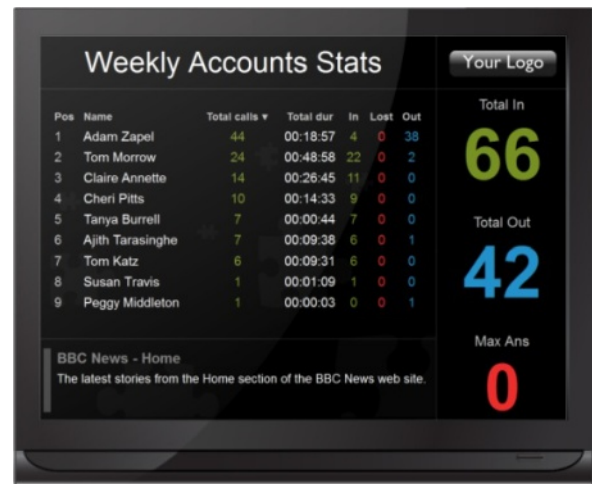
# TIM Enterprise<sup>®</sup>

Know everything about your comms  
across your entire infrastructure



# Overview

TIM Enterprise gives you all the information you need to manage your telecoms infrastructure



**TIM Enterprise** is an award-winning call logging and analytics package designed specifically for larger organisations.

Whatever the shape of your telecoms topology, be it one or more on-premise PBXs, hosted SIP trunks or a cloud-based conferencing platform, TIM Enterprise provides a single, centralised call analysis facility allowing you to manage your communications infrastructure more effectively.

Thanks to its unique live call processing engine, TIM Enterprise can provide live, full-screen display boards that show up-to-the-minute

performance statistics for groups and individuals at any hierarchical point in your organisational structure.

In addition to multi-format call logging reports, TIM Enterprise can share its data to third-party applications - such as CRM, accounting and front-of-house applications - through a shared database instance or its extensive web API.

As well as call analysis, by adding our optional Echo recording product onto your TIM Enterprise installation, you'll also get the actual audio streams from your ISDN and VoIP calls.

## Centralised comms intelligence

Whatever your comms infrastructure looks like - one or more traditional PBXs, cloud-based services or conferencing platforms, or a hybrid of all those - TIM Enterprise is the only call logging system to provide a single, centralised facility to manage all of your business communication information.

Having this insight into how and where your calls happen, you can reduce costs, improve system utilisation and monitor individual user performance.



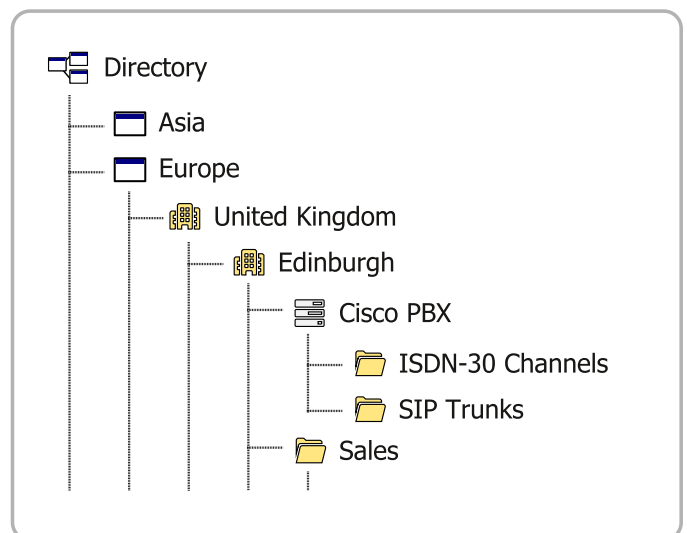
# The Directory

The unique directory in TIM Enterprise faithfully recreates your organisational hierarchy, no matter how wide or deep it is



TIM Enterprise uses an ultra-versatile directory system to organise your users and communication channels into folders, sites, cost centres and divisions, so you can faithfully recreate your organisational structure with no limits to hierarchical width or depth.

The directory is an advanced, real-time, hierarchically-unlimited repository; in plain English, it's the central place where every system object is stored, each having an explicit, defined relationship with its peers and each being able to store any number of properties. This way, an entire tree of related objects can be defined, with branches as wide and as deep as you like.



## Directory synchronisation

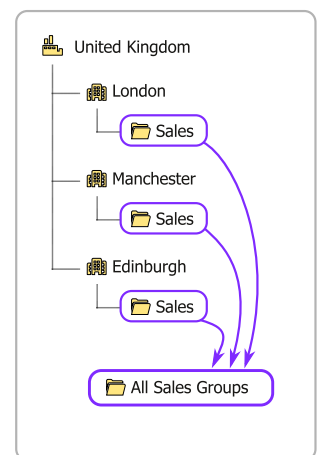
TIM Enterprise can synchronise portions of its directory with third-party systems such as Active Directory, Cisco, Avaya and Microsoft Teams.

Synchronisation simplifies the initial setup and ongoing admin so your users' details are always kept up-to-date.



## Reporting collections

The directory uses a special type of folder - a **Reporting Collection** - which contains only links to users and groups from elsewhere in your organisational structure. These are collated at reporting time into a single entity, allowing you to compare them all in a single report.



# Reporting

Fully interactive charts and tables with a wealth of filters and options give you full visibility of your communications



TIM Enterprise has a wealth of built-in, pre-defined reports which turn your complex communication log data into rich business intelligence.

With their clear, intuitive graphs and tables, your communication patterns are quickly summarised.

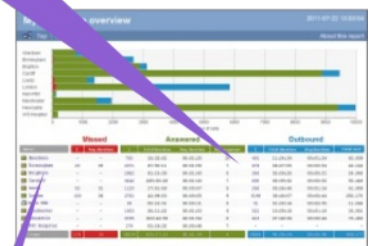
Some are fully interactive, letting you drill down using hyperlinks into more detail into a particular area of interest.

With a built-in, open scripting engine, you can customise existing reports or write completely new ones, having full control over SQL queries and document created in various formats.

All reports - whether built-in or custom-created - can be run on-demand or scheduled to run regularly and delivered by email, FTP or posted over HTTP to third-party systems, in a variety of formats.

Sortable headers

Avg response	Σ
7	471
10	104
9	309



Drillable hyperlinks

Cardiff
Leeds
London

## Report formats

Out of the box, all reports are available in the following formats and, if you need to, you can create your own document formats using XSLT conversion from native XML



XML File



Web Browser



PDF Document



Accounting Data



Microsoft Excel



# Display Boards

Custom design your own screens or use one of our standard templates to display call results visually for any site or team



Striking, informative and fully-customisable, our in-built full-screen display boards provide instant business intelligence and complete transparency on your teams' performance.

Call performance metrics can be grouped and ordered on any criteria you select, so you can create leaderboards on the data that matters most to each team.

Display boards are included as standard with TIM Enterprise and work on any device using any modern web browser - desktop or mobile - but are best when they're shown on a large format screen on the wall alongside where your teams sit. And you can have as many as you like, so go ahead and set them up for every team in your organisation and let your peoples' names up in lights!

## Quick start templates

Create a fully-configured display board in seconds using the standard templates that we provide. You can customise each template to fit your individual needs.



## Panel types

The web-based canvas editor allows you to fully customise your display boards with unique panel types: Label, Leaderboard, Summary, RSS and Web Page. You have full control over fonts, colours, images and column fields to tailor each screen to your exact needs.



# Data acquisition

With plenty of data collection methods baked right into TIM Enterprise, all of your comms data is captured without missing a single call

Whether it's by serial cable, network connection, cloud-based collaboration or some vendor-specific API, TIM Enterprise captures all your comms events, stores them, and accurately processes it all to provide you with a reliable communications blueprint of your entire organisation.

No two systems output their comms data in the exact same way, and whilst this might make for a challenging environment for other call logging systems, the rapid call processing engine in TIM Enterprise eats them for breakfast!

With over 20 years experience processing comms data from some of the smallest and largest organisations in the world, TIM Enterprise can cope with some of the most detailed live event stream formats available and, of course, good old-fashioned CDRs, too.

At the heart of its call processor lies a unique call matching module which can be customised externally, should there be a site-specific configuration requirement. And because we know that different organisations want different things from their communications data, there's an open scripting facility to log your comms events exactly the way you want, irrespective of whether your calls are internal, external, over private comms links, come from cloud services, network routing equipment or off-net carriers.

In short, you'll never miss a single call!

## Built-in data collection methods



### RADIUS

TIM Enterprise has a built-in RADIUS server to receive accounting records direct from routing equipment



### TCP/UDP Sockets

Can act as both client and server and maintain heartbeat and other protocol-specific session maintenance



### S/FTP Server/Client

Acting as either an S/FTP server or client, bulk record transfers are supported from any system with built-in security checks



### SysLog Server

Acts as a SysLog server to receive network notification events from selected facilities



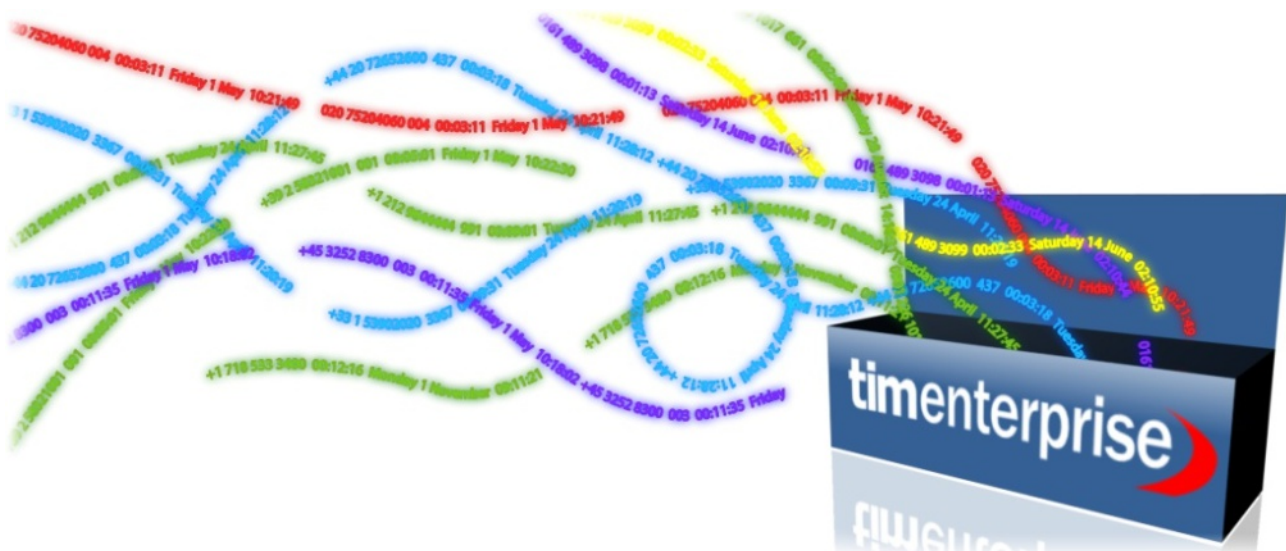
### OpenCDR Services

Connect with cloud services such as Zoom and Microsoft Teams with OAuth2 registration and subscription maintenance all part of the service



### Serial RS-232C

Legacy PBX connections of all speeds and protocols are supported



# Technical information

## Fully customisable web content

The entirety of TIM Enterprise's web interface is made up of standard HTML, Javascript and CSS content, served directly from folders per user profile. This means you are free to edit everything to tailor the content exactly to your requirements.

By digging in to the content, you'll notice that all interaction with TIM Enterprise is by standard AJAX queries to the in-built API with access limited by user login.

By having this amount of control over how the system operations, you can integrate TIM Enterprise as tightly as you want with other third-party systems and back-end processes.



## System requirements

- 32-bit or 64-bit x86 CPU (3GHz+)
- 4GB RAM
- 250GB HDD
- Microsoft Windows 10 or Server editions
- Ethernet network interface
- Any modern standards-compliant browser

TIM Enterprise uses its own built-in web server that runs on all editions of Microsoft Windows

## Get a free trial today

Speak to your vendor to arrange an instant free trial of the system in your own organisation