



PBX Traffic Audits

Understand Your Nortel PBX Traffic Needs With This Traffic Analysis Offering From The i Gen Group

In your continuing search for cost effective and decision support PBX Management Information, The i Gen Group can simplify and end your quest with this low cost Traffic Study solution.

The i Gen Group Traffic Study –regarded as the most comprehensive, customer-friendly studies in the industry – is an important tool that can add tremendous flexibility to your current PBX Management. Moreover, you'll find that our PBX Traffic Studies will help you uncover hidden problems and cost savings opportunities by revealing carrier facilities and PBX hardware capacity issues. Frequently, a Traffic Study will reveal the need for additional trunks, Network, and tone resources you probably aren't aware of.

And because The i Gen Group operates as a remote, computer-controlled service bureau, we assume all of the data collection and processing responsibilities for your organization, allowing you to receive accurate, detailed traffic studies and reports without the need for additional hardware or expensive, complicated software packages.

Finally,... these Traffic studies support Nortel, Lucent/Avaya and NEC PBX systems – systems representing more than 80% of the industry's installed base.

Simply put, The i Gen Group Traffic Study can:

- Reveal Excessive trunk capacities that will allow you to confidently cut services costs that are not needed.
- Reveal your traffic utilization needs where customers are getting busy signals to clearly direct you to additional trunk access requirements.
- Reveal congestion points within your PBX system. After months of moves, adds & changes, a PBX can become “unbalanced” restricting call processing as it was intended.
- Ensure you are fully aware of the health of your Carrier Circuits into your PBX. If there is a bad channel or trunk somewhere you need to know.

Trunk Reports

Nortel | **NEC** | **Lucent**

Nortel study, for example, you'll find it easy to navigate through our Lucent and NEC reports.

Consistent Report Format Regardless of Platform

Prices are based on the duration of the study rather than the size of the system.

Pricing on a per-study basis allows you to eliminate fixed overhead costs and allocate actual costs directly back to your organization.

The benefits are clear – We can help you add value and flexibility to your portfolio organization.



Background

Traditionally, providing PBX traffic studies has been a low priority. Telecom Managers and staff are too busy to stop and check the health and “actual” capacity needs of their PBX. The theory is, “As long as nobody’s complaining and dial tone is available.... everything is fine”. Here is an opportunity for you to gain a full insight without stopping your other duties. One Call is all it takes. The i Gen Group will completely handle the PBX information uploads for a set period of time that you decide and respond to you within 7 days with the most easily understood Traffic Utilization Report in the market. Meaningless data, and guessing games to interpret traditional traffic reports is over.

For the past six years, these Traffic Studies have been provided to many of the largest corporations known today.

For more information on our VoIP Migration Consulting Services contact us at:

THE iGen Group
A Technology "Service" Corporation Inc.

(866) 886-iGen (4436)

Visit us at www.theigengroup.com





Q & A

The Benefits

At The i Gen Group, Traffic Studies are one of our most important consultative core offerings, and we're dedicated to providing you with the highest level of support.

Our studies are completely turnkey. Obtaining our PBX Traffic Study is simply a matter of providing us a modem number and PBX password - we take over from there. We do not disrupt service or change your database affecting users.

And unlike typical traffic studies that do nothing more than provide raw, mathematical data, this Traffic Study obtains, interprets and analyzes PBX traffic and presents the information as a consultative report incorporating color graphs and easy-to-understand language.

From Networks to Junctors, The i Gen Group Traffic Study offers valuable insight into the daily performance of your PBX. Our studies even include a glossary and tools to help you explore "What If" scenarios, allowing you to quickly identify trends and traffic management issues.

We fully respect your relationship with us. Once data collection is finished, a professional report, written in plain English and containing color graphics, is sent to your offices within seven to ten business days. Naturally, all of your information is kept strictly confidential.

- **No Hassles, No Excuses:** We can start analyzing your traffic data immediately - no service calls or expensive software packages are needed. And you can be assured that your study will start and be completed on time.
- **Customer-friendly:** PBX traffic data is collected, analyzed and presented in customer-friendly language. We even include a section dedicated to providing helpful hints for better, more efficient traffic management as well as a Glossary of common traffic terminology.
- **Consultative:** Our Traffic Studies provide traffic data in clear, concise graphical presentations that are especially useful for identifying trends and potential service-affecting issues. We'll be happy to work personally with you to answer questions about the finished product.
- **Flexibility:** Traffic Studies can be performed simultaneously on multiple locations. In addition, We can customize the duration of the study to accommodate your needs.
- **Reduce Your Costs:** Our studies are completely turnkey - no additional hardware or expensive software packages are required.
- **Single-source Solutions Provider:** I Gen supports Nortel, Lucent and NEC PBX systems, giving you access to a large installed customer base.

What PBX systems are supported?

I Gen offers Traffic Studies for the following systems:

- Nortel Meridian
- Lucent
- NEC 2400

What reports are included in the Traffic Study?

From Networks to Trunking and everything in between, the Traffic Study covers it all. Here are just some of the reports and features you'll find:

- Networks
- Junctor Traffic
- Failures to Match
- Dial Tone Delay
- Trunking
- Trunking Worksheet
- Console Activity
- Console Performance
- Processor Occupancy

Plus:

- Acetate Overlay Graphs
- Detailed appendices
- Glossary
- Traffic Hints

Do we need any additional equipment or software to support the Traffic Studies?

No. We will dial directly into your PBX and poll traffic on an hourly basis. All we require is remote dial-up access to the PBX - no expensive software packages are necessary. And since we poll and analyze traffic data by the hour, we can address any potential data collection errors immediately and ensure the accuracy of the study.