CallBase ® TMS
Telecom Management Solution

Product Release Update

Nortak Software has been designing and developing automated solutions for Telecom Management applications for more than 10 years. Our latest product integrates several telecom management modules with our flagship CallBase CRM application product for contact management.

Intranet Application

Extending self-service capabilities to the Web for internal services improves employee productivity and the ability to monitor corporate activities and expenses.

Now you can manage your employees and all their telecom devices from one business application.

CallBase TMS (Telecom Management Solution) provides the following capabilities:

- Web screens to order telecom services, plans and devices
- Back office tools to manage all devices and available accessories
- Scorecard reporting to monitor usage and monthly costs
- Inventory management of all types of wireless devices; cell phones, pagers, mikes, BlackBerry's and other PDAs
- Inventory management of landline phone sets
- Secure access for various user levels
- E-Business and EDI for payables and receivables
- Enterprise integration capabilities with various industry and government standard financial systems
- E-Mail workflow and Outlook integration
- Content management and multilingual capabilities
- Administrative modules for order approval and tracking
- Extensive and flexible reporting that includes:
  - ➢ Inventories by Vendor
  - ➢ Inventories by Financial Responsibility Centre
  - ➢ Year to Date Cost Analysis
  - ➢ Call Details Usage Analysis by User
  - ➢ Asset Reporting

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Nortak Technical Strengths

Nortak Software has been providing Information Management and Informatics Technology (IM/IT) services to government and private enterprises since 1975. We are experienced in many areas of IM/IT service delivery including:

- Systems Integration
- Client Relations Management (CRM) software
- Call Centre management software
- Integrated Voice Response (IVR) with Nortel Periphonics
- Localization, bilingual and multilingual systems
- 24 x 7 System Support and Change Management (CM)
- Social Programs application systems development, maintenance, and support
- Messaging, synchronous and asynchronous transactions, EDI, XML, B2B
- Application and Website design and development
- Microsoft .Net Framework; ASP.Net, VB.Net, C#, Visual Studio 6.0, ASP, Visual Interdev and Visual Basic
- JAVA, PHP, WebSphere, Dreamweaver and ColdFusion MX
- Oracle RDBMS, MS SQL Server, IBM DB2 Universal, MySQL, Informix
- Voice Recognition with Nuance
- VOIP, SIP, IVR, CTI, PC-PBX with Interactive Intelligence
- Design and Change Management Methodologies, such as SET, IMF, ITIL and RUP

We use the latest industry standard tools to help our customers become more productive with the adoption of our "best practices" approach to IM/IT.

Nortak is a Canadian-owned private corporation with offices in Ottawa and Toronto serving a global client base.

Support and Customization

Our experts in the field of telecom management solutions have extensive experience supporting multi-vendor telecom environments. Our personalized approach provides real options and made-to-fit solutions that can be supported in-house or off-site from a Nortak application portal.

The increase in customer self-service capabilities over the Internet and Intranet have led to increased efficiencies, cost savings and improved customer service.

To arrange for a demonstration please contact one of the following individuals:

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