

SwitchGuard

Fraud Detection and Exception Reporting



Analyses calls in real time 24 hours a day

Alerts you if something looks wrong

Monitors Traffic, Response & Cost

Looks for Dial Through Fraud

Checks switch security

Frees up your time

Guarding against dial through fraud and ensuring that your telephone system or network is performing correctly has traditionally meant wading through piles of call management reports trying to spot abnormalities or problems; this can be sometime after the event occurred. **No longer.** *SwitchGuard can do all this work for you.*

User Names	Name	Description
administrator	Concurrent Trunks	Alert if all PSTN trunks are busy
All Rules	Emergency Calls	Alert if any calls are made to 999 or 911
All Destinations	Fraud Alert 1	Alarm if any tandem calls are made to an international number
All Exceptions	Fraud Alert 2	Alarm if any outgoing calls are made after working hours
General Rules	Fraud Alert 3	Alarm if any tandem calls occur over a weekend
	Fraud Alert 4	Alarm if we get 10 calls under 30 seconds in any 15 minute period
	Grade of Service	Alert if GoS falls below 1 in 100 any day
	High Cost Calls	Show all calls over £10.00 cost
	Long Calls	Show all calls greater than 5 minutes duration
	Maintenance port in use	Alert if calls made to PBX maintenance modem
	Premium Rate Calls	Show all calls to premium rate numbers
	Time to Answer	Alert if more than 5 incoming PSTN calls over 35 second ring time to operator in any 1 hour
	Total Cost	Advise if total call costs exceed £100 any working day
	Trunk Occupancy	Alert if trunk occupancy is less than 60% in busy period any working day
	Unanswered Calls	Alert if more than 5 unanswered calls from PSTN over 20 second ring time in any 1 hour

Tell SwitchGuard what you are looking for

High Costs Over A Period	Dial Through Fraud
Low Grade Of Service	All Trunks Busy
Poor Answer Times	Etc, etc, etc

SwitchGuard will tell you when you have a problem and where to look to fix it.

SwitchGuard will do the hard work for you, saving you time and reducing eye strain. Virtually any sort of exception event can be programmed including individual calls, cost, duration, totals, totals in a time window, minimums, maximums, erlangs, grade of service etc.; this list is endless. Simply set it up and let SwitchGuard do the work for you.

SwitchGuard spots abnormalities or problems in your real time or batch collected data and lets you know about it. Alarms can be sent to any number of locations by SNMP, e-mail, SMS, direct to the Eclipse Alarm Management System (AMS) or a corporate system such as HP OpenView.



FREE YOUR TIME WITH SWITCHGUARD

You want to be able to check that your customer's calls are answered in a reasonable time, ensure that there are enough trunks to handle your call traffic and to control your voice costs. You could set up a call logger to produce all the reports for you automatically and then spend your time wading through these to find out if thresholds are exceeded. Alternatively you can get SwitchGuard to do this for you and free up some valuable time.

Configure SwitchGuard with the thresholds you are looking for; it will produce an alert if these thresholds are exceeded. This will save you all the time and cost of doing it yourself. Of course you can still run reports any time you like.

DIAL THROUGH FRAUD DETECTION

Dial through fraud, also known as Toll Fraud, can occur when an organisation's voice system is used by outsiders to make free telephone calls at the organisation's expense. The growth of fraud is being assisted by the growing sophistication of voice networks together with open interface standards.

Employees, contractors, cleaners and security staff can all use a company's telephone system and can call expensive premium rate or international numbers. It is not just about the price of the call, it is also about the time wasted spent on the call.

SwitchGuard can be programmed to detect a whole variety of different calls and calling patterns by time of day, day of week and rate of occurrence. Examples include:

Premium rate numbers

Calls to specific numbers

Long duration calls

International Calls

Calls transferred from voice mail

Short duration calls (war dialling)

Tandem calls

Calls to / from DISA port

Calls outside office hours

Alerts include the last call record that triggered the alarm.

CENTRAL ALARM SYSTEM

SwitchGuard is compatible with leading alarm monitoring systems such as HP OpenView or Data Track's AMS Software. Alarms can be delivered in ASCII text or SNMP format. Delivery methods include modem dial out, LAN, WAN, internet, email, pager or SMS service.

TELEPHONE SYSTEMS SUPPORTED

SwitchGuard can be used on most popular telephone systems including Alcatel, Avaya, Cisco, Ericsson, Mitel, Nortel, Phillips, Samsung, Siemens and Toshiba. It works with both IP and legacy systems.



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

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