



Ensuring the correct return on telephony in your tenanted premises

CCE Secure Phone Billing System

As part of our Managed IP Services portfolio, we manage the provision of integrated phone and broadband services to multi-tenanted buildings – for example student accommodation and serviced business centres. An essential element of this is our innovative proprietary Secure Phone Billing System that integrates the functions of billing clients, controlling phones and providing online access to call information. This makes management and control of telephony services fast and easy.



About CCE Managed IP Services

CCE's Managed IP Services enable you to enjoy complete confidence that your data and voice connectivity is 100% guaranteed ... 100% of the time.

Our technology and expertise can also help you to introduce more efficiencies to your business. The major benefits of Cloud Computing are inherent safety, reliability and flexibility.

You'll also benefit from reduced management and administration time and costs, allowing you to re-deploy resources and budget to either enabling technologies or other areas of the business.

And get a single point of contact within CCE for all your managed service requirements.

Putting you in control

In short, CCE's Managed IP Services put you in control of your technology. They form the basis of a solid, future-proofed, converged data and voice strategy that introduces new economies to your business, enables new capabilities and won't let you down.

System modules

SFTP (Secure File Transfer Protocol) client

To enable 24/7 operation, the routine that collects the call data records from the FTP site cannot run as a desktop application – but as a service. Utilising proprietary Engine Farm technology and communications libraries, we have developed a Secure File Transfer Protocol service that communicates with the FTP site holding the call data records. It pulls down the new files and calls an OpenEngine routine to process the new call data records and place them into tables ready for billing.

System functionality

The client is configured using a control panel applet which enables the following functionality:

OpenEngine Manager tab

Identifies the application to launch engines in, along with the name of the various handler procedures. It controls the number of engines to run with and whether or not they should be persistent. It also allows additional configuration of how the engines should be communicated with.

SFTP Transfer tab

Permits the administrator to specify how frequently updates should be looked for, along with where the resulting files should be stored. This is a mission critical application which enables the user to specify access to multiple servers to provide roll over in the event of a communications line failure. Should this happen, the service sends an alert email to a nominated individual specified in the email tab.

email tab

This allows the administrator to send and record emails. It also provides details of which SMTP server to use. It enables the administrator to identify specific service failings in order to ensure enforcement of SLAs.

Logging

Every action taken by the service can be logged to an external file, which can be examined in real time to verify that the service is performing according to specification and agreed service levels.

Pricing module

The purpose of the pricing module is to process call data records and allocate calls to individuals. It identifies the destination called and compares it to a pricing table, following which the call is priced and the user's account debited. If this causes the account to fall below a configurable amount,

the user's chosen payment is debited. If the debit fails, the telephone is locked for outgoing calls and incoming calls diverted to a voicemail system – in effect controlling a telephone switchboard.

Billing module

Debits the service user's credit/debit card or cashless card. It requires a mixture of secure HTTP and SOAP messaging, both of which request a 'payment' from the appropriate supplier and credit the user account if successful.

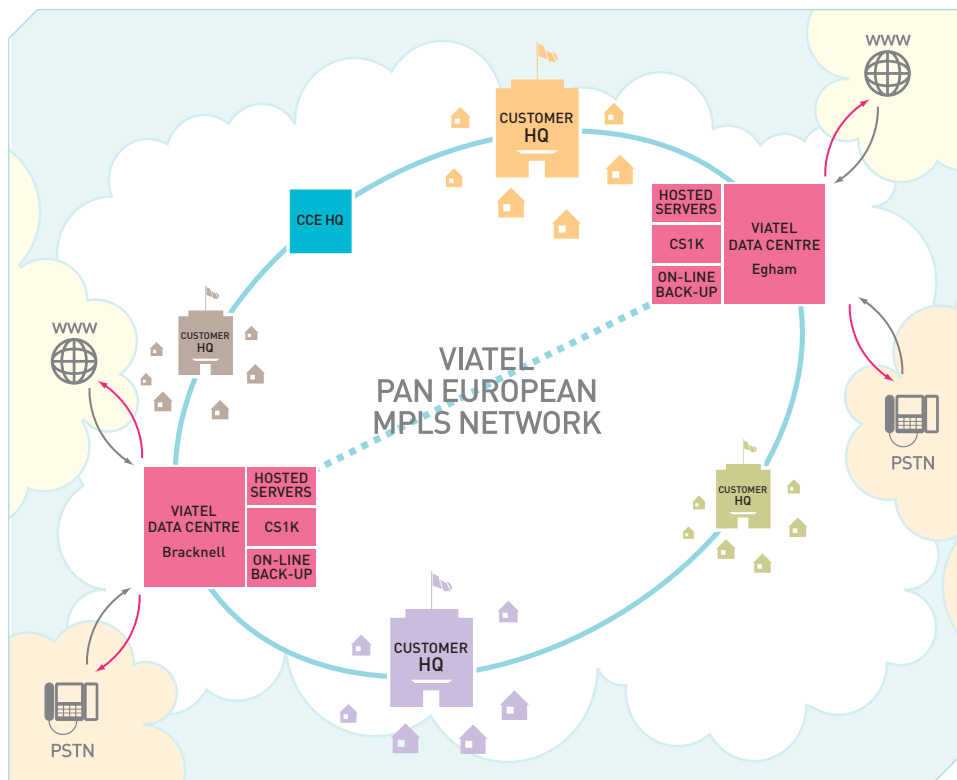
Web interface

Service users have the ability to log in at any time to check and top up their account balance. Successful access requires passworded login, and all interactions take place through HTTPS for additional security.

CCE Managed IP Services for data and voice include:

- Inter-site connectivity
- Internet connections
- Firewalls and security
- Voice services: VOIP, IP-PABX and minutes
- Data and applications hosting
- Secure online backup
- Disaster recovery
- Business continuity

CCE's Managed Network



Key technical information

Core fibre network extent:

- UK – 100 points of presence, approx 7700km of fibre
- Europe - 21 co-location facilities and 48 points of presence in 21 key cities

Data centres:

- Two, highly secure, in Egham and Bracknell

Data centre connectivity:

- Gig Fibre MPLS core
- Gig fibre Ethernet link for LAN connectivity

Firewalls:

- Two HA Nokia at each data centre running BGP (Border Gateway Protocol) to ensure two Gig routes for IP Transit

Telecommunications server:

- Nortel Communications Server 1000 (CS1K)

Find out more

To find out more about Secure Phone Billing and our other services, please contact our sales team on **08707 708 700** or email sales@cce.co.uk

We will be pleased to discuss your requirements, welcome you on a tour of our facilities or provide you with more information.

 **08707 708700**

 sales@cce.co.uk

 www.cce.co.uk

CC Engineering Limited
Technology House
215 High Street
Yiewsley West Drayton
Middlesex UB7 7QP

cce/spbs01
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Service beyond the call