

### Capture your Companies Telephone Calls & Business Information with IBM Content Manager

Many organisations face the dilemma of determining when it might be prudent to capture telephone conversations and other business documents. And, increasingly, those organisations, and the regulatory bodies that oversee their industries, are concluding that it could prove too expensive not to do anything.

IBM and e-ASL would like to bring to you our Call Recording and Document Management Smooth Start offering. An ideal way to kick start the inevitable process of capturing and managing your companies telephone conversations and customer business records.

Questions and issues your company may need to address:

- o Does your industry regulator require you to capture and archive telephone conversations or other business record capture such as images and PC files for audit or compliance needs?
- o If so, does your regulator stipulate a minimum retention period for your telephone calls and other business data and records?
- o What level of legal and commercial risk does unrecorded voice transactions and lost business records present to your organisation?

**This out of the box Telephone Call Recording & Document Management smooth start offering includes:**

#### **Capturing and Recording**

your companies telephone conversations and other business records such as images, PC files, and emails.

#### **Indexing and Archiving**

recorded telephone calls and other business files into central client files.

#### **Instant Access and Retrieval**

of your customers captured telephone conversation and other business records from a central repository. 'First time, every time'.

An end to end comprehensive solution, that can grow from a few users to hundreds of users.

**Very Scalable!**



**'Fixed Price' £48,000**

Plus Expenses - Quote Ref:CMCR02

**No Hidden Costs!**



Electronic Archive Solutions Limited

# Telephone Call Recording & IBM Document Management Fixed Price Smooth Start Offering - Advanced



Advancements in telephone call recording and IBM Document Management technology enables the easy and fast capture and retrieval of telephone calls and business files, providing significantly improved real time customer service, query resolution, and reduced business costs.

- Telephone calls and business records such as letters, images, invoices etc can be quickly captured and retrieved from your index business rules, such as by customer name, date, phone number, call comments, length of calls, company names etc. This fixes a serious issue, no longer losing important call files, improving audit readiness, and reduced staff costs relating to IT and Admin Retrieval Staff manually locating historic telephone call recordings and business records.
- Companies can now partly or totally record telephone conversations, this can be done manually or automatically, capturing archiving and retrieving relevant parts of a call, providing significant cost savings from reduced storage, backup, and retrieval advancements.
- This fixed price solution provides a user intuitive drag and drop index and archive feature to easily, quickly, and accurately archive any digitised PC file. The index help and verification feature improves user indexing accuracy of documents into IBM's Document Management archive.
- This SmoothStart offering provides a simple and easy 'future path' to move from old telephone call recording and document management solutions, providing one consolidated Corporate Archive, which can include the consolidation of your old telephone call archives and any digitised business records.

**Note:** - The pay per month option is priced on a 3 (three) year payment basis and is available dependant on status but is subject to change.

## We provide an end to end Telephone Call Recording and Document Management Solution for the fixed price of £48,000

### Included within this Smooth Start Fixed Price offering.

#### Software Components in the e-ASL fixed price:

- 20 X – Telephone Call Recording Desktop Usage Software,
- 1 X – Knowledge Capture Desktop and Bulk Loader Software,
- 1 X – IBM Content Manager Server & User Licence,

#### Hardware Components in the e-ASL fixed price:

- 20 X – KC Voice Call Recording Archive Desktop Cables,
- 1 X – IBM xSeries PC (Windows 2000),

#### Services Components in the e-ASL fixed price:

The end to end services required to provide the Telephone Call Recording and Document Management Solution. Refer to the e-ASL Scope of Work for customer deliverables and completion criteria.

#### Imaging Optional Extra Components

For an additional £4,000 e-ASL provide entry level imaging, which enables the capture of approximately 25 pages per minute, and a maximum of 5,000 images per month.

**Note:** e-ASL will invoice at completion of the implementation the fixed price solution, plus actual costs of expenses such as travel, accommodation, and per diem.

Purchasing Options	Customer Pricing	Additional Costs
Per Month	£1,636.32 per month or	Expenses / VAT
Purchase Price	£48,000 total to buy	Expenses / VAT