



TRISYS INC.  
THE BEST IN CALL RECORDING  
AND CALL  
ACCOUNTING SOLUTIONS.

## Case Study: Reduce Potential Liability and Increase Cost Control for Education

EDUCATIONAL SYSTEMS ARE UNDER GROWING PRESSURE TO KEEP THEIR FACILITIES, EMPLOYEES AND STUDENTS SAFE. TAPIT NOVA CALL ACCOUNTING IS A VALUABLE TOOL IN HELPING INSTITUTIONS MANAGE LIABILITY AND POTENTIAL THREATS WHILE REDUCING UNNECESSARY TELEPHONE-RELATED EXPENSES.

None of us can ignore the unsettling rise in school shootings nor the national increase in awareness of violence, harassment and bullying, resulting in increased concern regarding safety and security in our nation's schools. Educational administrators need resources to identify genuine threats and distinguish them from pranks, as well as the capability to respond quickly and appropriately. This unfortunate but very real development in the educational climate demands school security and relevant technologies be made a top priority in order to ensure the safety of students, faculty and staff. Most importantly, educational systems need a solution that provides all of these features, yet is easy to implement and use.



### CHALLENGE

In early 2014, a public school district in New Hampshire expressed a concern over how to identify threatening phone calls made to, from, or within the district, which served in excess of 17,000 students and employed 1,700 faculty, with staff members distributed among the district's 30 locations. The district wanted a solution that would trace incoming and outgoing calls and detect the origin phone number responsible for the threats. Additionally, suspicious and costly long-distance outbound calls made to Hawaii and Alaska appeared on their monthly phone bill, and the district lacked the ability to trace the origins of those calls. When they discussed these issues with their telephone vendors, the district was informed they did not have a **Call Accounting solution** in place. Implementing such a solution would give them the ability to both trace the numbers responsible for making the inappropriate outbound calls and track potential incoming threat calls.



### SOLUTION

The first part of addressing the district's needs included a wholesale upgrade of their aging telephone system infrastructure—a large investment, but critical for the mission. With the new systems in place, the next objective was selecting a convenient and cost-effective solution to address their concerns.

Brian Malliet, Operations Manager of Telephone Network Technologies ("TNT", a New Hampshire-based telecommunications systems integrator) recommended the Trisys Tapit NOVA™ call accounting solution, which he knew would be able to address the district's requirements. Tapit NOVA's integration with virtually every phone system made the transition unified, providing the school district with an easy, comprehensive answer to their security concerns.

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## RESOLUTION

The school district implemented Trisys' **Tapit NOVA ezBox Enhanced™** turnkey **Call Accounting solution** with the add-on **Remote Manager Multisite** reporting component. As a result, the district was able to trace all incoming and outgoing calls to help detect any threatening call activity from all their networked phone systems.

This solution allowed the district's administrators to create an unlimited number of system users, with permission-based access for each principal (user) in the district. This allowed each principal access to an easy-to-understand call accounting application that offered a constant, up-to-the minute view of his or her individual school's telephone records, providing full transparency regarding telephone usage and helping to alleviate potential security concerns.

Additionally, the 911 email alert feature proved to be an enormous benefit to school administrators, as automatic notifications of emergency 911 calls could be sent out via e-mail or SMS to an unlimited number of predetermined recipients.

Mr. Malliet believes that Trisys and Tapit NOVA ezBox Enhanced Call Accounting was the best solution for achieving the desired result for the school district because of its cost-effectiveness and ease of use. Immediately after implementing Trisys software, the school was able to identify exactly which phone was placing the costly personal calls to Alaska and Hawaii.

One of the additional benefits of Trisys Inc. Call Accounting solutions is the 360° view of the entire district's telephone activity. They now have a centralized database to view expenses, either as a whole or by location. This feature is helpful for cost allocation and departmental billing, allowing for proper budgeting and resulting in additional savings.

## BENEFITS

### **Tapit NOVA ezBox:** Turnkey Call Accounting solution

- ❖ 911 emergency notifications via SMS and e-mail
- ❖ Email alerts for calls made after hours or to specific area codes or numbers
- ❖ Easy-to-use browser-based interface
- ❖ Extensive call filtering features, including:
  - Incoming, outgoing, extensions, departments, locations
  - Date, time, and duration
  - Call direction (inbound, outbound, internal)
- ❖ Over 125 native and customizable reports
- ❖ Unlimited number of users with permission-based access

### **Remote Manager:** Multisite Call Accounting

- ❖ Reports on telephone activity from an unlimited number of locations
- ❖ Provides a centralized call record database of all locations for easy access and viewing

## YOU CAN DEPEND ON TRISYS INC.

Since 1984, Trisys Inc. has offered premier telephone call recording and call accounting products to every industry. Our commitment to quality has brought us nationwide industry awards and recognition, as well as the appreciation of tens-of-thousands of clients. You can count on us to provide exceptional products and to back it up with excellent service. We deliver every time.