INSIDER

IMPACT technologies

Your inside look at…

Solutions With Impact™

Impact Technologies, Inc.

CUSTOMER CASE STUDY: TTX Company

Waiting for someone to discover a problem can sometimes be too late. If a server room becomes too warm, an elevator fails or a system malfunction alarm arises, your staff needs to respond quickly. The efficacy of the response will determine the cost of the failure, both in financial and operational impact terms.

DAKS MISSION CRITICAL COMMUNICATION

Flexible Workflows

With a triggering event, DAKS-Pro can send voice, e-mail or text messages without human intervention. If a fire sprinkler system engages or a security door is ajar, an alarm from a facilities management system can automatically initiate a DAKS Alert Notification to inform a maintenance response team or centralized Network Operations Center. Or, if a refrigerator with vaccines or other medications suddenly fails,

PRODUCT NEWS

Traffic ANALYST

6.1 Release

Here's a quick snapshot of some of what's new to Traffic Analyst for version 6.1:

o Intermediate CDR events for HiPath 4000
o QoS report for CS1000
o Ability to text alarms
o New "Performance Summary Last 30 Days" Preset report
o QoS and CDR data collection alarms
o MOS, R-Factor, and Codec available for HiPath 4000 reports
o No Activity for extension report
o Additional web grid filters including field "Is empty" and "Is not empty" and "Not starts with"

DAKS MISSION CRITICAL COMMUNICATION

SimplexGrinnell Partnership

Impact is excited to be partnering with SimplexGrinnell at several hospitals to deploy advanced technology to make their clinical staff's job easier and let them focus on patient care.

tyco SimplexGrinnell

By integrating the EZ Care™ VITALTouch™ nurse call system with DAKS SIP-TI unit(s), nurses not only receive patient messaging alerts on their wireless devices, but they can touch a single button and call directly into the patient room.

SECURIO SECURING DATA FROM THE INSIDE OUT

Enhanced Data Security

Securio™ is a powerful Information-Centric Security (ICS) solution to continuously monitor and manage sensitive information in the enterprise and the cloud.
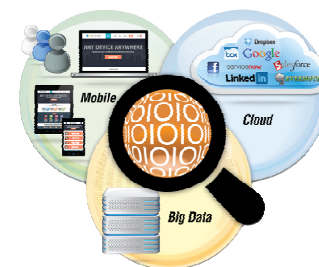
Securio is unique in its breadth, level of accuracy, feature set and ability to scale horizontally and vertically. It is designed to provide user access while protecting information in every format, wherever it is and wherever it is accessed.

DAKS can notify maintenance before there is a significant loss.

Alert Notifications can ask for positive or negative responses to signal acceptance of a trouble ticket. Further, a two-step procedure is available. After confirming acceptance and then fixing the malfunction, the user will call DAKS and explicitly confirm with a "completed message" that the problem has been successfully resolved.

Enterprise Integration

DAKS-Pro is the basis for tightly integrated enterprise communication solutions that leverage your organization's existing infrastructure and systems. With a focus on operational continuity, DAKS-Pro can notify the appropriate resources within an organization when a monitored situation crosses a threshold. DAKS-Pro interfaces with a variety of third party systems via a wide range of interfaces and protocols, including:

- TCP-based interfaces with XML protocols including ESPA-X and xLink-100

- Serial asynchronous data interfaces (RS232/ RS422) with protocols such as ESPA 4.4.4

- TR500, a UDP-based LAN interface

- Electrical contacts

TTX Deploys DAKS-Pro

As a leading provider of railcars and related freight car management services to the North American rail industry, TTX invests in and operates technology solutions to improve the quality and efficiency of their business throughout their operations. As one such solution, DAKS-Pro optimizes advanced communications at TTX in various scenarios including Help Desk resolution of severity one issues, emergency broadcasts to employee base, and automated notification and dispatch to engineering teams.

Within TTX, key servers are configured to send an automated e-mail to DAKS under defined conditions. The e-mail contains information on the condition. DAKS leverages text-to-speech module and converts the e-mail content into a voice announcement that is appended to a preamble message of "This is an important message from TTX." DAKS then begins to place simultaneous calls to the on-call engineers with the ad hoc message.

To assure the problem is addressed in a timely fashion, TTX deploys multiple contacts, call recurrences and escalations in their DAKS dialing logic. Each engineer cannot only log on and off the system based on their on-call schedule, but can activate the specific device to be contacted (mobile device versus home phone, for example). If no engineer responds on initial dial out scheme, up to two more retries to each number at three-minute intervals are attempted. If still no response, the notification is escalated to a second team, then third and fourth.

Notify & Dispatch Resources without Human Intervention

IMPACT INSIDER

What can we do that will have a significant positive impact on your success?

IMPACT NEWS

Impact Joins CDN

Impact Technologies is excited to announce joining the Cisco Developer Network (CDN) as a Registered Developer. By joining CDN, Impact takes another step in our on-going commitment of developing complementary offerings to today's latest technologies - across multiple manufacturers, including Cisco, Avaya, Unify and more.

"Managing voice networks has never been more challenging," said Bryan Baehr, co-founder and President of Impact Technologies. "As a part of Cisco Developer Network, Impact Technologies brings to the Cisco eco-system the market's most advanced set of forensic capabilities so enterprises can quickly and effectively resolve issues of capacity calibration, QoS, abnormal call terminations, cost, fraud and abuse, and threatening calls."

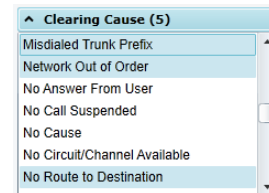## PRODUCT HINTS & TIPS — Why are my VoIP calls terminating?

Are your users complaining that calls are dropping? Did you know Traffic Analyst can tell you why? For your Unify and Cisco VoIP PBXs, you can see abnormal call termination reasons. How?

- Display the "Call Log Last 2 Days" or "Call Log Last 2 Days with QoS" preset report and look for the "Clearing Cause" field.

- Within these preset reports, open the "Abnormal Clearing Cause" chart. This highlights the number of calls by call type with drill down into day and hour.

For additional options, try:

- Within the Call Forensics Properties screen, use the filter to select the codes of most interest. Hold down "Ctrl" key to select multiple codes.

▲ Clearing Cause (5)
Misdialed Trunk Prefix
Network Out of Order
No Answer From User
No Call Suspended
No Cause
No Circuit/Channel Available
No Route to Destination

- If you are looking for problem calls, use the web grid filters to filter out "No Cause" and "Normal Call Clearing."

For more information, Traffic Analyst User Guide is available under Help menu.

MEET IMPACT

Mike Korneffel began his career with Impact Technologies in March of 1995. Over time, his job functions have included technical support, professional services and sales account management. Mike is very focused on nutrition and fitness. Mike and his wife Sandra have been married 18 years and in their free time they tend to their flower & herb garden, and enjoy experiencing world cultures through cuisine, travel and film.

CUSTOMER SERVICE CONNECTION

Interested in deriving additional value from one of our products after you've purchased it? Or, do you have new employees that need instruction on our products? Call us today to learn more about our training opportunities. We'd be happy to delve into topics of interest, or simply answer one or two questions you may have.

Customer Service Help Hours are 8:30AM CT to 5:00PM CT Monday — Friday.

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Solutions With Impact™

DID YOU KNOW?

What was the first US Patent issued?

The first patent was issued to Samuel Hopkins on July 31, 1790 for a process used to make potash, an ingredient used in fertilizer. President George Washington signed the patent.
(Source: Ask)

For Specific Inquiries and Comments...

Product Information & Sales

For additional information on our product and service offerings, including pricing and availability, or to place or track an order, contact one of our Sales professionals ...
Phone: 314.743.1430
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Customer Service

For help with products you already own or to learn more about Impact's customer service programs, contact a Technical Support representative ...
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