

RSI Shadow CMS Enterprise Call Accounting Release 5.2 Now Rated “Avaya Compliant”

Shadow CMS Enterprise is compatible with Avaya Aura® 8.0 and Avaya IP Office™ 11.0 platforms

Oshawa, Jan 2, 2019 (IssueWire.com) - Resource Software International Ltd. (RSI), a leading provider of total communication management solutions (TCMS) for every enterprise, today announced that its Shadow CMS Enterprise Release 5.2 call accounting is compliant with key unified communications solutions from Avaya, a global leader in solutions to enhance and simplify communications and collaboration.

Shadow CMS Enterprise helps businesses curb misuse, reconcile telecom expenses, highlight the detrimental quality of service, discover system hacks and manage the health of their communication networks. The application is now compliance-tested by Avaya for compatibility with the Avaya Aura® 8.0 and IP Office™ 11.0 platforms.

RSI is a Technology Partner in the Avaya DevConnect program—an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company's investment in its network.

As a Technology Partner, RSI is eligible to submit products for compliance testing by the Avaya Solution Interoperability and Test Lab. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compatible. Doing so enables businesses to confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

Quotes:

“RSI is delighted our flagship application, Shadow CMS, has once again demonstrated compliance with the Avaya Aura and IP Office platforms. Over the years, we have continually developed Shadow CMS to meet the high standards of interoperability with Avaya. Shadow CMS helps our mutual customers maximize efficiency and productivity, track and analyze networks, and forecast, monitor and allocate communications management expenses.”

-- Rito Salomone, president, RSI

“RSI is an Avaya DevConnect Technology Partner providing a broad range of multi-platform communication management solutions to our mutual customers. Through systematic analysis, reporting and reconciliation, RSI Shadow CMS has helped customers cut costs, increase productivity and bolster the bottom line.”

-- Eric Rossman, vice president, Partnerships and Alliances, Avaya

Additional Resources

www.devconnectmarketplace.com/marketplace/resource-software-international-ltd-rsi

www.avaya.com/devconnect

About Avaya

Businesses are built on the experiences they provide, and every day millions of those experiences are

built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win – by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration – in the cloud, on-premise or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

About Resource Software International Ltd. (RSI)

Founded in 1990, Resource Software International Ltd. is a developer, manufacturer, and distributor of collaboration analytics solutions. The company offers a wide range of products including call accounting, contact center dashboards, cradle-to-grave analysis, adoption analytics, and emergency notification. RSI has distributors in North America, Europe, Caribbean, Asia/Pacific, and the Middle East. As a proud Avaya DevConnect Technology Partner, RSI is focused on providing Avaya customers training and resources that offer insight into the health of their communication ecosystem.

For more information, visit www.telecost.com.

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