MIND

Billing & UC Analytics

PhonEX ONE

Empower Business Intelligence for Better Unified Communications in Your Company

UC ANALYTICS AND CALL ACCOUNTING

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INTRODUCTION

Optimizing the return on any technology investment requires understanding its on-going usage and making adjustments consequently.

The demand for new technologies is continuously growing and companies are constantly investing in their telecommunications system in order to communicate more efficiently and effectively. Mobility, video streaming and messages have been largely adopted by companies looking for a modern telecom solution.

The comprehensive and varying communications media types available on the market require also the capability to monitor, analyze and manage all these resources accordingly.

Adoption of Unified Communications is continuously expanding since more and more enterprises embrace this contemporary technology as a solution for managing multiple tools and platforms in a one single system that provides flexibility in handling off-site employees, inter-branch communication and contact centers activity.

Any complex enterprise network requires a solid monitoring, analysis and reporting solution that should be able to help businesses gain greater employee productivity, reduced costs and the means to improve customer engagement.

UNIFIED COMMUNICATIONS MANAGEMENT BECOMES EASIER THAN EVER WITH PHONEX ONE

SUPERVISE, ANALYZE & MANAGE YOUR UNIFIED COMMUNICATIONS RESOURCES

PhonEX ONE Solution Brief

PhonEX ONE Unified Communications analytics and call accounting delivers a full-management solution including real-time and historical data dashboard, traffic analysis, alerting and fraud detection tool to organizations worldwide.

PhonEX ONE provides in depth analysis of every session types specific to unified communications as well as traditional/VoIP PBXs, cellular activity and carrier data traffic. That's what makes PhonEX ONE the perfect business intelligence application for companies at any size interested in optimizing and monitoring their telephony communication networks.

PhonEX ONE enables service providers the ability to provide their business customers with outsourced call accounting and UC analytics services as a SaaS. With PhonEX ONE, providers have the flexibility to offer the SaaS at any business model such as OPEX or Revenue share. The SaaS architecture is multi-tenants based and enables sharing resources such as PBXs in a secured and manageable manner using a scalable unified application platform. Each tenant can independently personalize its preferred set of reports.

REAL-TIME ANALYSIS OF UC DATA

using smart Dashboards & Wallboards for quick and intuitive insights display

TRACK OVER-UTILIZED NETWORK RESOURCES

by analyzing excessive call usage and cost spikes

IMPROVED CUSTOMER SERVICE

by monitoring the employee - client interactions and caller success rates

MEASURE & COMPARE KPIs

to monitor the efficiency and effectiveness of any resource in your UC environment

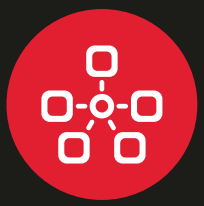
OBSERVE USAGE TRENDS

and plan your network resources accordingly

IMMEDIATE ALERTING OF NETWORK ABUSE

security threats or any not normal behavior

Key Features



MULTI TENANCY

PRIVATE DATA PROTECTION

PLATFORM INDEPENDENT

BUDGET MANAGEMENT & DEVICE CONTROL

FLEXIBLE SOLUTION FOR GLOBAL ENTERPRISES

AUDIO CALLS QUALITY (QOE & QOS) MONITORING

SUSPICIOUS CALL ACTIVITY MONITORING AND ALERTING

PERSONALIZED DASHBOARDS & WALLBOARDS

VARIOUS DEPLOYMENT SCENARIOS

UNIFIED REPORTING ANALYTICS FOR ALL MEDIA TYPES

ADVANCED CALL ACCOUNTING FEATURES

AUTOMATIC ORGANIZATION STRUCTURE SYNCHRONIZATION

MULTI TENANCY

PhonEX ONE multi-tenant solution is aimed at service providers that would be able to offer a single unified communications and call accounting system to their world-wide customers without diminishing their control of the process and their complete access to the information needed to effectively manage their communications environment.

PRIVATE DATA PROTECTION

Always vigilant and rigorous in protecting personal data, PhonEX ONE values users' integrity and offers only the details that they agree to be used: option to mark calls as being private and to be seen by owners only, full or partial dialed number masking and to disregard calls to sensitive destinations (e.g.: harassment numbers).

PLATFORM INDEPENDENT

Manage all aspects of communications using MIND's cross platform solution which is capable to integrate with any UC platforms (Cisco UCM, MS Skype for Business, Avaya Aura) or IP/legacy PBXs along with the full suite of their associated media types.

BUDGET MANAGEMENT & DEVICE CONTROL

Keep control over the monthly budget allocation for endpoints/users by using a module that analyzes the device budget status, notifies users/administrators and sets calling restrictions when a percentage or the entire credit limit is reached

FLEXIBLE SOLUTION FOR GLOBAL ENTERPRISES

Complete adjustability to multiple currencies, languages, sites, CDRs, hierarchy levels and user access makes PhonEX ONE the perfect choice for worldwide corporations from any industry sector.

AUDIO CALLS QUALITY (QOE & QOS) MONITORING

Use PhonEX ONE's call quality monitoring skills in order to measure the end-user experience and identify problematic areas necessary for maintaining quality standards and improving user satisfaction.

SUSPICIOUS CALL ACTIVITY MONITORING AND ALERTING

Monitor your organization network usage and get alerts on phone misuse, budget surpass, possible toll fraud or other abnormal behavior within the organization with PhonEX ONE's Fraud Detection and Alerting modules. An intuitive interface & comprehensive query is available for deciding what to monitor, when to monitor and on what conditions & how to be alerted.

PERSONALIZED DASHBOARDS & WALLBOARDS

Choose the relevant KPIs you would like to see in PhonEX ONE Dashboard & Wallboard and get a real-time picture of the organization UC statistics you defined for any period of time you choose to analyze. Since lack of visibility may lead to a misuse of UC platforms, PhonEX ONE offers the perfect tools to analyze and interpret the most important elements in your system in order to improve business analysis and decision-making.

VARIOUS DEPLOYMENT SCENARIOS

PhonEX ONE solution gives you the flexibility to choose the deployment model that fits you best, including on premise, cloud or a mix of these resources, which can further be combined with SaaS.

UNIFIED REPORTING ANALYTICS FOR ALL MEDIA TYPES

PhonEX ONE provides one centralized platform for analyzing and reporting on any of the unified communications specific features, including peer to peer (voice and video, IM, voicemail), conferencing (meet-me-now, ad-hoc, session type), response groups, quality of experience, as well as cradle-to-grave call flow analysis.

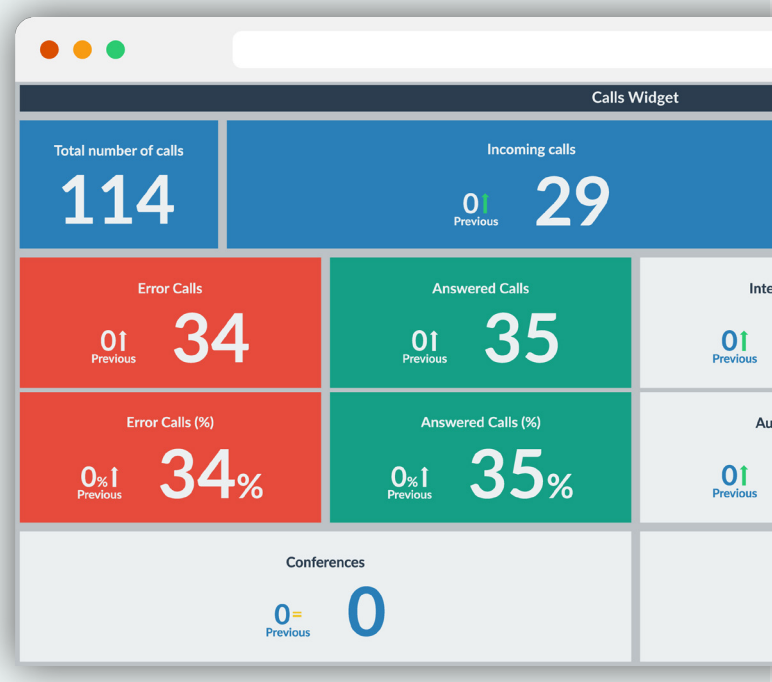
ADVANCED CALL ACCOUNTING FEATURES

Explore and analyze all aspects of your communications network using PhonEX ONE's unified reporting and analysis capabilities, and enable the relevant personnel to proactively take the essential decisions in terms of cost and usage control, cost charge-back, misuse identification and prevention or workforce optimization.

AUTOMATIC ORGANIZATION STRUCTURE SYNCHRONIZATION

Map and maintain your organization structure using up-to-date data sources such as Active Directory, HR databases or proprietary vendor APIs (Cisco AXL).

BUSINESS INTELLIGENCE FOR UNIFIED COMMUNICATIONS



REAL-TIME CONTACT CENTER SUPERVISION

Effective call center must rely on communication infrastructure to enable good customer service. Assessing the effectiveness and efficiency of a call center becomes very easy with the help of PhonEX ONE Dashboard. Several sets of real-time and historical data wallboards and reports are focused on easing contact center management and offering complete transparency on agents'/queues availability and commitment. Get statistics based on metrics such as time spent in each agent status, average answering duration, total number of calls per agent/queue and more, allow managers to identify inefficiencies and best practices to appropriately allocate resources.

KPI & SLA VISUALIZATION AND ALERTING

Understanding that the analysis of call center key performance indicators (KPIs) is imperative to successfully management, PhonEX ONE comes with the appropriate instrument for making your KPIs highly visible and easy-to-understand. Turn the most important metrics in your system into easy-to-interpret and flexible KPI wallboards and widgets that allow you to accurately measure your business success.

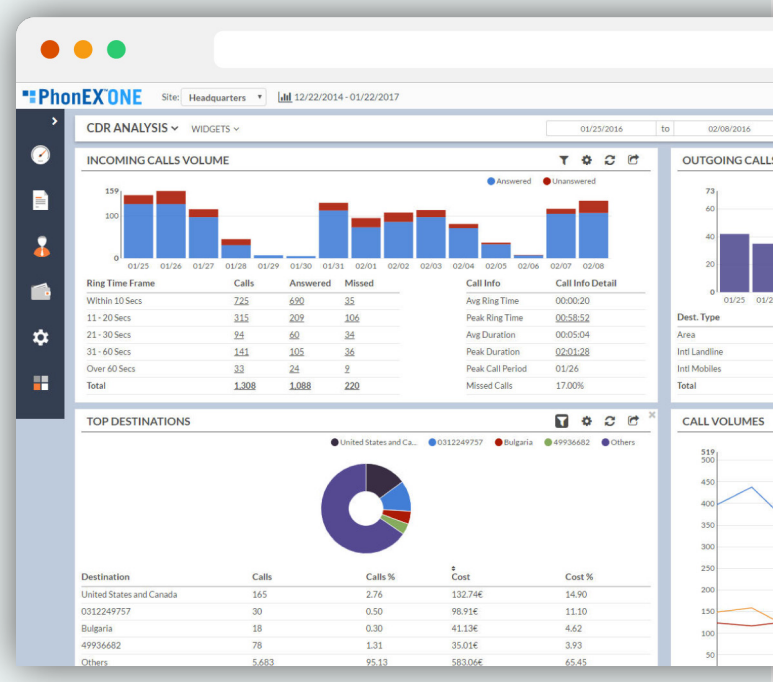
CALL QUALITY MONITORING

PhonEX ONE's call quality monitoring options measure the end-user experience when using the common unified communications platform features. All unfavorable user events are analyzed based on the network and application characteristics (Jitter, Latency, Packets Loss, Bandwidth, MOS, Codecs and Physical Transmission Environment) and offered for easy analysis in reports and wallboards allowing system administrators to pinpoint spikes of choppy communication and even dig into more details.

TRAFFIC ANALYSIS

Ensure that your actual network infrastructure can efficiently manage heavy loads for a minimum required Grade of Service (GOS) and that the number of communication channels and resources is well-adjusted in order to cope with busy traffic with no call loss by using PhonEX ONE Traffic features. Up-to-the-minute traffic reports allow you to measure, monitor and analyze the unified calls traffic in order to pinpoint and eliminate problematic areas.

CALL ACCOUNTING



FRAUD DETECTION AND ALERTING

Use the fraud detection features to be permanently informed about any unexpected or abnormal behavior within your unified communication network. PhonEX ONE enables real time system usage monitoring of both internal abuse and external threats by providing alert capability whenever certain thresholds are exceeded. PhonEX ONE's Guard & Alerter ensure the optimization of performance and provide the ability to accurately monitor, optimize performance and keep high serviceability of the system.

EXPENSE MANAGEMENT AND RESOURCE ALLOCATION

Without a call management and analytical tool the allocation of costs across different business units may become very difficult and time-consuming even in standardized, global Unified Communications environments. PhonEX ONE makes things easier. Get a complete view of user's communication usage through specialized reporting and analysis tools allowing the investigation of traffic and cost trends, highlighting profitable and unprofitable business areas and enabling a realistic allocation of resources.

BILL RECONCILIATION

PhonEX ONE Bill Verification helps executives identify hidden costs or problematic billing areas in their telephony environment, in order to achieve immediate cost savings. A detailed call-by-call analysis of SP invoice (including any type of call) will help you to easily pinpoint hidden costs or problematic billing areas. Use the Bill Verification module to compare vendor bills with the actual usage calculated by PhonEX ONE and to verify the accuracy of the bills received from carriers in order to avoid over-billing.

BUDGET MANAGEMENT

Take control over your telecom expenses and budget allocation using PhonEX ONE's Budget Management and Device Control mechanisms which enable you to distribute monthly budget internally to offices, sites, departments, end-users and cost centers. All you have to do is decide the budget levels and PhonEX ONE will notify whenever the monthly usage thresholds are reached or exceeded. The system blocks extensions exceeding the credit limit or even restricts overused devices from placing calls, analyzes the device budget status and sends signals in real time when needed.

UNLIMITED REPORTING CAPABILITIES

Translate your large volume of unified communication data into meaningful and useful information using PhonEX ONE's comprehensive reports and dashboard widgets. Benefit from all reporting competences that will help you obtain a detailed introspection of telecommunication usage, performance, quality and cost allocation. PhonEX ONE offers a full set of ready-to-use reports as well as a flexible interface enabling users to create and deploy fully customizable reports (combining tables, charts and matrix) that provide relevant and to-the-point answers or highlight profitable and unprofitable areas of your business. All reports can be store and re-used, scheduled to automatically run at different frequencies, defined using customized report layouts, exported to various external systems in many possible formats or automatically distributed to all involved parties (employees, department managers).

OPTIMIZED PRODUCTIVITY

PhonEX ONE ensures that even the most complex communication networks are deployed and used as efficiently as possible through detailed reports on call usage, call quality, call routing and bandwidth utilization. Dedicated reports are provided for accurate costs assignment to relevant departments and employees for chargeback reasons. These reports help companies understand the impact of non-work related calls on business processes and increasing employees' visibility of the costs they generate. Measure your teams' KPI and SLA performance (mainly in contact and service centers) using special Dashboard Widgets and identify high performers as well as those employees requiring additional resources or training.

Technology Overview

Vendor Compliance and Platform Integration

PhonEX ONE is a PBX independent platform, integrating with various network communication equipment including IP PBXs, hybrid systems and traditional PBXs. It is also capable of working with numerous other system elements such as Gateways, Gatekeepers and Routers.

PhonEX ONE has been constantly taking part into vendor's certifications programs for interoperability validation and is certified with major UC systems including Lync 2013/2010, Cisco UCM, Avaya CM and fully compliant with Microsoft Skype for Business.

PhonEX ONE Platform in a Nutshell

- Based on Microsoft Technologies
- Scalable and modular architecture
- Multi-vendor support
- Data safeness, high availability and smooth operation
- Single sign on and SSL encryption
- On-premises, Hybrid or Cloud Deployment

CERTIFICATIONS

PhonEX ONE in numbers - largest deployment:

1.500.000+
CDRs
processed daily

700+
Data Sources
(PBXs)

120.000+
Users
endpoints

About MIND

MIND C.T.I. Ltd. is a leading provider of convergent end-to-end billing and customer care product based solutions for service providers as well as unified communications analytics and call accounting solutions for enterprises. MIND provides a complete range of billing applications for any business model (license, SaaS or managed services) for Wireless, Wireline, Cable, IP Services and Quad-play. A global company, with over twenty years of experience in providing solutions to carriers and enterprises, MIND operates from offices in the United States, Romania and Israel.