

# Atos Unify OpenScape Accounting V5

The accounting application of Unify

## Comprehensive cost control that makes a difference

Keeping costs under control can make a big difference to the bottom line for companies of any size. New communication technologies offer a wide range of opportunities, beginning with the traditional telephony up to the new IP telephony. For each team responsible for "Information and Communication Technology" (ICT), it is a special challenge to maintain and record the costs incurred irrespective of the type of communication or technology used. A transparent overview of how the network is used can help to achieve cost optimizations and a correct accounting to individual users. Controlling and understanding of how costs are being allocated across different departments plays a big role in identifying and correcting any misuse of network resources - either accidental or through un-authorized activity.

## Professional accounting

OpenScape Accounting is the professional accounting solution for all important aspects of communication controlling and management in terms of ICT services.

OpenScape Accounting develops new opportunities for your communication by using of modern technologies, features, and services; it handles recording, calculating, assignment, and administra-

tion of all connection data and communication processes of an ICT network. OpenScape Accounting provides each ICT team with a highly efficient instrument to manage all communication costs.

## Function and concept

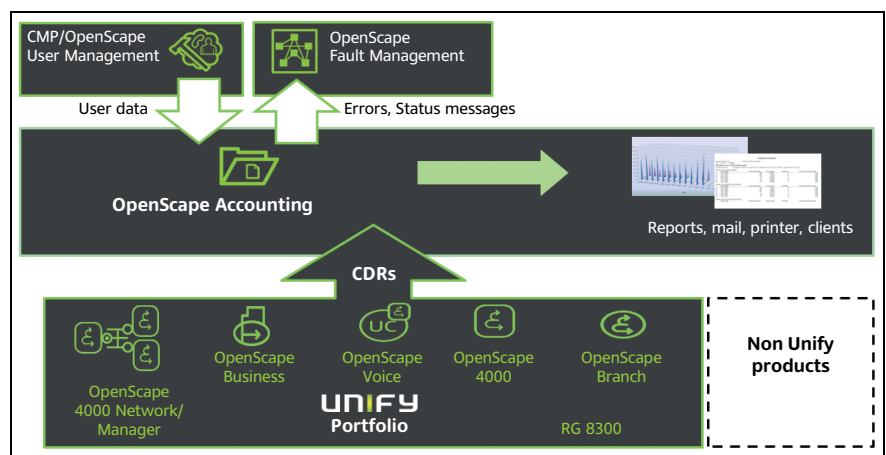
OpenScape Accounting converts communication data coming from individual systems or from different systems in heterogeneous networks into costs and prices, charges them to people, cost centers, or organization units, and provides statistics on communication proceeds and costs.

OpenScape Accounting offers a user-friendly interface and comprehensive features that enable the individual creation of service catalogs of basic telecommunication costs, service costs or rental, for example.

OpenScape Accounting meets all the critical requirements of an accounting application in terms of functionality and ease of operation and service. OpenScape Accounting covers all applications of OpenScape and HiPath architectures - from standalone systems to large, mixed networks.

OpenScape Accounting can model the organizational structure of a company or several companies with their associated clients, cost centers, and persons or even PIN codes.

The features of OpenScape Accounting are comparable to HiPath Accounting Management. However, this is a completely new product with a user interface, installation, administration and reporting that cannot be compared to HiPath Accounting Management.



Configuration overview of OpenScape Accounting

## Analysis of connection data

OpenScope Accounting is used for the processing and analysis of the connection data in the following scenarios:

- Connections via OpenScope Voice and OpenScope Voice networks and gateways
- Connections with OpenScope Voice and OpenScope 4000 communications systems in network scenarios
- Outgoing and incoming voice and VoIP connections via different network providers
- Internal connections in stand-alone systems and networks

## Extended traffic measurements

OpenScope Accounting also offers the following options for extended traffic measurements in addition to pure charge re-cording and analysis:

- Reasons for failed call connections, e.g. "Busy"
- Ranking lists according to destination numbers, extensions, zones or calls from destination numbers
- Call traffic, display of main traffic times
- Utilization profile

## Integrated shopping cart

Any items, e.g. rental prices for terminals, can be placed in the shopping cart. You are then in a position to map all your internal or even external accounting processes. This is particularly called for in the ITIL® conform process environment (ITIL = IT Infrastructure Library®)<sup>1</sup>.

1. ITIL® is a Registered Trade Mark of AXELOS Limited. IT Infrastructure Library® is a Registered Trade Mark of AXELOS Limited.

## Fraud Detection

The integrated "Fraud Detection Modul" supports the administrators by analyzing the imported call data. Thus, unusual call behavior and misuse of the communication systems can be detected. Within that module, triggers for different unusual activity states can be defined.

## Multi-tenancy

An exact selection of the data that can be viewed and processed is achieved by flexible and extremely detailed role-related control of the authorizations for database, reports, and hierarchical levels. This is highly relevant for aligning costs to departments and organizations, or even different companies that may be hosted or subleased as part of the network.

OpenScope Accounting is, therefore, also fully client-capable.

## Single Sign-On

Single Sign-On with integration in the existing customer environment is also possible.

## Report generator

The software provides an own report generator. In addition to richly integrated standard reports, the layout of the reports can be freely defined and supplemented to meet the users' requirements.

## Authorities module

OpenScope already integrates a so-called "Authorities Module" which can be used to realize special functions in connection with banks and public institutions (e.g. charging of private calls taking allowances into account, charging via the data transmission procedure of banks and savings banks, sample reports).

## Expandability

Thanks to its modular concept, OpenScope Accounting can be expanded with add-on components at any time (per project-specific release from the manufacturer). This means, a complete process, e.g. with order management and WEB shop, can be mapped.

This flexibility also makes OpenScope Accounting suitable for the Managed Service and hosted environments and it is already deployed there.

The screenshot displays the OpenScope Accounting web interface. The main window shows a 'Connections' table with columns for Call Dir, Trunk, Date, Time, Durat, Extension, Transferring Ex, and Disabed Numbr. Below the table, there are several reports, including a 'Top List Report' which is expanded to show a detailed view of call statistics. The report is organized into sections: 'Sorted by number of calls', 'Sorted by sum of call minutes', and 'Sorted by sum of costs'. Each section contains a table with columns for Extension, Number of Calls, Summation (Summ), Units, and Total cost. A 'Charge Analysis' window is also visible, showing a bar chart titled 'Report No. of for Extension (Date: 11.02.2014)' with a Y-axis for 'No.' and an X-axis for 'Extension'.

OpenScope Accounting provides total cost transparency and effectiveness:

- Calculation: Cost-oriented reports
- Traffic: Traffic-oriented reports

OpenScope Accounting enables you to optimize your resources and communication.

OpenScope Accounting gathers and processes call information from all OpenScope Voice and HiPath communications systems, even in mixed networks.

## Highly developed and flexible report generator, graphic user interface and reports

## Accounting & Billing Suite

The Accounting & Billing Suite includes the following elements:

### Call Accounting & Billing

Recording (automatic import) of variable and fixed connection data (landline, mobile telephony and data services), analysis and causer-oriented reporting.

### Asset Accounting & Billing

Recording (automatic or manual import) of cataloged ITC inventar, evaluation and causer-oriented reporting.

### Operational Accounting & Billing

Recording (automatic or manual import) of general and cataloged services (MACs: Moves Adds and Changes), analysis and causer-oriented reporting.

### Traffic measurements

Recording of operating data for the determination and documentation of the following information:

- Utilisation of the communications system
- Utilisation of the deployed network provider resources
- Communication profile per organizational unit and user

## Welcome Module

The module Welcome offers a hotel and hospitality solution to manage guests. After a successful Check In, a guest is able to make phone calls with the assigned extension. All costs (also fix costs) will be assigned to the guest.

The guest account can be run with payment in advance or as final account. If the account works with payment in advance, the extension will be deactivated as long the account has a negative value. Welcome is available in the native client also as in the WEB UI. Main settings are made using the Configuration Wizard.

## Internal structure

OpenScape Accounting uses an Oracle database. This can be used for other additional components that are subject to a charge - e.g. for the workflow-based order processing of the IT & telecommunications network operation, the inventorying of active and passive network components for up-to-date network documentation, service level management, management view and dashboard. This actually enables complete ICT processes to be mapped therefore.

The add-on components are project specific and can be purchased at a charge from the Unify OEM partner, TCC. Order information can be requested from your Sales Representative.

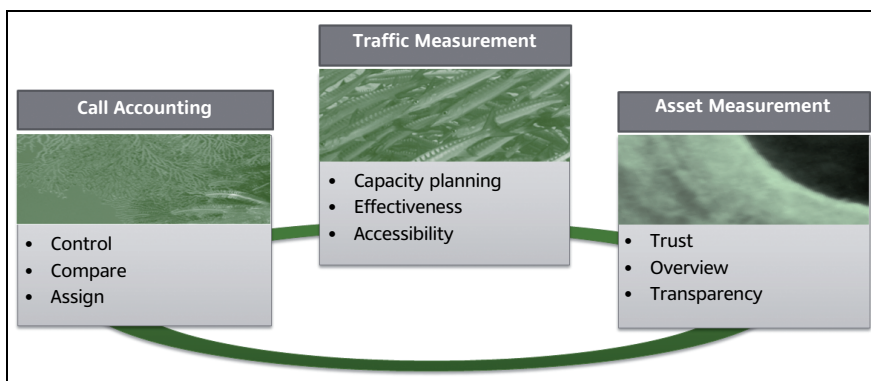
## Licensing

In order to demonstrate the features of OpenScape Accounting to the customer, the application can be used for up to 90 days in the test and demo run with all features immediately after installation. For the normal use of OpenScape Accounting, a base license is required, and for each extension a port license is required.

If more than 5 administrators are required, you must separately order additional licenses.

## Languages

- German
  - English
  - Spanish (User Interface only)
- Other languages on request.



Network management with OpenScape Accounting

## Technical data

### Supported systems

#### Communication servers

- OpenScape 4000 standalone
- OpenScape 4000 homogeneous networks
- OpenScape Voice
- OpenScape Voice with OpenScape Branch offices or OpenScape Business
- OpenScape Enterprise Express (all-in-one Voice and UCC solution for mid-sized companies)

#### Applications

- OpenScape 4000 Assistant / Manager
- OpenScape Fault Management
- Common Management Platform (CMP)
- OpenScape UC Application
- OpenScape Xpressions

#### Gateways

- OpenScape Branch

### Hardware and software requirements

#### Hardware

The following minimum requirements apply:

##### • Server:

Up-to-date CPU with min. 2 GHz clock frequency,

RAM with min. 8 GB,

Hard disk with min. 100 GB free storage capacity (depending on the data volume and the application, storage time, backup)

##### • Client:

Up-to-date CPU with min. 2 GHz clock frequency,

RAM with min. 8 GB

#### Operating systems

OpenScape Accounting is marketed as a software product only. The hardware and associated operating system must be provided by the customer or the regional company.

OpenScape Accounting can run on standard PCs under the following operating systems:

#### Server:

- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019
- Windows 8 32 bit and 64 bit
- Windows 8.1 32 bit and 64 bit
- Windows 10 32 bit and 64 bit

#### Clients:

- Windows 8 32 bit and 64 bit
- Windows 8.1 32 bit and 64 bit
- Windows 10 32 bit and 64 bit

#### Supported Database

- Oracle 10g or newer
- PostgreSQL 13,4 or newer (future MR)

#### Virtual Environment support

- VMware vSphere v4 or newer

#### Supported Browsers

- Internet Explorer 10 or newer
- Mozilla Firefox 45 or newer (solution test and release with latest version)
- Microsoft Edge