



**M.E.I.P.S<sup>®</sup>**

**Solution Overview 3COMVCX**



## Introduction

M.E.IP.S is a comprehensive solution for call-accounting management and control. It provides an intelligent tracking of all calls in your enterprise network, for both traditional and VoIP systems.

M.E.IP.S is the best choice for monitoring the call traffic in multinational organizations, as it can be adjusted to the local languages and currencies in one click of a mouse. Interoperable with both traditional and IP PBXs such as 3COM, Siemens, Cisco Systems, Ericsson, Avaya Inc., Nortel Networks, Alcatel, and many more, M.E.IP.S provides 100% reliable information, online, anywhere, and anytime.

In addition, M.E.IP.S has the 'know-how' for working with many other system elements like Gateways, Gatekeepers and Routers, which usually populate large and complex networks, and can support you with an unlimited number of extensions as your organization keeps growing.

Customized for specific organization needs, the system may collect data from many sites simultaneously, thus creating information in shortest periods of time.

The M.E.IP.S solution for 3COM VCX gives the best call accounting choice for 3COM networks and hybrid networks, as businesses seek to manage their IT costs and free up resources to concentrate on their core competency.

The M.E.IP.S solution for 3COM VCX enables enterprises to take responsibility for traditional Enterprise IT services, such as Voice and VPN, by providing the key VoIP management, billing and reporting tool. M.E.IP.S provides Enterprises with a robust Call Accounting reporting system necessary for department expense planning, auditing, and reconciliation of communication budgets.

M.E.IP.S enables organizations to set budgets for different departments and projects and even to restrict extensions usage, reduce phone and bandwidth expenses, and prevent telephone misuse. It includes flexible multi-level costing capabilities and supports customer hierarchical security, allowing managers to see the usage data for their department, but not necessarily for other departments. All calls, made whether to a local extension, to another company site, long distance or international, or even received calls, can be tracked and reported.

## Budget Control

Telephony and bandwidth consumption is estimated to be one of the largest expenses in any organization. M.E.IP.S helps companies reduce their communication costs by:

- Providing a single administration point for monitoring and controlling all your voice, data and video communications;
- Producing customizable tables and/or graphs showing the total usage and costs for all your network communications;
- Creating users' accountability for controlling their own costs.

M.E.IP.S can be used for:

- Checking and comparing different carriers' tariffs
- Producing top destination reports
- Distinguishing between private and non private calls
- Analyzing if a specific trunk or trunk group is overloaded
- Controlling the budget of different hierarchy levels within the company (Division, Department etc.)
- Pricing the communication budget for a specific project
- Warning of possible toll fraud in the organization
- Bandwidth overview (by site, company, division, department or user)

## SuperCDRs Collection

The data collection function in the M.E.IP.S application is designed to allow collection from different network data sources elements. This allows M.E.IP.S to easily integrate and collect the SuperCDRs records using the SFTP Client.

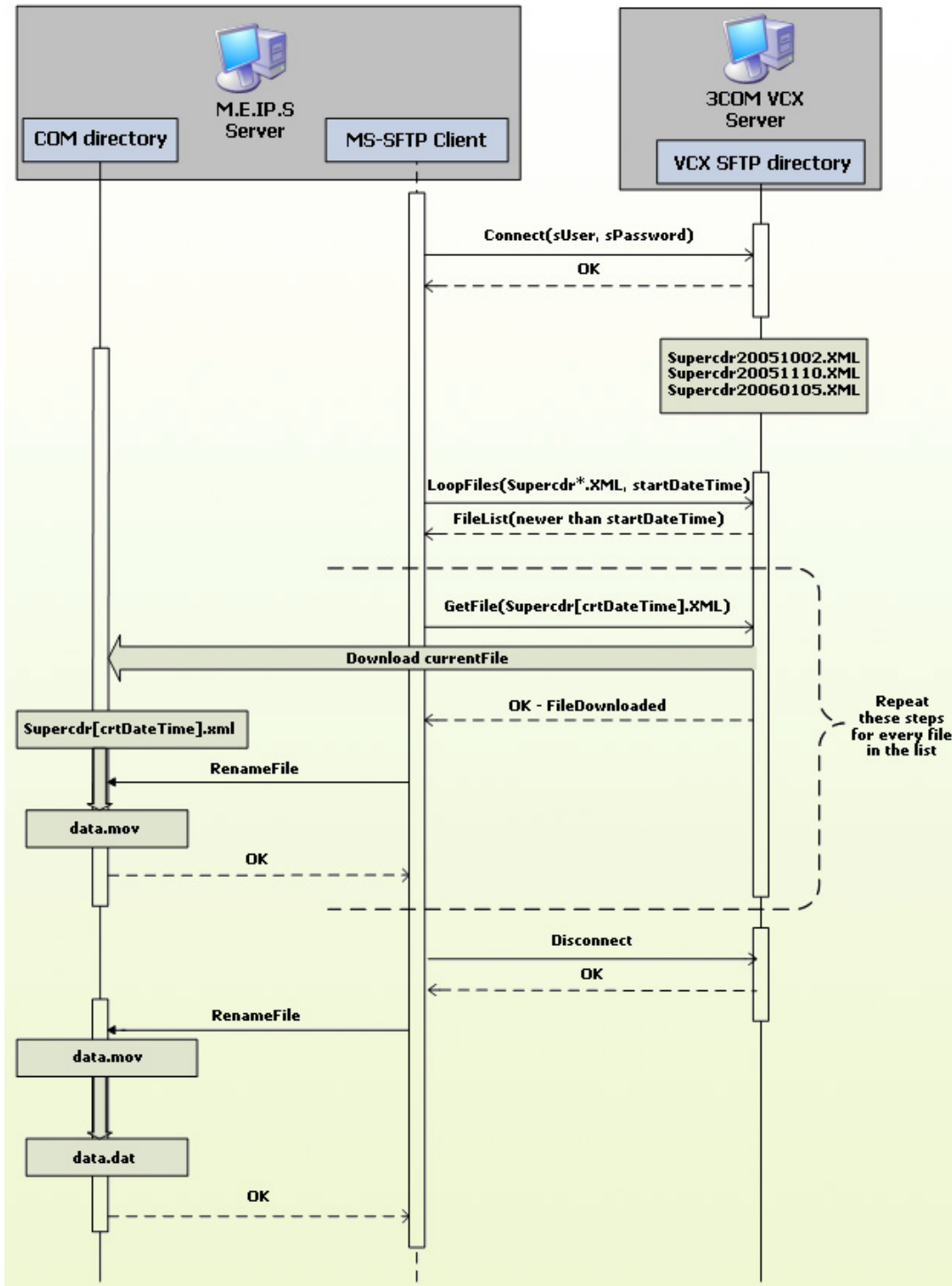
The SuperCDR is presented as an XML file on the build-in VCX SFTP server:

***Supercdr\_<Year><Month><Day><HH><MM><SS>.xml***

An XML parser has been integrated in M.E.IP.S, allowing the correct interpretation of the SuperCDRs.

On the first connection session, the M.E.IP.S SFTP client logs in to the VCX and collects all SuperCDRs files from a pre-defined starting point (date and time), and kept on the VCX server after collecting. The last successful timestamp file name is saved (extracted from the file name), so on the next collecting session, only the newer files will be collected.

The following diagram represents the collection process:



**SuperCDRs Collection process**

## About MIND

MIND CTI (NASDAQ: MNDO) is a leading global provider of true web based call management and call accounting solutions. As one of the first call accounting application developers in 1995, MIND is recognized as a world leader in this field, with over 16,000 installations. A pioneer in call accounting and management solutions, MIND uses its innovative technologies to keep you at pace with the world's changing networks and requirements. MIND CTI operates from offices in the United States, UK, Romania, with headquarters in Israel. MIND offers an easy to use call accounting solution for you to manage, control and measure your telecommunications expenses and resources. For information about MIND and its products visit the company's web site: <http://www.mindcti.com/enterprise>.

## How to contact us:

E-mail: [sales@mindcti.com](mailto:sales@mindcti.com)



## Headquarters:

MIND CTI Ltd.  
POB 144  
Yoqneam Ilit, 20692, Israel  
Phone: +972-4-993-6666  
Fax: +972-4-993-7776

## U.S. Office:

MIND Software Inc.  
12520 Prosperity Drive, Suite 220  
Silver Spring, MD 20904, USA  
Phone: +1-301-572-1100  
Fax: +1-301-586-8680  
Toll Free (US): +1-877-736-8674

## U.K. Office:

Parkview  
Arlington Business Park  
RG7 4TY, UK 1210  
Tel: +44 (0)118 965 7890  
Fax: +44 (0)118 965 7889

## Romania Office:

MIND Software Srl.  
Str. Ciurchi Nr. 126 - 128  
Tudor Office Center  
Iasi, 700366, Romania  
Phone: +40-332-450450



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