

## Sales Brochure

# PhonEX ONE

## Call Management Solution



## MIND's Call Management Solution - PhonEX ONE

A Call Management / Call Accounting system is used to manage all enterprise voice activity. It collects all incoming and outgoing voice sessions from IP and legacy PBXs, cellular operators and other call information sources. The system then records the data in a centralized SQL database and produces an analysis in the form of reports, alerts and monitoring.

Best practices recommend reporting of statistics and usage trends, monitoring network activity, and alerting on abnormal behavior. By implementing a Call Management system enterprises gain the advantage of reduced operational costs, improved employee productivity, early detection of fraud and network misuse, better budget control, improved VoIP QoS and optimized network resources.



## Benefit from PhonEX ONE

Enterprises have experienced an increase in communication expenses to reach the top 5 items in the overall budget. By using PhonEX ONE's reports, communication costs can be reduced by as much as 30%.

On average, 20% of the outgoing calls from businesses are non-business related. Implementing PhonEX ONE helps improve productivity and reduce the costs associated with employee business and private phone usage.

PhonEX ONE Alerter module will produce alerts whenever an abnormal behavior is identified. Early detection of network abuse or fraud will eliminate unnecessary costs.

In a convergent network supporting voice, video and data, PhonEX ONE is able to manage multi-service networks and allows an efficient control of budgets across the enterprise, its business units and users.

Unlike traditional PSTN calls, VoIP calls may present poor call quality. PhonEX ONE QoS feature enables identification of unacceptable performance and helps in negotiations with network providers.

PhonEX ONE is a powerful system which runs itself ensuring long-term usage and fast ROI.

## Key Features of PhonEX ONE

- Fully web-based solution for easy access from anywhere and at any time
- User-centric application, allows a complete view of user's communication usage
- Modular architecture, supporting an unlimited number of sites and extensions
- Easy to install, fast to generate and drill down reports and user friendly interface
- Converged reporting of nearly all legacy and IP PBXs, and other communication sources
- Query generator enables creation of unlimited number of custom reports
- A real-time dashboard tool that empowers a rapid understanding of the system's activity related to calls
- "What if" reports to analyze and compare service providers
- Traffic reports to monitor peak loads and bandwidth utilization
- Advanced Report Scheduler, automatically sends reports to a printer, file or email
- Multi P&L units, multilingual, multicurrency and multi CDR capability
- Easily adjusts to organization hierarchies
- Near real-time monitoring and alerting and full visualization anywhere, anytime
- Automatically synchronizes with organizations Active Directory, LDAP, ODBC, File and Cisco AXL
- Scheduled import available (hourly, daily, weekly and monthly)
- Monitors call Quality of Service (QoS)
- ASP.NET technology to conform to company security policies
- Supports server virtualization technology, which allows consolidating servers and using hardware more efficiently
- The most important processes are executed as PhonEX ONE - specific Windows services
- Database structure based on Microsoft SQL database
- Event log for auditing and tracking system behavior
- Automatic alarms for 911, 411-112 and malicious calls

## Choose MIND's PhonEX ONE Solution

- A Public Company (NASDAQ: MNDO and TASE)
- Financial Strength – strong cash position and profitable operations
- Blue chip NEM partners and System Integrator partners
- Large and diversified customer base (over 20,000 in 40 countries)
- Global presence and support – with nearly 2 decades of experience
- State-of-the-Art Technology
- Experienced management team

### Headquarters:

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

### Romania Office:

MIND Software SRL  
Str. Ciurchi, nr. 126-128  
Tudor Office Center  
Iasi 700366, Romania  
Tel: +40-332-450-450

### U.S. Office:

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

### U.K. Office:

MIND Software Ltd.  
2 Alexandra Road  
Reading, Berkshire, RG1 5PE, UK  
Tel: +44-(0)-118-376-6664  
Fax: +44-(0)-118-376-6660

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



MIND CTI Ltd. shall bear no responsibility or liability to a client or to other person or entity with respect to liability, loss or damage caused or alleged to be caused directly or indirectly by MIND-PhonEX ONE. This includes but is not limited to any interruption of service, loss of business or anticipatory profits or consequential damage resulting from the use or operation of MIND PhonEX ONE.

Information in this document is subject to change without notice. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose without the express written permission of MIND CTI Ltd.

2009 MIND CTI Ltd. All rights reserved.