

HiPath Accounting Management HiPath AM

Do you know the total communication costs of your business?

Regardless of whether the costs arise in the voice or IP network?

Can you correctly allocate these costs to the responsible parties?

Communication is more than ever a crucial factor in the success of every company.

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New technologies offer a wide range of communication options such as telephoning via conventional lines or IP. It is therefore a special challenge for each company to record the costs incurred irrespective of the type of communication or technology used, to achieve cost optimization via a transparent overview and to ensure that the charge passed on to the responsible party is correct.

HiPath AM converts communication data which can come 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 — and, with Web Access, all this can be polled remotely.

This enables you to keep the communication costs in your company under control.

HiPath Accounting Management Concept and Features

Concept HiPath Management

The convergence of data and voice networks with the simultaneous increase in complexity places special emphasis on the need for uniform and simple administration.

This is why **HiPath Management** is an essential building block in the HiPath architecture. It supports the administration of the HiPath components with User Management, records and charges the communication costs according to the responsible party with Accounting Management, increases the availability and failure tolerance of the HiPath components with Fault Management and offers a large number of supported features to ensure the cost-effective operation of communication systems or networks. Transaction processing can be performed rapidly at any time and from any location thanks to an object-oriented and modular design, and the use of Web browsers and standard interfaces, e.g. for Directory Access. This leads to short response times and falling administration costs.

Assignments are executed quickly and correctly.

The modular concept ensures the correct combination of applications and features for each HiPath network configuration and thereby protects communication infrastructure investments on a long-term basis.

System Features HiPath AM

Collecting Agent

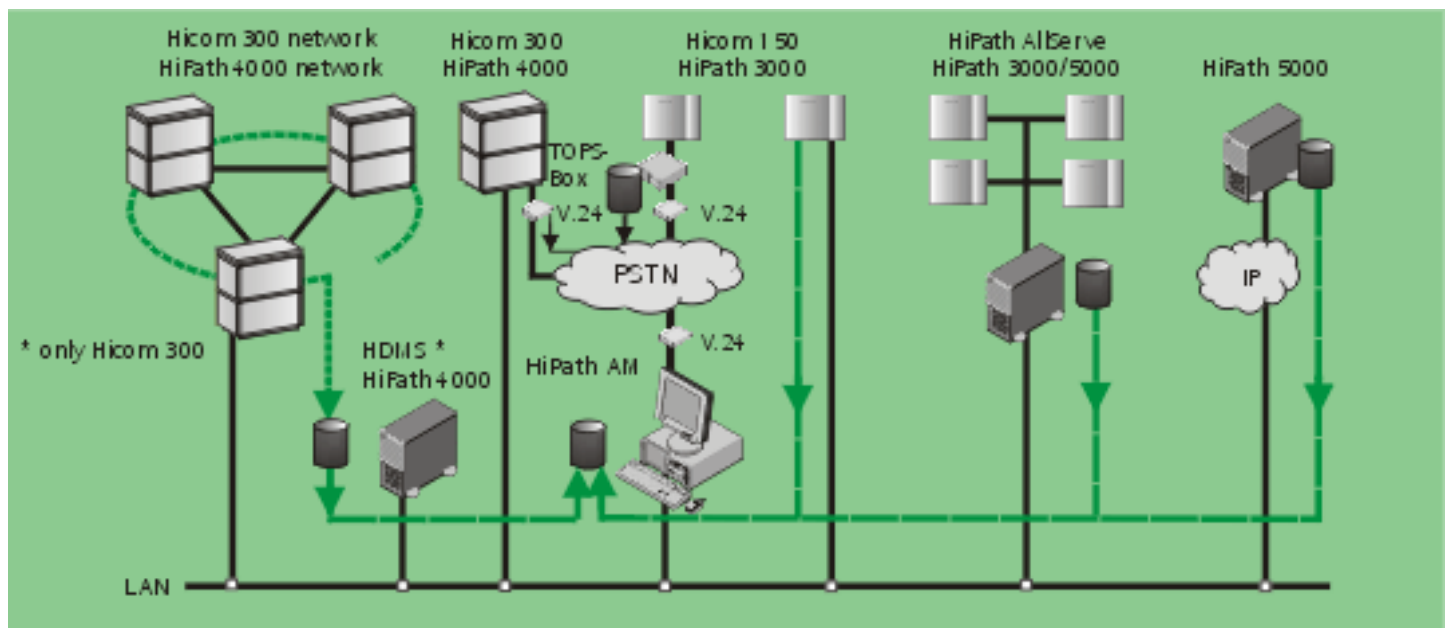
The communication data (CDR Call Detail Records) provided by the individual communication systems in the network is gathered and filtered by HiPath AM components known as collecting agents, and then made available to Accounting Management for additional processing.

Data Storage/Archiving

For better performance, the communication data is organized in a database as monthly or daily files. An archiving feature allows communication and organization data from a selectable time period to be stored on diskette or streamer. It is possible to reload one or more archives, so that re-analysis or searching can be performed.

User/Rights Administration

Each user can be allocated individual access rights, depending on his/her assignments. The user login IDs with their graduated authorizations and passwords are administered by the system.



HiPath AM Features

HiPath AM Root Data Administration

Access over the Administrator Station

Root data, such as an organization plan with 8 hierarchical levels, extensions, cost centers, PIN/account codes, tariffs and a large number of additional data can be individually configured, changed and deleted. HDMS/CM-Win and HiPath 4000 Manager/Assistant data can also be imported and used for synchronization.

Web Access

Without HDMS/CM-Win and HiPath 4000 Manager/Assistant synchronization, authorized users can set up and change the organization plan via Web Access. The authorizations for each Web Access user are configured separately. In this way, they allow a strict separation of the organizations that can be viewed and changed.

HiPath AM System Security

All important activities carried out on the system are recorded in a log file. An alarm message is generated if no call data is transferred during a set period of time. It is possible to monitor a variety of different HiPath AM processes using a watchdog tool. If one of the processes being monitored reports an alarm, it is possible to forward this alarm to someone via e-mail or pager.

Calculation of Costs and Prices

Cost-Price Differentiation

It is possible to perform parallel cost calculation for verification of the service provider costs and the price calculation used for passing on the charge both internally and externally.

Acceptance/Private Calculation

The costs and prices can be either transferred from the communication system's data record or calculated using private tariff tables. These tariffs can be entered with 8 decimal places so that even prices for seconds can be calculated with the necessary precision.

Export/Import of Tariff Tables

Tariff tables defined once can be exported and subsequently imported into another installation.

Recalculation

Existing connection data can be recalculated for a selectable date range with new prices or modified organizational allocations.

Reports

Report Formatting/Filter

The stored connection data can be analyzed using predefined system reports and also with self-defined and created private reports in table and graphic form. The layout of reports can be flexibly defined or supplemented. Extensive filter functions (date range, time of day/business hours, call types, extensions and organization units, PIN/account code and their groups, trunks, cost centers, threshold values, additional CDR fields and attributes) allow the selection of the required data.

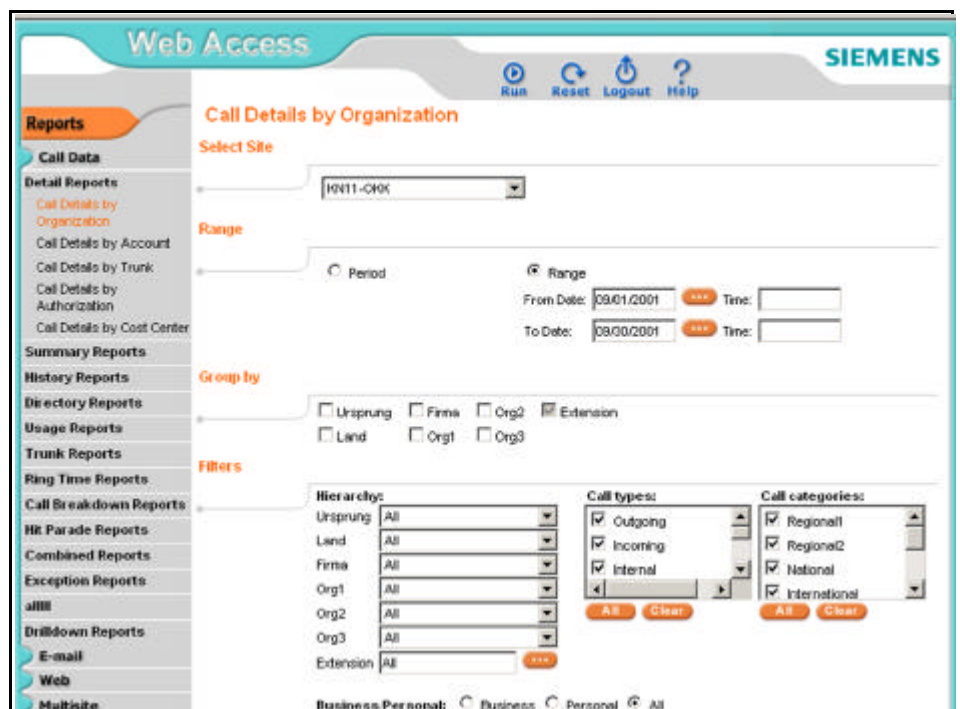
Report Output

Reports are outputs to the printer (local, network), file (local, network, e-mail) and screen (preview). Reports can be immediately generated and output as well as initiated via the Scheduler.

Web Access

Reporting over Internet/Intranet

Web Access allows analyses and reports to be made over the web. The authorizations for each Web Access user are configured separately. It is possible to define which reports and which data each user may analyze and view. Interactive overview reports provide a quick overview and directed analyses of the required organization units by classifying and zooming.



Example of report definition

HiPath AM Features

Reports for Voice and VoIP

No Traffic for Trunk

List of unused trunks in the reported period.

Usage Details/Totals

Duration and usage of connection data listed in detail or as totals (in the reported period), grouped by organizational level or trunk.

Call Details/Totals

Separate calls or total lists grouped by:

- organization units
- cost centers
- PIN/account groups
- trunks.

Wrong PIN/Account

Detail report of all connections containing an unregistered PIN or account code.

Missing Account

Detail report of connections not assigned to a PIN or an account (for each extension).

Call Type Breakdown

Analysis based on connection type (incoming, outgoing, internal, etc.) of

- number of calls.
- duration.
- call charges
- call charge units grouped by organization unit.

Dialed Number Summary

Report on dialed external destinations with output of:

- number of calls.
- duration.
- call charges.
- call charge units.

Hit Parade of Extensions

Ranking list of the extensions with:

- the most calls.
- the longest duration.
- the highest charges.
- the most call charge units.

Hit Parade of Dialed Numbers

Ranking list of the external destinations with:

- the most calls.
- the longest duration.
- the highest charges.
- the most call charge units.

Annual Organization History

Report for all selected organization units with the monthly sum of: number of calls, duration, charges (crosstab table).

Trunk History

Report for all trunks with the monthly sum of: number of calls, duration, charge and units.

Details/Summary Combined

Combination of detail and summary report (in one report). Filter criteria are:

- category of call.
- duration.
- call charges.
- call charge units.

Personal/Business Combined

Combination of detail and summary report (in one report). Filter criteria are:

- personal/business indication,
- duration.
- call charges.
- call units.

Cost Center Directory

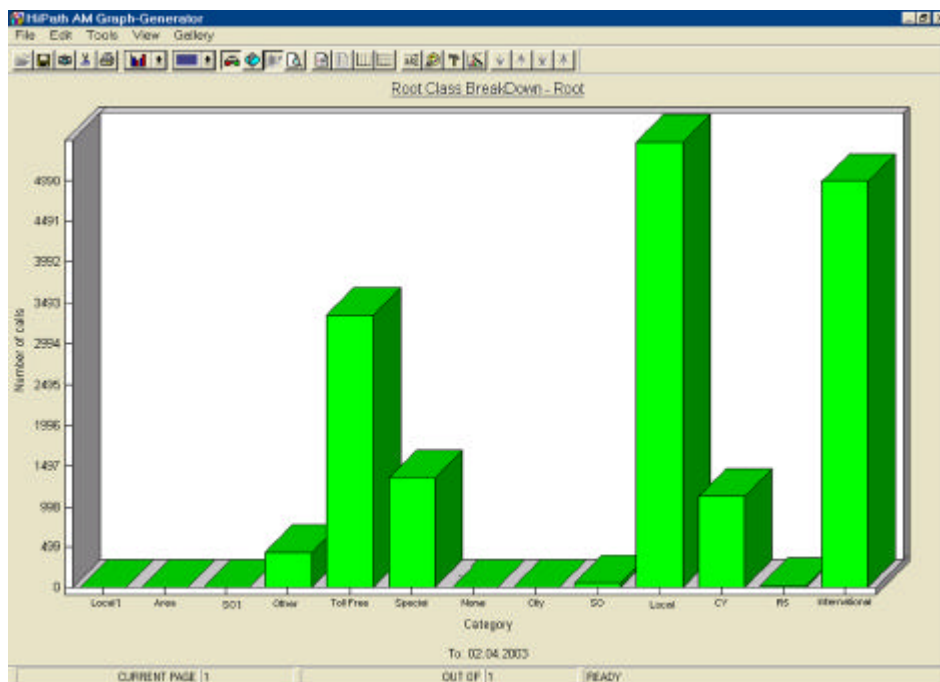
List of cost centers and assigned extensions ordered by extension name or number, or according to the higher-level organizational level.

History

Sums grouped by month and year for all selected organizational levels.

No Traffic for Extensions

List of all extensions without traffic.



Graphic display of statistics

HiPath AM Features

No Traffic for Accounts

List of all accounts without traffic

Ringtime by Hour

Average ring time for all or selected incoming calls every 15/30/60 minutes grouped by organizational level.

Ring time

Statistical report with the response time for incoming calls, reported in adjustable range (default: 15, 30, 60, >60 seconds) and hours per day in seconds and percent.

Volume by hour

Report with the number of calls, duration and charge at a time interval of 15, 30 or 60 minutes, grouped by organizational level.

Call Class Breakdown

Sum for all selected calls grouped by call class (tariff zone). Adjustable report for

- number of calls.
- duration.
- call charges and/or
- call charge units.

Organization Directory

List of all subscribers allocated to an organizational level (free or not allocated subscribers are not included).

Trunk Trends

Comparison of the monthly costs and traffic per trunk.

Service Comparison per Trunk

Comparison of the fictitious call costs per trunk for the selected providers, based on the current stored call data.

Destination Distribution

Sum per external destination of:

- number of calls.
- call charge units.
- duration.
- call charges.

Weekly Usage

Overview for total daily usage in 5/30/60 minute intervals.

Incoming Calls Status

(under user reports - from software version 836 or later)

Overview of the status of incoming calls.

Status analysis of incoming calls (from software version 836 or later)

Statistical evaluation of the length of time taken to answer calls and missed calls (unanswered).

Export

Extensive import and export features provide simple data administration and further processing in selected Windows and SAP applications (Textfile, CSV).

Additional Software

Additional modules for Voice and VoIP communication services (product class D) are available for special customer requirements in German-speaking countries (Germany, Austria, Switzerland).

- Authorities module for evaluating call costs according to service connection specifications.
- Bank module for debiting the cost of private calls directly in DTA format.
- Combined module (Optimal combination of bank and authorities)

Our strengths - your advantages

Siemens is known worldwide as a trailblazer in the advancement of information and communication technologies. No other company offers such a comprehensive and innovative portfolio.

With the one-of-a-kind Siemens convergence architecture, HiPath guides your customers to a secure and flexible migration into the world of innovative IP convergence solutions.

www.hipath.de

Technical Data

Supported Systems

- Hicom 300 V3.4 or later(SA08)
- Hicom 300 E V1.0 or later
- Hicom 300 H V1.0
- HiPath 4000 V1.0
- HDMS V3.1 or later SA4
- HiPath 4000 Manager V1.0
- Hicom 150 E Office V2.2 or later
- Hicom 150 E Office V3.0 LAN or later
- Hicom 150 H V1.0 LAN or later
- HiPath 3000 V3.0 or later
- HiPath AllServe V1.0 or later
- HiPath 5000 V3.0
- HiPath 3000/5000 RSM V4.0

Languages

- German
- English
- French
- Italian
- Dutch
- Spanish

Usage

- Up to 255 systems
- Up to 30,000 ports/users *
(* > 30,000 on a project-specific basis)

Hardware and Software Requirements

Hardware

- Processor Intel Pentium
- Clock frequency ≥ 800 MHz
- RAM ≥ 256 MB RAM
- Hard disk ≥ 20 Gbyte
- CD ROM drive $\geq 48x$ speed
- LAN card if call data is displayed by file transfer via LAN
- Mouse MS compatible
- Parallel printer interface for inserting the dongle

Operating System

- Windows NT4.0 (SP 6 or later) on work station or server
- Windows 2000 (SP 1 or later) on Professional or server
- Windows XP

Software

- HiPath AM V1.0
- Internet Explorer V5.0 or later

Miscellaneous

- TCP/IP
- A high-end PC is strongly recommended if you plan to use Web Access.
- Simultaneous instances of Web Access: HiPath AM V1.0 installations on a Windows NT/2000/XP server allow unlimited simultaneous access. Installations on Windows NT/2000 workstations only allow 10 instances of simultaneous access.

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