



**M.E.I.P.S.<sup>®</sup>**  
MIND ENTERPRISE IP SYSTEMS

**For IP PBX**

## **Product Overview**

MAY 2003

**MIND CTI**

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*Windows*, as used in this overview, shall refer to the *Microsoft*® implementation of a *Windows*™ system.

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## About MIND CTI

MIND CTI (NASDAQ: MNDO) is a leading global provider of real-time mediation, rating, billing and customer care, call accounting and traffic analysis solutions for prepaid and post-paid voice, data and content. Our customers include worldwide leading carriers servicing millions of subscribers, using our end-to-end solutions for the deployment of new services and thousands of corporations worldwide. MIND operates from offices in the United States, Europe, China and Israeli headquarters

MIND has a proven record in Call Accounting solutions since 1995 and was one of the first providers of IP telephony billing and call accounting solutions. MIND is recognized as a world leader in this field. To address customers' changing needs, MIND develops and delivers advanced solutions that enable enterprises to manage, control, track, and analyze raw data from a variety of communication sources.

## Company Highlights

State-of-the-Art Technology

Public Company (NASDAQ: MNDO and TASE)

Financial Strength (Cash Position of \$46 M and Positive Cash Flow)

Blue Chip Partners

Credibility: 5 Years in Billing Space and 8 years in Call Accounting

Experienced Management Team

## Market Leadership

Large Customer Base (over 15,000 Call Accounting installations)

Global Presence and Support – covering all major markets

Reseller agreements with major Cisco, AVAYA and Alcatel integrators

Diversified solutions



# M.E.IP.S. – Enterprise IP Management Solution for IP PBX

M.E.IP.S is a comprehensive suite of fully integrated communications management applications. It scales to support large multi-site organizations using voice and data equipment from multiple vendors.

M.E.IP.S - a comprehensive, centralized, easy to use enterprise billing, accounting and network communication management solution, featuring Web-based tools for the tracking and reporting of voice and data across traditional telephony networks and IP networks. M.E.IP.S cuts operational costs by giving enterprises the perfect tool to monitor network activity; report usage trends and statistics; and optimize and efficiently allocate network resources.

M.E.IP.S includes flexible, multi-level organizational hierarchical costing capabilities and powerful database management features for multi-site and multi-user solutions.

M.E.IP.S integrates with diverse network communication equipment including IP PBXs and traditional PBXs and is suitable for any size organization and any network configuration.

All types of enterprises can benefit from the M.E.IP.S solution including financial institutions, airlines, business centers, hotels, governments, universities, hospitals, multi-tenant environments and all organizations that need to control their budget and save money.

M.E.IP.S's unsurpassed powerful query generator provides up-to-the-minute customized reports and graphs giving a total, unified view of communication networks - allowing comparative call and data analysis, strategic planning, auditing and reconciliation of communication resources.

Reports can be scheduled and automatically produced, distributed by e-mail, posted on the Web, or printed. Automated directory synchronization via LDAP (Lightweight Directory Access Protocol). Reports can be generated in any currency defined in the system as well as in two currencies simultaneously.

From the moment M.E.IP.S is installed, organizations can set budgets for different departments and projects, reduce telephone and bandwidth expenses, prevent telephone misuse and ensure that IP network resources are managed effectively.

The world's largest institutions and companies have chosen MIND's market leading enterprise solutions. They include financial institutions such as *ABN AMRO Bank, Credit Suisse First Boston Bank, HSBC, ING Investments, Fidelity Investments* and *Merrill Lynch*. Other major industries profiting from MIND's solutions include *Coca-Cola, Intel, Microsoft* and *Sun*. Major hotel chains have also chosen MIND solutions including *Hyatt, Ramada* and *Sheraton*. In addition, our multi-site management installations include the *German postal system, the Israeli Air Force, El Al, Politie-Holland, European Parliament* and *NATO*.

## Key Advantages

- Offers comprehensive enterprise billing and accounting system.
- Provides a unified view of network costs and traffic.
- Uses Web-based features for self-management.
- Prevents fraud and network misuse.
- Supplies converged reporting for various communication devices: routers, IP PBX and traditional PBXs.



- Optimizes communication resources.
- Fully scalable for any size enterprise.
- Enables strategic planning, auditing, and reconciliation of communication budgets.

## Key Features

- Easy to install and use.
- Flexible, powerful query generator.
- Fast report generator.
- Multi-user capabilities.
- Multi-site solutions.
- Multi-currency support.
- Multi-lingual interface.
- Supports up to five hierarchy levels on traditional version and unlimited levels on the SQL version.
- Real-time fraud alert.
- Scheduled import available (hourly, daily, weekly and monthly).
- Auto-Report Scheduler automatically sends out reports by e-mail and fax.
- Four user security levels are available: system administrator, system operator, reports only and limited reports. In each level, an unlimited number of users can be defined.
- M.E.IP.S. works in the background on the PC and does not affect system resources.
- Scheduled reports can be sent out automatically by e-mail.
- Reports can be saved as TXT, CSV, or HTML.
- Company hierarchy, extensions database, and company phone directory can be imported into M.E.IP.S. from fixed format text files, comma delimited files (.CSV), or ODBC interface.
- Saves lists of extensions on a monthly basis
- Supports business/personal call definitions
- Masks the last digits of the dialed number, to enhance privacy



## M.E.IP.S. Query Generator

The M.E.IP.S. query generator is a fast and flexible reporting tool that allows the user to create unlimited custom reports using the query tool. With the query tool the user selects the data required, chooses how the data is to be sorted and summarized, and selects the format of the report. Custom queries can be saved for future use. You can define customized report layouts, selecting the fields and their length and position in the page. This option, combined with the export mode, enables the user to export information to any external system in any possible format. HTML export allows reports to be viewed over the Internet with any standard web browser.

Reports can be distributed by e-mail directly from the system. M.E.IP.S. interacts with major e-mail servers such as Microsoft Exchange Server and Lotus Notes and provides an e-mail client to distribute reports using a standard SMTP server.

*Figure 1 - M.E.IP.S. Query Generator*

### **Reports**

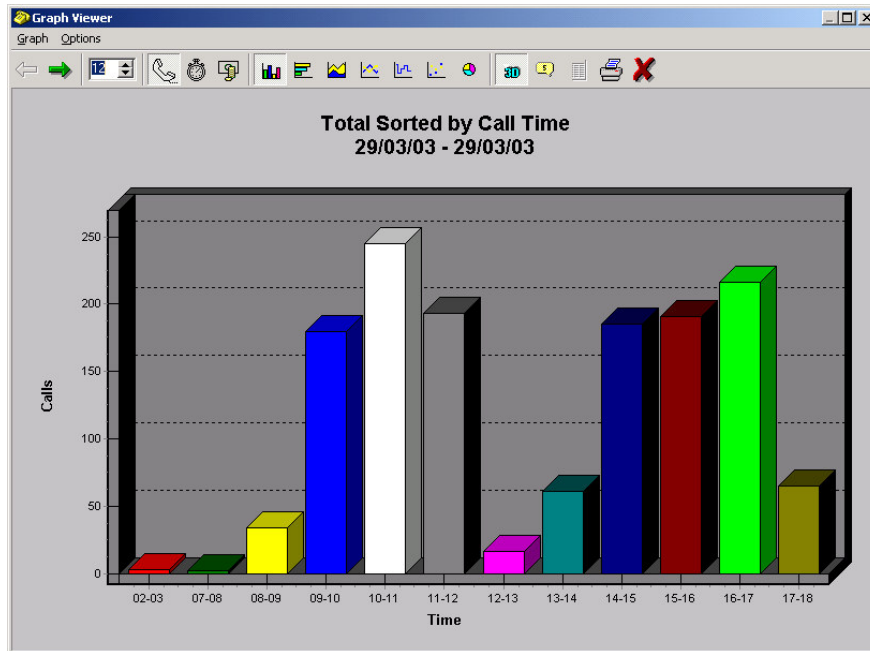
The M.E.IP.S. Manager can produce quick and clear reports on virtually every aspect of the communications system, tailored to suit your individual needs. M.E.IP.S. provides you with full or partial monitoring capability of telephone, fax, and modem usage for your entire enterprise. Whether you require minute-by-minute updates, monthly reports, or data on long term usage patterns, M.E.IP.S. can supply you with this information. Reports can be produced for any hierarchical level of the enterprise. M.E.IP.S. supports up to five hierarchical levels. Data is presented in tabular form, and some of the report options have a graph option

### **Graph Option**

Summary reports have a graph option. A simple click of a button generates a graph that can be



placed in other applications with cut-and-paste, printed, or saved. The following graph formats are available: vertical and horizontal bar, 3-D vertical and horizontal bar, surface, line, points and 3-D pie. The user can define the overall format of the graphic report: changing colors, setting titles, and toggling gridlines on or off.



*Figure 2 - M.E.IP.S. Graph*

### **Carrier Reports**

The recent privatization and liberalization of telecommunications has brought about a large number of new telephone service providers, allowing enterprises to work with more than one telecommunications company.

M.E.IP.S. generates reports based on different carriers' tariffs (such as a summary of department expenses by carrier) and allows the filtering of data by this field.

### **Multiple Carriers and Tariffs Management**

M.E.IP.S. defines the various tariffs of each carrier in the system (for example, inexpensive, standard, international or peak rates).

Destination \ Dest. Code	Name	Minimum Digits	Full Number	Destination Type	Days	Start Time	End Time	Minimum Charge	Charge (per minute)
A	Area Evening	0	No	AREA	2-6	00:00	08:00	0.042	0.0336
A	Area Day Time	0	No	AREA	2-6	08:00	18:00	0.042	0.07
A	Area Evening	0	No	AREA	2-6	18:00	24:00	0.042	0.0336
A	Area Weekend	0	No	AREA	1,7	00:00	24:00	0.042	0.028
B	National Evening	0	No	LONG	2-6	00:00	08:00	0.042	0.0395
B	National Day Tin	0	No	LONG	2-6	08:00	18:00	0.042	0.0748
B	National Evening	0	No	LONG	2-6	18:00	24:00	0.042	0.0395
B	National Weeke	0	No	LONG	1,7	00:00	24:00	0.042	0.028
INMRST	Inmarsat	0	No	LOCAL	2-6	00:00	24:00	0.042	5.04
INMRST	Inmarsat	0	No	LOCAL	1,7	00:00	24:00	0.042	5.04

*Figure 3 - Tariff Explorer*

### **What If... Report**

The What If... Report allows the user to compare the real cost of selected calls with the cost of the same calls as if they were made using an alternate carrier, or an alternate origin of call. The user can see at a glance if it is cheaper to use a different carrier for certain calls to a specific destination. The report displays the difference between the real cost and the calculated cost for the selected carrier as a percentage. It lists the real cost of the call alongside the cost according to the alternate carrier.

M.E.IP.S. can prepare a summary report showing the call cost information for up to six different carriers simultaneously.

### **Advanced Report Scheduler**

The M.E.IP.S. Manager Scheduler allows queries and reports to be programmed to run at specific times. The Scheduler keeps track of each task and generates the queries and reports at the designated time. You can perform a task on a one time basis, or schedule it to run at regular intervals. The output of the task can be sent automatically to a printer, file, or electronic mail. The Scheduler runs its tasks in the background on the PC while the user continues to work as normal.



*Figure 4 - Adding a Scheduler Task*

## Report Formats

The M.E.IP.S. Manager includes several pre-defined standard report formats often required by a telecommunications manager. These reports were designed following close consultation with customers. In addition, a user-friendly interface allows report formats to be created according to specific user needs.

### Predefined Reports

M.E.IP.S. provides the following built-in, predefined reports to easily track inappropriate telephone use. These reports are specially designed for accelerated report generation using the system's intelligent database:

- Summary.
- Summary for Projects.
- Overrun Calls.
- Top Extensions.
- Top Destinations.
- Cost Distribution by Department.
- Cost Distribution by Extension.
- Undefined Extensions.
- Extension Details.
- Undefined Accounts.
- Account Details.
- Account Summary.

### Summary Reports

M.E.IP.S. Manager provides the user with a built-in tool for the easy generation of summary reports. The user can generate a full summary in a matter of seconds for the complete enterprise, or for any one of the enterprise's departments or hierarchy levels. The summary reports include fixed monthly costs for extensions and taxes as defined by the user. Automatic distribution of



summary reports via e-mail is available.

### ***Summary Report for Projects***

This report includes all telephone calls for a selected project. The report includes all calls that are associated with extensions linked to a project. The user can generate a general report for the entire enterprise, or specify a specific project.

### ***Overrun Calls***

This report provides up-to-the-minute information on the specific extensions that are exceeding user-defined set limits.

### ***Top Extensions***

This report includes the extensions most extensively used in an enterprise. Calls are sorted by duration and by cost.

### ***Top Destinations***

This report includes the destinations most extensively called in an enterprise. Calls are sorted by duration and by cost.

### ***Cost Distribution by Department***

This report shows the percentage of total call costs as distributed among the different levels of an enterprise, sorted by division and department.

### ***Cost Distribution by Extension***

This report shows the percentage of total call costs as distributed among extensions within a department. It also shows the percentage of total call costs as distributed among destination types for a single extension.

### ***Undefined Extensions***

This report provides the user with a summary of the calls on all the extensions within the system that have not been assigned to any department. This report is useful to find new extensions installed in the IP PBX which have not yet been defined in M.E.IP.S..

### ***Extension Details***

This report provides a detailed listing of all the outgoing and incoming calls for a specified extension. This report has several formats, including a letter format. The letter format can be addressed to an employee, based on the associated extension's information.

### ***Undefined Accounts***

This report allows the user to access a summary of the calls made on accounts that have not been defined in the system.

### ***Account Details***

This report provides details of all of the defined accounts; the calls placed on every account and a report about the budget of each account.

### ***Account Summary***

This report produces a summary of the activity of all defined accounts.

### ***Monthly Activity***

This report details call activity (cost, calls, and hours) per month, beginning with the last month in report and going back a designated number of months. An average of the months is listed.

### ***Organizational Monthly Activity***

This report details call activity per month, beginning with the last month in report and going



back a designated number of months for each of the designated levels of the report.

## Other Features

### **Advanced Report Features**

M.E.IP.S. offers a series of advanced features that enhance and ease report production and viewing.

#### ***Relative Dates***

M.E.IP.S. has a convenient option for using date codes in both the Query and Pre-defined Report options. For example, to produce a report on the previous month's telephone usage, enter *-m* in the From and To date fields in the report dialog box.

#### ***Report Output Options***

All generated reports can be viewed with the M.E.IP.S. report viewer. In addition, the user has the option to save each report as a text file, to export it in CSV format for use with Microsoft Excel, to save it in HTML format for viewing with a Web browser, or to send it to local or network printers. Reports can also be sent by e-mail as an attachment. M.E.IP.S. can be configured to export reports to files so that other applications can use the information on call data generated by M.E.IP.S.. The user can determine the delimiter to separate the fields (comma, tab, and so on). In addition, a user-friendly interface allows report formats to be created according to the requirements of various accounting applications.

### **Available Charges and Costing Methods**

The Charges feature enables you to define and maintain charge tables and tariff lists. The following charge options are available:

- Defining trunk lines and trunk groups used by your enterprise.
- Defining dialing prefixes for the system.
- Defining all the telephone companies (carriers) that work with your enterprise.
- Defining a weekly profile for each telephone company, specifying telephone operation schedule (working days, non-working days and holidays).
- Defining various day types that differ in charges.
- Specifying various tariffs (such as Inexpensive, Standard, Peak, or International) for each telephone company.
- Creating a daily charge profile, specifying the tariff time span for various day types (working days, non-working days, and holidays).
- Creating a call destination list according to various tariffs and call destinations.
- Defining prefixes that are charged identically.

The Costs feature allows different types of taxes to be defined. Taxes are charges that are added on to the cost of the call, based on the calculated cost of the call.

The Charge Test feature allows for the calculation of a call cost to be tested.

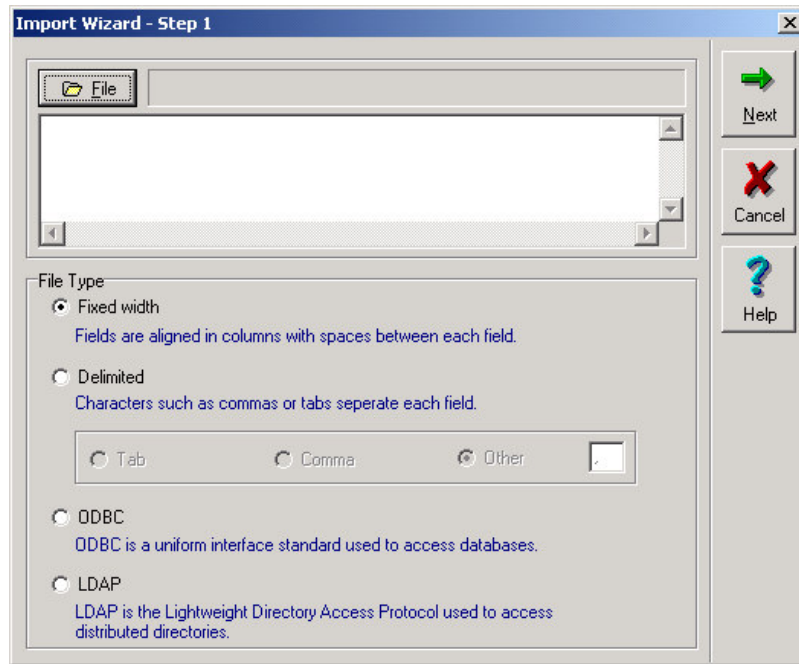
### **Importing External Files**

Using the Import Wizard, M.E.IP.S. can import external files to all its tables from three types of data sources.

- Fixed format files.
- CSV (comma delimited values) files. The user can define the delimiter used in the import file.
- M.E.IP.S. is Open Database Connectivity (ODBC) compliant, so data can be easily



accessed and manipulated by other ODBC compliant applications, such as Microsoft® Word and Excel.



**Figure 5 - M.E.IP.S. Import Wizard**

The Import Wizard allows each field in the external file to be matched to a field in the M.E.IP.S. database, ensuring full compatibility.

The import feature allows the user to update an external database and import the updated data into M.E.IP.S. without repetitive data entry

### **Import Scheduler**

The Import Scheduler allows files created in other applications, (for example, a list of extensions created with a phone directory program), to be imported on a regular basis to M.E.IP.S.

The Import Scheduler works in the same way as the Report Scheduler, in that you can specify tasks that occur either once, or at specified intervals.

### **Internet/Web Enabled**

M.E.IP.S. allows reports to be exported as HTML files. Exported report files can be directly saved in a Web server directory, and viewed through the Internet with any standard Web-browser. In HTML format, reports are viewed as on a local computer.

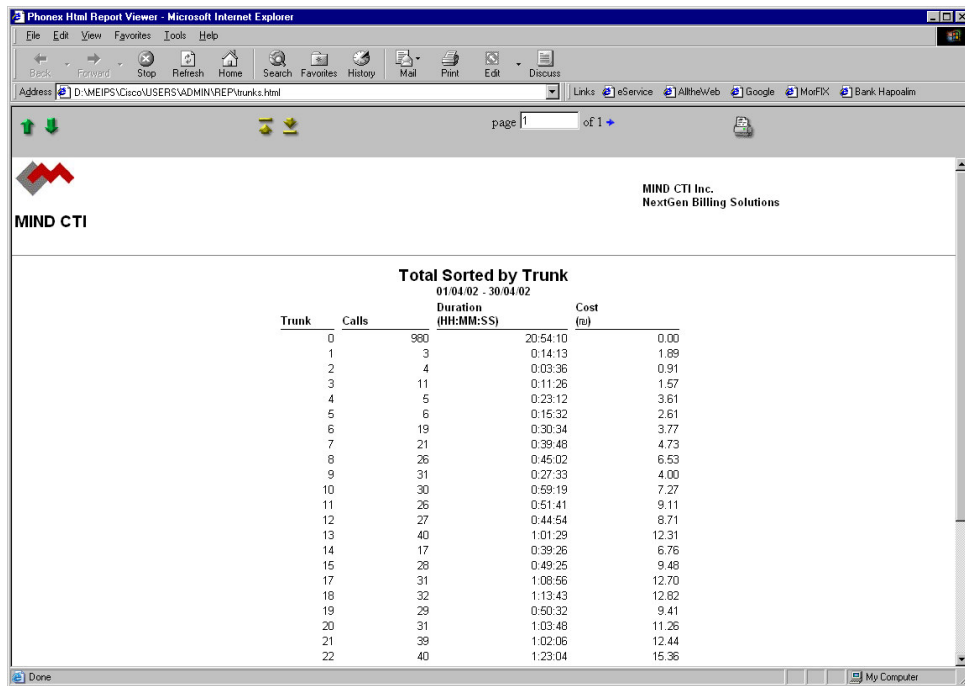
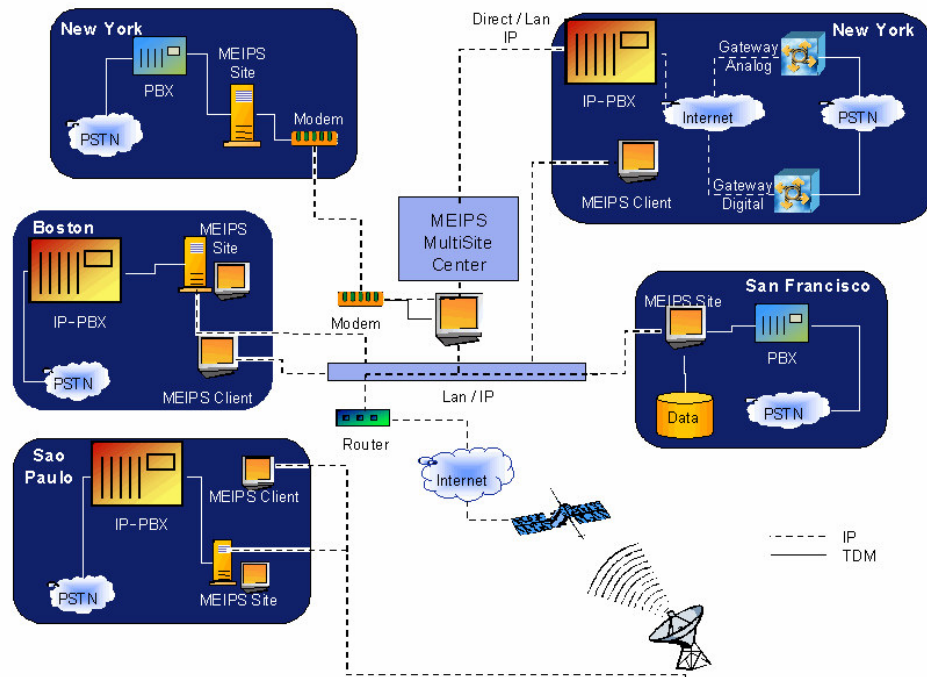


Figure 6 - A M.E.IP.S. Report Viewed in a Web Browser

### Multi-site Management

M.E.IP.S. Multi-Site system provides an innovative solution for centralized voice management in a multi-branch enterprise, minimizing administrative and training costs. M.E.IP.S. Multi-Site produces detailed reports for every branch, department or extension of an enterprise from any site or combination of sites according to defined permission levels. Detailed data is collected at specified times and intervals from both IP PBX and legacy voice circuits sites through remote polling, and stored in a local database. Reports can be generated and distributed using the scheduler.



*Figure 7 - M.E.IP.S. in a Multi-Site Environment*

**Cross Site reporting**

In Multi-Site configurations, you can generate reports that cover multiple sites, as selected by the user.

These reports summarize all the departments for each selected site, as well as providing a summary page for the common departments.

The Summary Report and the Query Generator support this feature.

These reports are applicable when all the sites share the same hierarchical structure and when common departments spread over several sites have the same code defined.

**Web Reporting Capabilities**

With the M.E.IP.S. Web, users at locations anywhere in the world, can conveniently access the M.E.IP.S. Manager system from any PC in the corporate network. All that is needed is a standard Web browser and a connection to the Internet or Intranet. Users can log in and operate the system according to their pre-defined access privileges, thus ensuring security. If the M.E.IP.S. system is a multi-site configuration, you can browse the call data for any of the sites.

Users can generate easy-to-read reports with the exact information wanted. The same querying power of M.E.IP.S. Manager is available in M.E.IP.S. Web. With the powerful query generator, users generate reports and graphs, and track costs in multiple currencies. M.E.IP.S. Web takes advantage of the Internet's convenient browsing features to present an easy-to-access, easy-to-use environment. The user can view information about system status, access the Query and Report features, generate reports based on pre-defined formats, change a password and switch to a different site in a multi-branch network.

**Multi User Capabilities**

The Multi User feature allows several users to log in to the M.E.IP.S. Server simultaneously over a LAN. Each user can operate the system according to individual access rights, as defined by the system administrator. Users can generate reports, update tables, and so on from remote locations.

Individual users can set personalized parameters in order to facilitate frequent tasks. Private and public user-defined queries and personalized scheduled tasks can be set.

### Multi Currency Capabilities

M.E.IP.S. can be used in a global telecommunication environment, since it can generate reports in any currency defined by the user, including the Euro. M.E.IP.S. can configure each site and tariff company with local currency parameters. The M.E.IP.S. Manager can generate reports in two currencies simultaneously (for example, Euro and DM), fulfilling the new single European currency regulations.

Division	Total Cost (€)	Total Cost (\$)	Fixed Cost (€)	Calls Cost (€)	Extensions Count
1 Marketing	1,073.73	1,395.85	91.63	982.10	26
2 Development	787.60	1,023.88	113.96	673.64	31
3 Management	66.07	85.89	18.48	47.59	3
4 Support	52.53	68.29	29.26	23.27	8
5 Accounting	17.88	23.24	14.63	3.25	2
ZZZ Undefined Ext.	8.81	11.45	0.00	8.81	7
<b>Total:</b>	<b>2,006.62</b>	<b>2,608.61</b>	<b>267.96</b>	<b>1,738.66</b>	<b>77</b>

*Figure 8: Organization Screen Showing Multi-Currency Capabilities*

### Monthly charging of network services

You can define telecommunication services whose monthly costs are assigned individually to extensions. This enables individual extension users to be charged for specific services that they subscribe to or purchase, such as voice mail or digital lines.

### Reliability

M.E.IP.S. has numerous redundancy features. This is true for stand-alone models and for multi-user/multi-site configurations.

At the application level, the collection and reporting modules are completely independent, thereby limiting the possibility of accidental system shutdown. If there is a power failure, the data collection module commences operation automatically when power is restored.

At the data level, in the stand-alone configuration, the raw data is backed up according to user-defined parameters. In the multi-site configuration, you can duplicate the system both at the remote polling sites and at the center, with automatic dual CDR streaming, merging and verification.

At the user level, M.E.IP.S. has the capability to limit all or parts of the system to authorized personnel only, as defined by the administrator.

### Security Levels

Four user security levels are available: system administrator, system operator, reports only and limited reports. In each level, an unlimited number of users can be defined.



### **User List**

The administrator manages the user list. Each user is set up with a password and a specific domain where they can work. This allows a range of people with differing needs, to have access to the part of the system they need, without compromising data security.

### **User Groups**

The administrator defines the security group of each user. The highest group has access to the most information and the lowest group has the most limited access.

The following groups are available in M.E.IP.S.:

**Administrators:** This is the highest security group. Administrators can access all parts of the M.E.IP.S. system.

**Operators:** This is the second highest security group. Users with Operators authorization have access to the M.E.IP.S. main application only, but not to the Setup module.

**Reports Only:** This is the third highest security group. Reports Only users have access to the following features:

- All Query and Report options
- The List options in the Extensions and Destinations menus

**Limited Reports:** This is the most limited security group. The Limited Reports user has access to the Query and Report options, but is limited to specific extensions or levels as defined by the administrator.

Three kinds of limitations can be defined:

- Extension
- Hierarchy Level
- List of Extensions

### **Hierarchical Levels**

M.E.IP.S. contains five hierarchical levels to describe an enterprise structure. For example, an enterprise may be divided into divisions, each with several departments. In this case, the term Division would be assigned at setup to level 1, and Department to level 2. You can change the hierarchical levels. There is no limit to the number of sectors in a level.

### **IP PBX Integration**

M.E.IP.S. is easily integrated with all IP PBXs. The exclusive system architecture allows for fast and easy installation and configuration for each Call Detail Record (CDR) format provided by any IP PBX.

Major IP PBX vendors are supported, including Cisco, AVAYA, 3COM, and Alcatel.



## System Description

### Data Collection

M.E.IP.S. processes the call records retrieved from the IP PBX and stores them in its proprietary database. Each call record received is stored in its raw format in case further investigation is required.

- The system saves data on calls that do not pass user-defined threshold requirements. It is simple to change the threshold parameter and repeat the sort.
- Undefined lines (the result of noise or other communication problems) are stored in a separate file on a daily basis. This file is used to identify problems and is erased automatically after a specific number of days (as defined by the user).
- The system keeps a record of call sequence numbers (if provided by the IP PBX) and logs the missing call numbers as an additional control for identifying problems.
- Statistics are stored on data collection and percentages of calls below defined thresholds, as well as bad calls.
- If the free disk space reaches the minimum value defined by the user, the system stops processing the incoming CDR data and leave the remaining disk space for the storage of CDR information in raw format.
- If the disk becomes full, the system sounds an alarm indicating the problem. You can set an automatic deletion of old files to free up disk space.

All these tools allow for absolute reliability and avoid data loss.

### Database

M.E.IP.S.'s proprietary database stores call information efficiently for quick report generation and effective hard disk and memory utilization. The database:

- Saves calls in a compressed state in order to save disk space
- Uses a proprietary database, limiting the ability to change the data saved
- Stores the call database in daily files. Disk problems only affect recording of calls for the same day.
- Functions with up to 3 years of daily information
- Requires approximately 600 bytes of disk space for each call
- Can reconstruct damaged files



## M.E.IP.S. Modules

### M.E.IP.S. Multi-Site

M.E.IP.S. Multi-Site is an innovative solution for centralized enterprise IP management and accounting in a multi-branch organization. It is the preferred solution for international enterprises and governmental agencies worldwide. With M.E.IP.S. Multi-Site, there is no need to have a call accounting expert at each PBX and IP PBX sites. M.E.IP.S. Multi-Site minimizes both administrative and training costs by placing the call management system for all sites in one location. Detailed data is automatically collected from all branches of an organization at the times and intervals specified by the administrator. Communication between individual sites and the center can be by modem, network or TCP/IP. Since all the data is stored in one database, reports can be generated from any site or from a combination of sites. Detailed reports and graphs can be generated for every branch, department or extension of an organization.

### M.E.IP.S. Traffic

M.E.IP.S. Traffic is the perfect tool for monitoring call traffic and analyzing call loads in a telephone system, providing an accurate picture of call traffic on a minute-by-minute basis. With the advanced Query Generator users instantly produce customized reports on all call traffic in an organization.

### M.E.IP.S. Guard

Strict monitoring of network usage is critical to eliminating the costs incurred from fraudulent network usage. M.E.IP.S. Guard is a powerful fraud detection tool that enables detection of the most sophisticated misuse, abuse, or fraud in the network.

M.E.IP.S. Guard works together with M.E.IP.S., and accesses information stored and processed by the system.

### M.E.IP.S. Web

M.E.IP.S. Web serves the needs of an enterprise with offices and representatives at remote locations. M.E.IP.S. Web enable users at locations anywhere in the world to conveniently access the call accounting system from any PC in the corporate network.



# Minimum Hardware and Software Requirements

## Operating Systems

M.E.IP.S. works under the following operating systems.

- Windows 98/ME/XP.
- Windows NT Server/WS.
- Windows 2K Professional/Server.

## Minimum Requirements

### **Multi-user Configuration for standard configuration**

#### ***M.E.IP.S Server Hardware***

- Pentium III processor or higher.
- Network connection with Microsoft or Novell network with TCP/IP protocol.
- RAM: 128 MB.
- Parallel port.
- 1GB of disk space.
- Additional disk space for call records database (each call record is about 600 bytes).

### **Multi-user Configuration for MS-SQL configuration**

#### ***MS SQL Server Hardware***

- Single Pentium IV processor or higher.
- Network connection with Microsoft or Novell network with TCP/IP protocol.
- RAM: 256 MB.
- 50 GB of disk space.

***M.E.IP.S Server minimum hardware requirements are the same as above.***

### **Client Hardware**

- Pentium III processor or higher.
- Network connection with Microsoft or Novell network, with TCP/IP protocol.
- RAM: 64 MB.
- 100 MB of disk space.

