OpenScape Accounting

The accounting application for all OpenScape Voice and HiPath architectures.

New technologies offer a wide range of communication options – starting from traditional connections over conventional lines up to the latest IP telephony. It is, therefore, a special challenge for each company in the ICT (Information and Communication Technology) sector 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.

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 behavior through the use of modern technologies, features and services and deals with the recording, calculating, assignment and administration of all connection data and communication processes of an ICT network.

Function and concept

OpenScape Accounting 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.

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 essential requirements of an accounting application in terms of functionality and ease of operation and service. OpenScape Accounting covers all applications of OpenScape Voice and HiPath architectures – from the stand-alone system 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.

OpenScape Accounting provides total cost transparency and effectiveness:

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

OpenScape Accounting enables you to optimize your resources and communication.

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

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

OpenScape Accounting – Overview

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

Analysis of connection data

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

- Connections via OpenScape Voice and OpenScape Voice networks and gateways

- Connections with OpenScape Voice and HiPath communications systems in network scenarios

- Outgoing and incoming voice and VoIP connections via different network providers

- Internal connections in standalone systems and networks

Extended traffic measurements

OpenScape Accounting also offers the following options for extended traffic measurements in addition to pure charge recording 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®)*.

Multi-tenancy

An exact selection of the data that can be viewed and processed is achieved by the flexible and extremely detailed role-related control of the authorizations for database, reports and hierarchical levels. OpenScape 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

An own report generator is provided with the software. In addition to the richly integrated standard reports, the layout of the report can be freely defined and supplemented.

Authorities module

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

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

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
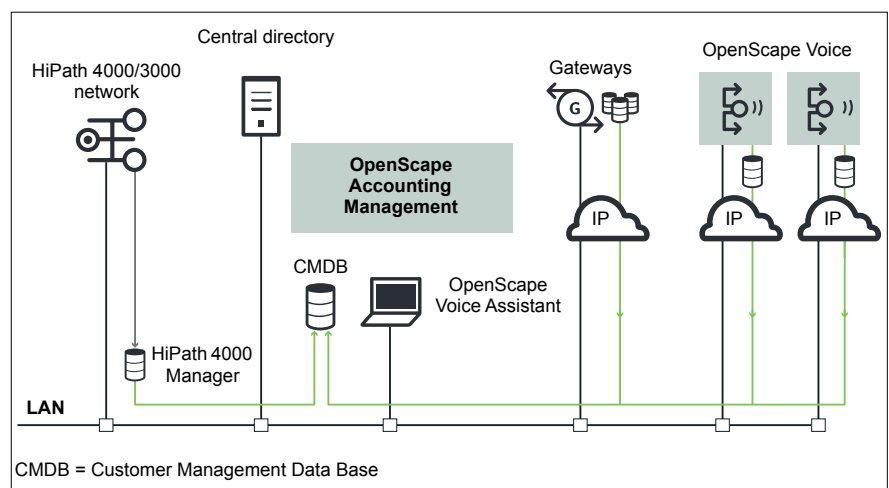
Operational Accounting & Billing

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

Deployment scenario for OpenScape Accounting

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.

Technical data

Supported systems

OpenScape Accounting V1 works together with the following systems and versions:

- OpenScape Voice from V5 (older versions are project-specific)
- HiPath 4000 from V4
- HiPath 4000 Manager from V4
- HiPath 3000/5000 from V7
- Old systems on request or with project-specific release
- Connection of communications systems from other manufacturers on request or with project-specific release

Tested scenarios

The following scenarios have been tested under evaluation of the accounting data:

- OpenScape Voice as standalone system
- OpenScape Voice networks with OpenScape Voice (PSTN and tie trunk connection)
- OpenScape Branch 50i in survivability mode
- OpenScape Voice networks with HiPath 4000 (tie trunk connection)
- HiPath 4000 as standalone system
- HiPath 4000 networks with HiPath 4000 (PSTN and tie trunk connection)
- OpenScape Xpressions to OpenScape Voice

Languages

- German
- English

Other languages on request

Hardware and software requirements

Hardware

The following minimum requirements apply:

- Server:
  Current CPU with min. 2 GHz clock frequency,
  RAM with min. 4 GB,
  Hard disk with min. 60 GB free memory space (depending on the data volume and the application, storage time, backup)
- Client:
  Current CPU with min. 2 GHz, min. 2 GB RAM

Operating systems

OpenScape Accounting is marketed as a pure software product. The hardware and associated operating system must be provided by the customer or the regional company.
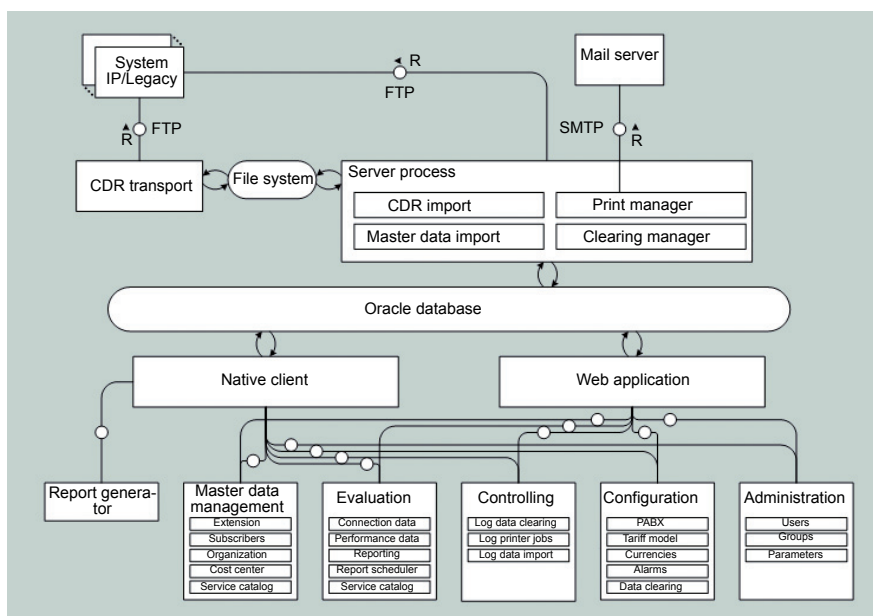
OpenScape Accounting can run on standard PCs under the following operating systems:

- Microsoft Windows Vista with current service pack
- Microsoft Windows 7 with current service pack
- Microsoft Windows 2003 Server (with project-specific release)
- Microsoft Windows 2008 Server and Windows 2008 Server R2

Microsoft Windows 2008 Server is recommended for the OpenScape Accounting server.

Database requirements

- Oracle, at least Release 10
- Oracle SQL *NET TCP/IP, at least Version 2.3

Structure of OpenScape Accounting

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