



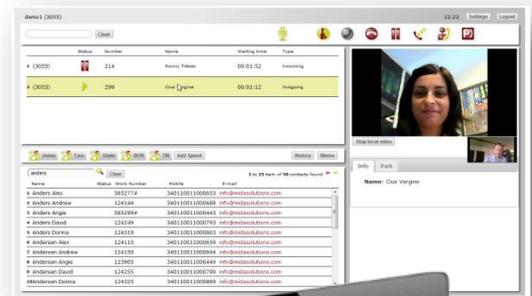
## Mida eFramework 2.0

### Overview

Mida Solutions offers a range of VoIP solutions, using the latest technologies and standard. The Mida Solutions proposal consists of a package of flexible and configurable products that are part of a common software framework: **Mida eFramework**.

The benefits of having a broad portfolio of applications based on the same framework are manifold:

- **lower hardware costs** for the installation of the platform (based on a virtual appliance platform)
- **optimized management** of resource, both on eFramework and IP-PBX side
- **single web portal** for integrated management of various applications
- ability to enable **additional services on an existing platform** by simply buying a new software license



Mida eFramework is available on all IP-PBX that support SIP protocols; also offers advanced functionality for some types of IP-PBX such as Cisco Unified Communications Manager.

A full suite of voice services and value-added data for IP networks:

- available as a **virtual appliance OVA**;
- gives the possibility to exploit the potential of VOIP networks
- integrate directory services, fax, attendant on a single platform



Converts the VOIP infrastructure to an instrument for the company service:

- possibility to integrate the VOIP network with business process;
- allows to create advanced services such as IVR, ACD, recording...

### Architecture

Mida eFramework is a client-server web based infrastructure. You can then access both during administration and for the user information using the web browser, without installing any client software. The installation is centralized in a single platform (or on multiple servers in redundant configurations for high reliability). The framework enables various applications and services that can be added or activated depending on the needs of the client as a simple plug-in.

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# Mida Solutions

## Benefits

A virtual appliance solution has huge advantages over common only software solutions.

### Quick installation and easy maintenance

- perfect integration with existing infrastructure
- no longer need to install the software (that is pre-installed)
- does not require additional licenses for the operating system
- backup procedures allow you to activate a second virtual unit in a few minutes

### Plug-and-Play Solutions

- pre-installed software applications enabled by license key and easily extensible
- requires a few configuration steps: the device works immediately at power on, and the network parameters and the applications are configured via a simple Web interface

### Particular attention was paid to performance:

- dedicated voice stack
- advanced reporting tools
- market leader FoIP stack
- comprehensive and integrated suite optimized for the management of resources
- support for high availability configurations to ensure a first class service in the case of large installations

Thanks to its simple configuration and scalability, Mida eFramework is the best solution for both small and medium-sized customers and for large enterprise or service providers who already have a virtualization platform.

Mida eFramework brings the value-added solutions in the modern data center and, thanks to its scalability, reliability and multi-tenant, is the ideal solution to provide cloud services.

## Products

The suite includes a set of products that are designed to extend the capabilities of the VoIP infrastructure and to exploit the flexibility in order to offer a range of useful services to businesses and to its customers.

The main applications included in eFramework are:

- Operator Console
- QueueManager
- IVR
- REC
- Billing
- TerraFaxPro
- Phone Services
- Mobile4Mobility



For further information on each product please refer to the specific datasheet.

# Mida Solutions

## TECHNICAL INFORMATION

Mida eFramework is Mida Solutions suite for UC needs. See more at [www.midasolutions.com/products/](http://www.midasolutions.com/products/).

To Ensure stable client server connections and a high quality service, the server hosting Mida eFramework virtual appliance has to be connected to the local LAN with proper QoS and guaranteed bandwidth.

Mida server and client PCs have to be connected to the same LAN of the IP phones and of the IP-PBX(s). The server has to be reachable from the end-user PCs.

## Software distribution

The server platform is distributed as preinstalled virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platforms and hypervisors are:

- vmware ESXi 4.x, 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida License is required to activate the Software. The Virtual Appliance is completely manageable from an easy and intuitive web portal.

Please refer to the hypervisor vendor documentation for further information.

Mida virtual appliance can be downloaded also from

[www.midasolutions.com/download/](http://www.midasolutions.com/download/)



## Other specifications

For details on Mida eFramework compatibility with the most used web browsers, please refer to [www.midasolutions.com/browsercompatibility/](http://www.midasolutions.com/browsercompatibility/).

For further details, please refer to [www.midasolutions.com/generalcompatibility/](http://www.midasolutions.com/generalcompatibility/).

It is not guaranteed that the service is working properly in case of overlapped numbering plans (e.g. partitions or shared lines). Please contact Mida Solutions for further information.