

Mida Billing 2.0

Overview

Mida Billing is the Mida solution for Enterprise billing systems in VoIP networks.

Mida Billing is based on a modular and open architecture, providing a fully featured and flexible set of documentation, both for single entities and for multi-site/multi-organizations companies.

The platform allows you to manage large installations with multiple clusters of IP-PBX; that ensures the correct interpretation of the calls (in order to support multi-cluster architecture with overlapping numbering plans); please contact Mida Solutions for further details.

Professional tools are used in Mida Billing, such as DBMS Microsoft SQL Server™, for a scalable and high performance solution.

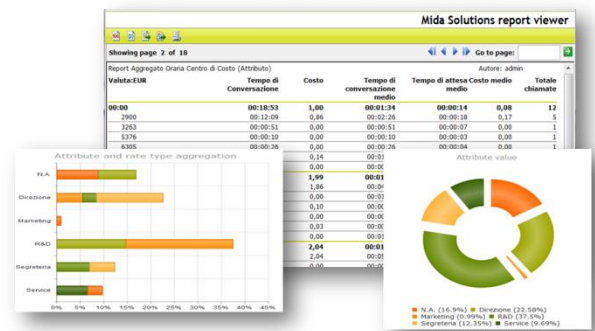
Thanks to its powerful and professional architecture that uses state of the art technologies, and to the flexibility of its Report engine and configuration, Mida Billing is one of the top billing tools currently available on the market.

How it works

Mida Billing data base is generated by collecting CDRs from the PBX system and then calculating billing information from them. The system regularly collects the data, stores it in the database, processes call costs and finally analyzes them, thanks to the Advanced Report Engine.

The start-up configurations of the system are mainly related to the rate plans of the company and to the specific configuration of the organization (Cost Centers, Sites and / or Supervisors). The configuration is thus simple and does not require much time.

- The user interface is entirely Web-Based and ensures a fast and easy use, for the administration tasks and system configuration.
- Rates may be configured in a flexible way and unified in rate plans, so you can define more than one plan and all the rates that you need.



- The system can also be configured for the management of call attributes such as seat and cost center, in order to support the realization of reports for the enterprise business intelligence.

A wide range of reports may be created; any scheduled action may be configured using an easy to use WEB interface. The system can send the requested report via email to any person in the organization: for example the supervisor can check his offices billing reports every month, scheduling the reports that are automatically created and sent via email to him.

The flexible and customizable reporting is the heart of the application. The main features of the reports are the following:

- Export in **CSV/Excel, PDF or txt** format
- Easily accessible and configurable by web interface
- **Detail report** with indication of caller, called, time and call duration.
- **Aggregation report** on organizational attributes (cost center, location) or time attribute (hour, day, month).
- **Search filters** on specific extension, date or attributes (i.e. cost center or site), call type (on-net, off-net).
- Support for multi-site and multi-company architectures.
- The report logo and colours customization.

Mida Solutions report viewer

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Report: Aggregation Extensions Author: admin

Currency:EUR	Average waiting time	Average conversation time	Average cost	Conversation time	Cost	Total calls
100	00:00:07	00:01:00	0,02	06:27:37	8,39	387
201	00:00:07	00:01:18	0,01	01:58:24	0,50	91
203	00:00:02	00:00:58	0,02	07:46:02	10,16	501
205	00:00:05	00:01:10	0,00	01:39:17	0,17	85
208	00:00:05	00:01:34	0,00	06:36:38	1,02	1033
210	00:00:04	00:00:44	0,01	07:46:40	4,67	640
211	00:00:09	00:01:39	0,01	12:01:02	6,18	438
213	00:00:07	00:02:51	0,02	13:47:23	6,90	290
214	00:00:04	00:03:24	0,01	06:23:25	0,67	113
215	00:00:02	00:00:54	0,01	18:20:17	11,37	1206
216	00:00:06	00:02:29	0,04	07:01:48	6,58	170
220	00:00:10	00:09:25	0,11	09:24:47	6,40	60
221	00:00:09	00:02:06	0,02	04:15:11	2,36	122
299	00:00:04	00:01:52	0,00	18:17:45	0,00	587
3000	00:00:00	00:00:09	0,00	00:00:37	0,00	4
4000	00:00:04	00:00:27	0,00	01:05:04	0,15	142
4010	00:00:05	00:00:01	0,00	00:00:01	0,00	1
4301	00:00:02	00:00:03	0,00	00:00:17	0,00	5
4302	00:00:05	00:00:50	0,01	01:05:44	0,61	79
	00:00:04	00:01:27	0,01	144:04:59	66,13	5962

Users become easily addicted to the simple and flexible reporting mask of Mida Billing.

Mida Billing is a reliable and flexible accounting solutions for medium and large enterprises. It supports different PBX vendors and it is suitable to address all relevant needs related to telephone call documentation and billing.

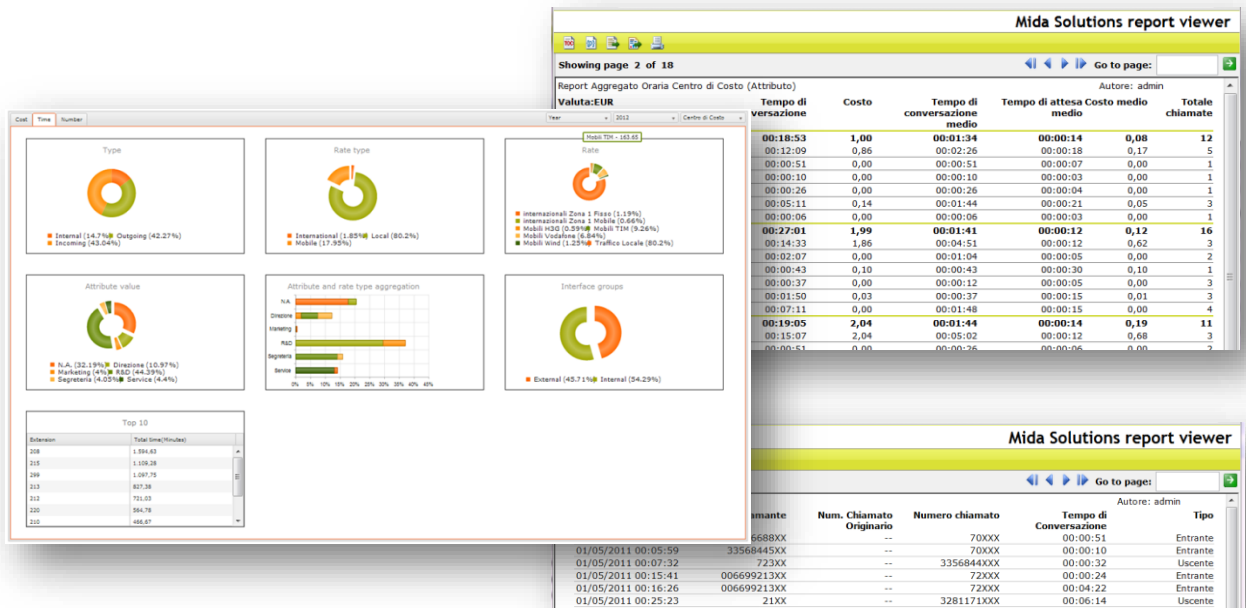
Mida expertise is also available to support big projects in order to integrate the Billing engine into customer infrastructure (i.e. LDAP, external databases, cost center, rates) for a completely automatic and integrated solution.

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Features

As a Summary, the main features of Mida Billing are listed below:

- rates configuration: phone rates may be customized for specific voice gateways and for specific companies
- support to multi-currency;
- import and export of the rates;
- support to the rate plan (multi-carrier or plan-history management) and to type of rates (mobile, international...);
- possibility of hiding part of the caller and / or called number for privacy reasons, differentiating for both caller and called in reports on-demand and scheduled reports;
- up to 10 types of attributes (i.e., site, cost center ..) with non-hierarchical and time-varying values associated with each phone;
- manage reports of aggregation on two / three levels based on time, attribute, extension;
- cross reference supervisor – attribute to manage secure and restricted access to data;
- scheduled reports that may be sent automatically by the system (via email)
- dashboard with main graphical reports



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TECHNICAL INFORMATION

Mida Billing is part of the [Mida eFramework UC App Suite \(www.midasolutions.com/products/\)](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/



Other specifications

For details on Mida Billing compatibility with the most used web browsers, please refer to www.midasolutions.com/browsercompatibility/.

For further details, please refer to 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.