



**Partner:** MIND CTI

**Website:** [www.mindcti.com](http://www.mindcti.com)

**Partner Size:** 300 employees

**Country or Region:** Global

**Industry:** Professional services—  
Software engineering

### Partner Profile

Established in 1995, MIND CTI Ltd. is a leading global provider of call management and billing solutions. One of the first developers of call accounting applications, MIND is recognized as a world leader in this field with more than 20,000 installations in 45 countries. MIND uses its innovative technologies to keep pace with ever-changing networks and technology requirements. The company operates from offices in the United States, the United Kingdom, Canada, Romania, and Israel.

For more information about MIND CTI products and services, call +44 (0)118 965 7890, email [info@mindcti.com](mailto:info@mindcti.com), or visit the website at: [www.mindcti.com](http://www.mindcti.com)

PhonEX ONE from MIND is a comprehensive, flexible, web-based solution for communications management and control in enterprises that deploy Microsoft Lync Server 2010.

### Business Needs

Optimizing the return on any technology investment requires understanding its ongoing usage and making adjustments accordingly. The comprehensive and varying communications media types available with Microsoft Lync Server 2010 means it is important to have the ability to report, monitor, and manage the resources accordingly. Companies that take advantage of the Lync platform want to be able to reduce costs, increase employee productivity, and improve network performance.

### Solution

PhonEX ONE from MIND CTI is a comprehensive, flexible, and fully web-based solution for communication management and control. It provides intelligent tracking of all calls and supports multiple call types generated by Microsoft Lync Server 2010. This includes reporting on inbound, outbound, and internal calls; trunk-to-trunk calls and SIP trunks; forwarded, conference, and video calls; instant messages; and response groups.

PhonEX ONE is scalable from a single site to the needs of multinational organizations, and it is easily adjusted to local languages and currencies. PhonEX ONE offers powerful reports in a system that runs itself, which supports a quick return on investment and promotes long-term usage.

PhonEX ONE runs as a web-based service, providing full functionality for reports and administration at anytime from anywhere. Customers can easily produce customizable reports with drill-down capabilities, including traffic reports to monitor peak loads and bandwidth utilization as well as "what if" reports to compare alternative carriers and analyze potential cost savings. Other PhonEX ONE features include:

- Dashboard user interface
- Event log for auditing and tracking system use
- Scalable architecture to support unlimited sites and extensions

- Solution based on ASP.NET technology
- LDAP compliance
- Easy adjustment to organizational hierarchies
- Database structure based on Microsoft SQL Server database
- Automated reports (email, screen, or saved to file)
- User-definable report format (in Microsoft Excel and Word, HTML, PDF, and CSV files)
- Capability for multiple languages, currencies, and call detail records
- Cellular phone reporting
- Real-time automated alarms
- Support for virtual environments

## Benefits

By using PhonEX ONE, adopters of Lync Server 2010 can strengthen their capabilities for monitoring, reporting, and analyzing call information. Benefits include the following:

## Improved Management Reporting

At the heart of PhonEX ONE is a powerful and flexible reporting and query tool. These reports—automated or produced when required—deliver the relevant information that management

need to make informed business decisions.

## Enhanced Monitoring

Instead of having to second guess, customers have access to real-time facts and answers to questions like: Who's calling whom? How much is it costing? Are phones being answered in a timely manner? Who is abusing company resources?

## Reduced Costs and Protection Against Misuse

Organizations require visibility of telephony usage and costs so they can achieve tighter control, identify potential savings, and have any call anomalies flagged for further investigation. PhonEX ONE can help protect your business from the threat of toll fraud and internal phone abuse through real-time alerts of usage anomalies.

## Simplified Use

An intuitive user experience ensures that PhonEX ONE is accessible to all employees. From the dashboard front-end interface to drill-down and clickthrough reporting information is quickly retrieved and used.

## Optimized Productivity

Efficient time and resource management are key when driving a business forward and retaining a competitive advantage. As communications networks continue to increase in complexity, PhonEX ONE ensures that these networks are deployed and used as efficiently as possible through detailed reports on call usage, call quality, call routing, and bandwidth utilization. The result: better service is provided to customers.

