



Controlling

NTWcount

NTFW[®]

Overview

With **NTWcount**, there are virtually no limits when it comes to collecting call data and analysing it on the basis of time and costs. The system can gather and process data from up to 250,000 extensions without experiencing any noticeable loss of performance. Full multi-tenancy capability allows the simultaneous, independent use of one installation by multiple clients.

This flexibility is continued in the controlling functionality provided by **NTWcount**. Analyses can therefore be carried out at all levels of an organisation, from individual extensions to branch offices and global analyses.

Numerous, highly customisable filter functions allow simple usage-based allocation of cost carriers. The web-based report designer enables the output of graphically attractive reports in all common formats. Due to the flexible layout and design all reports and invoices can be adapted easily, which allows professional provider management. Automated time-based exports in specific formats are also available.

For hotels and hospitals, the call invoice creation can easily be extended to include guests and patients using the integrated hospitality function for Cisco Call Manager. **NTWcount** provides the best possible support for tasks ranging from standard check-in / check-out functions to billing of rents or other fees.



NTWcount is tested and certified for Cisco CUCM 11.x

The screenshot displays the NTWcount web application interface. The top navigation bar includes 'Administration', 'Reporting', 'Statistic', 'Hospitality', and 'Directory'. The main content area is divided into two panels. The left panel shows a tree view of organizational units, including 'NTW Holding International', 'NTW Japan', and various departments like 'Development Japan', 'Frontoffice Japan', and 'Management Japan'. The right panel shows a 'Quickreport' configuration screen with filters for 'Month: January 2013', 'Type: Calls', and 'Provider: BT Business Tariff'. Below the configuration, a 'Telephony' report is displayed for 'Innsbruck' in January 2013, showing a summary of 10,485 calls and a table of costs by organizational unit.

Organizational unit/User	Number of calls	Duration	Net costs
Development IBK	2935	85:14:45	£ 99.03
Frontoffice IBK	2941	76:50:10	£ 10.45
Management Int	141	2:03:43	£ 4.94
Marketing IBK	885	16:24:01	£ 9.26
Presales IBK	56	2:02:14	£ 1.74
Sales IBK	1331	30:01:03	£ 3.27
Service IBK	2196	52:06:44	£ 8.04

GENERAL FUNCTIONS			
✓	✓	✓	Works with most prevalent PBX / IPT-Systems (Cisco UCM, Alcatel, Avaya, etc.)
✓	✓	✓	Scalable from 25 to 250,000 extensions
✓	✓	✓	Administration and utilization via browser: MS Internet Explorer, Mozilla Firefox, Google Chrome
			Multi-site management
optional	✓	✓	- Single telephone system „office“
optional	✓	✓	- Single telephone system „enterprise“
optional	✓	✓	- Mix of different PBX- / IPT-systems on one server
optional	✓	✓	- Connection to telephone systems via LAN, DBA, FTP, V24, Modem, Bufferbox
optional	✓	✓	- Simultaneous access to several PBX- / IPT-systems
optional	✓	✓	- Definable extensions / code - and IP ranges
optional	✓	✓	Inclusion of additional costs
✓	✓	✓	Origin-based assignment of costs
	✓	✓	Database synchronisation with 3rd party systems
✓	✓	✓	Automatic import and export
ACCESS CONTROL AND DATA SECURITY			
✓	✓	✓	Authentication with username / password
✓	✓	✓	Anonymisation of connection data
✓	✓	✓	Total /partial suppression of numbers from connection
✓	✓	✓	Summarization (detailed view locked)
✓	✓	✓	Individual VIP settings
✓	✓	✓	Additional encryption for sensitive data
✓	✓	✓	Preclusion of individual users
PRIVACY			
✓	✓	✓	Compliance for protection of data privacy
✓	✓	✓	Consideration of prevalent works council requirements
✓	✓	✓	Different user levels and access rights
USER ADMINISTRATION			
✓	✓	✓	Different user levels and access rights
✓	✓	✓	Administration of contact information
✓	✓	✓	Insert pictures for users
✓	✓	✓	Unlimited number of cost units per user
✓	✓	✓	Language selection per user
		✓	Local users with corresponding access rights for customers
			Data import:
✓	✓	✓	- LDAP, Cisco UCM, Microsoft Active Directory, ODBC
✓	✓	✓	- CSV
✓	✓	✓	- XML web service (optional)
✓	✓	✓	- Automatic scheduler
ORGANISATIONAL STRUCTURE			
✓	✓	✓	Unlimited number of levels
		✓	Integration of customers / clients into the structure
		✓	Individual structure for customers / clients
✓	✓	✓	Global organisational structure
PROVIDER AND TARIFF MANAGEMENT			
			Provider accounting (impulse / time):
✓			- 1 active tariff
optional	✓	✓	- Any number of tariffs
optional	✓	✓	Administration of individual tariffs und tariff groups
		✓	Individual tariff for customers / clients
✓	✓	✓	Import of tariff tables in CSV or XML format
✓	✓	✓	Time-based backward calculation

Standard	Professional	Enterprise	
RENTS			
optional	✓	✓	Booking intervals
optional	✓	✓	Backward assignment
		✓	Assignment to user and client
optional	✓	✓	Assignment of multiple rents on all users
ANALYSIS & REPORTING			
✓	✓	✓	Quick report
✓	✓	✓	Filter and group functions
Analysis on:			
✓	✓	✓	- User
✓	✓	✓	- Cost center: extension
optional	✓	✓	- Cost center: code, project code, rent and article (optional)
✓	✓	✓	- Organisational structure
✓	✓	✓	- Clients
✓	✓	✓	- Cost center
✓	✓	✓	- Outside lines
✓	✓	✓	- Trunks und interconnections
✓	✓	✓	- Gateways
			- PBX
			- Hunt pilot number
Report designer:			
✓	✓	✓	- Free placement and compilation of elements
✓	✓	✓	- Flexible with additional text, labeling, pictures (logos, etc.)
✓	✓	✓	- Individual color setup
✓	✓	✓	- Freely settable frames and lines
✓	✓	✓	- Individual diagrams: 2D / 3D, bar /line and pie charts
✓	✓	✓	- Grid / zoom
✓	✓	✓	Sum, detail and combined reports
Integrated scheduling:			
✓	✓	✓	- Automatic generation of reports and invoices
✓	✓	✓	- Automatic delivery per e-Mail
✓	✓	✓	- Automatic storing on PC / network
✓	✓	✓	- Periodic scheduling
			- Backup function
✓	✓	✓	Different export formats: PDF, RTF, CSV, XLS
ALARMING			
✓	✓	✓	Individual alarm filter
Alarming in case of:			
✓	✓	✓	- Cost overrun
✓	✓	✓	- Call duration
✓	✓	✓	- Number of calls per day
ACCOUNTING			
✓	✓	✓	Private calls
		✓	Individual tariff per customer / client
		✓	Automatic invoicing
		✓	Status information
		✓	Individual layout design for invoices
		✓	Insertion of ongoing invoice number
INTERFACES			
✓	✓	✓	LDAP, Cisco UCM, Microsoft Active Directory, ODBC
optional	optional	optional	EDFACT
optional	optional	optional	SAP

ADDITIONAL MODULES

Hospitality:

- Guest and patient billing for Cisco UCM
- Check-in- / check-out function
- Debit management

Articles:

- Detailed description
- Status information
- Discounts
- Units

System requirements

Hardware

4 CPUs (Cores)

8 GB RAM

Gigabit-/Fast-Ethernet network interface card

120 GB hard disk for installation

Virtualization supported (VMware & HyperV)

Software

Microsoft Windows 2019 or 2016

NTWcount Base

Optional NTWstat

ICT system

Cisco, Avaya, Alcatel and others



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