

iCharge

PMS Middleware, Integration and Call Accounting



Superior communication is at the heart of every successful hotel.

MITEL CONNECTED GUESTS

The class leading Hospitality Applications Suite is transforming hotel operations and guest experience. Connected Guests customers enjoy freedom of deployment, extending to cloud and protecting investment in technology. Our focus on 'Mobile First' is set to change the way hotels across the globe do business.



iCharge delivers first class performance in the integration of Property Management Systems, PBX, Voicemail, High Speed Internet Access (HSIA), IPTV, Guest BYOD and Call Accounting within a single application. This is a proven solution and has defined the standards for hotel groups on a global basis.

iCharge can be premise based, deployed in a virtualised environment, or hosted above property in a private or public data center and operated as a SaaS model. The ability to integrate via bi-directional interfaces to 3rd party applications such as Property Management Systems, PBX, Voicemail, HSIA and IPTV in real-time is at the core of the iCharge technology.

iCharge provides a platform for interconnecting all front and back office applications either in a single hotel or across a multiple properties with centralised management systems. The application has a comprehensive list of call accounting features and functionality that can enable hotel staff to easily manage the voice billing for the guests and administration teams.

- Voice Billing
- Data Billing
- PBX 2 Way Integration
- PMS 2 Way Integration
- Voicemail 2 Way Integration
- High Speed Internet Access
- 2 Way Integration
- TV 2 Way Integration
- Room Status
- VIP Registration
- Message Waiting

OVERVIEW

- iCharge is the complete billing engine for voice and data charging in the hotel marketplace and is available in three options: iLink, Cub or Pro.
- iLink is a bi-directional interface management application designed to handle inter-connectivity of any system using all of the communication methods available today and planned for the future.
- Cub is ideal where only simple call management reporting is required and generally targeted at the 2 or 3* properties.
- Pro is aimed at the 4 and 5* hotels and groups, and offers a comprehensive range of call management reports.



INTEGRATED SOLUTIONS

- At the core of iCharge is a powerful generic integration engine designed to handle inter-connectivity of any system. This engine provides hospitality integration with any system that can support an external connection. Originally designed to accelerate the development and implementation of interfaces to the many PMS vendors within hospitality, the system's architecture has enabled it to build a large portfolio of third party solutions that can now be seamlessly aggregated to the hotel's chosen PMS.

INTERFACE MANAGEMENT

- Property Management System
- PBX Call Accounting
- PBX Hospitality Control
- Guest Voicemail
- Guest Wake Up
- High Speed Internet Access
- In Room Media Systems
- TV Integration
- Guest Content Systems
- Guest Mobility Systems
- Operator Directory

ARCHITECTURE

- Single or Multi-Property Environment
- Premise or Cloud Based
- Physical or Virtual Environment
- 32bit & 64bit Windows
- SQL Server Based Data Storage
- Scalable from 10 to 10,000+ Rooms
- Web Based Application
- Rapid Integration Development
- Intra – Internet Connectivity
- Email Support for Reports and Alarms
- Universal Protocol Translation

COMBINED SERVICE PACKAGING

- Triple Play Support
- Communication Packaging (bundling of telephone, TV & internet services)

iCharge Pro is a powerful call accounting and PMS aggregation application which provides the underlying structure to all of the Mitel Connected Guests Hospitality solutions. The ability to bill for voice traffic is flexible and can deliver the most advanced levels of hospitality PMS integration. Reporting & management analysis on both Guest & Admin telephone traffic is very comprehensive. Reports can be printed or emailed automatically to the required user. These reports can also be scheduled for timely, non-assisted reporting.

Features

- Call accounting for both admin and guest
- Outgoing, Incoming, Internal & Tandem call tracking
- Unlimited multiple billing criteria, duration based, capped, fixed charges Guest profile / VIP based billing
- Full bi-directional link to PMS and PBX
- Full bi-directional link to Voicemail & HSIA
- Maid Status processing for fast room turn around
- Automated reporting with email delivery
- Single or multi-property
- Compatible with virtualised environment
- Browser Based Reporting

Standard Reports

- Account Detail
- Admin Usage
- Ancillary Charges
- Carrier Cost
- Guest Information
- End of Day
- Room Listing
- Room Availability
- Wake Up Report
- Charge Enquiry Report

Advanced Reports Management

- Outgoing traffic analysis
- Department Cost Summary
- Department Usage Summary
- Unknown Extension
- Zero Usage

Incoming Call Analysis

- Client Call Summary
- Unallocated Client Calls
- Authorisation Call Summary
- Unallocated Authorised calls

High/ Low

- Dialed Numbers
- Extension Usage
- CLI Numbers
- Geographical Locations

Traffic

- Trunk Summary
 - Response Times
 - Trunk Utilisation
 - Trunk Busy period
 - Route Traffic
-

iCHARGE CUB

iCharge Cub provides the same interface management & interface aggregation as the PRO solution but with reduced reporting capability and is ideal for the 2/3 *Hotel sector.

iCHARGE iLINK

iLink provides the same interface management and aggregation as the PRO and CUB solutions but with no Call Accounting capability.

Advanced Report

Features	<ul style="list-style-type: none">Call accounting for both admin and guestOutgoing, incoming, internal and tandem call trackingUnlimited multiple billing criteria, duration based, capped, and fixed chargesGuest profile/VIP based billingEmbedded browser contentFull bi-directional link to PMS and PBXFull bi-directional link to voicemail and HSIAMaid status processing for fast room turn aroundAutomated reporting with email deliverySingle or multi-propertyCompatible with virtualized environmentBrowser based reporting	Standard Reports	<ul style="list-style-type: none">Admin usageAccount detailAncillary chargesCarrier costGuest informationEnd of dayRoom listingRoom availabilityWake up reportCharge inquiry report
-----------------	---	-------------------------	--

Advanced Reports Management	<ul style="list-style-type: none">Outgoing traffic analysisDepartment cost summaryDepartment usage summaryUnknown extensionZero usage	High/Low Utilization	<ul style="list-style-type: none">Dialed numbersExtension usageCLI numbersGeographical locations
------------------------------------	---	-----------------------------	---

Incoming Call Analysis	<ul style="list-style-type: none">Client call summaryUnallocated client callsAuthorization call summaryUnallocated authorized calls	Traffic	<ul style="list-style-type: none">Trunk summaryResponse timesTrunk utilizationTrunk busy periodRoute traffic
-------------------------------	--	----------------	--

iCharge - Feature List Pro/Cub/iLink

Feature	PRO	CUB	iLink	Feature	PRO	CUB	iLink
Additional client	YES	-	-	GUI - Windows and Web	YES	YES	YES
Advanced call reporting	YES	-	-	Integrates 3rd Party real time interfaces	YES	YES	YES
Ancillary charging	YES	YES	-	Interface type - serial, Native IP, and Web Services	YES	YES	YES
Automated backup	YES	YES	YES	Message waiting lamp control	YES	YES	YES
Automated extension learning	YES	YES	-	Mobile/Cell import	YES	YES	-
Automatic interface buffering	YES	YES	YES	Multi carrier cost tables	YES	YES	-
Bi directional interface support	YES	YES	YES	Multi currency	YES	YES	-
Call accounting and PMS Integration	YES	YES	YES	Multi guest charge tables	YES	YES	-
Charge inquiry	YES	YES	-	Multi property	YES	-	YES
Combined services	YES	-	-	Multi time zones and countries	YES	YES	YES
Credit limit facility	YES	-	-	Multiple PBX and PMS handling	YES	-	YES
DDI management	YES	YES	-	PIN allocation	YES	YES	YES
Email reports	YES	-	-	Room/Maid status	YES	YES	YES
End of day audit	YES	YES	-	Scheduled reports	YES	-	-
Exception charging	YES	YES	-	Specific call alerts	YES	YES	-
Export reports	YES	YES	-	User access control	YES	YES	YES
Guest name update	YES	YES	YES	Wake up support	YES	YES	YES

iCharge Value Proposition

iCharge offers interface aggregation and the possibility to integrate with various hospitality systems (PMS, PBX, VM, HSIA, IPTV, Room Keys) greatly reduces the interface cost on the PMS and provides a single point of interface management.

The room status facility of iCharge ensures the front desk is informed the moment a room is clean and available to let, speeding up the check in process and improving guest service.

In addition to onsite deployment, iCharge can be virtualized and hosted. This offers multi property capability and enables the system to expand without the need for further hardware investment, thus saving cost and creating a greener footprint.

iCharge also provides metrics on incoming, outgoing and internal calls and advanced analytics on staff and property performance, empowering hotels to improve call response times and optimize operator load.

Learn more

For 40 years Mitel has helped hotels around the world improve their communications. From small hotels, to some of the world's most prestigious properties, hoteliers rely on Mitel communications for exceptional guest service, operational efficiency and deployment options. Mitel hospitality solutions are currently available in 100 countries and integrate with 85 property management systems and applications. For more information, contact **Norcom** at 877-NORCOM 1, email at hospitality@norcomsolutions.com , or visit norcomsolutions.com/hospitality.

