

“In the heart of your needs”

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We are a business partner in the design and construction of ICT solutions and we offer to our customers’ solutions that will empower and profile their business and build business relationships in the fields of:

- Hospitality
- Networking
- Unified communications
- Contact centers
- IT services and solutions

Since year 1989. we are helping companies on improving their communication, organization efficiency and business success. In today’s growing economic environment, changes are permanent and our mission is directed toward the future where we respond with appropriate advanced technologies and solutions by anticipating needs and market requirements.

As a reliable partner, which the company Avaya has chosen for collaboration and development of their broad portfolio of products in the field of IP and PBX communication solutions, contact centers and application systems, we offer solutions that can fully support the customers’ demands and needs and provide them safety and reliability.

We are focused on advanced communication solutions vased on business mobility and virtualization. Such communication allows users to provide greater work efficiency and reduction in operating costs. This is achieved by greater availability of employees, faster flow of information and faster decision making.

We ensured our recognition by proactive cooperation with customers and by investing in our most important resource - our team of people. We provide our employees education according to the standards and in effort to ensure quality at every step in the business.

Our clients are successful companies from Croatia and Adriatic region that come from various sectors of the industry.

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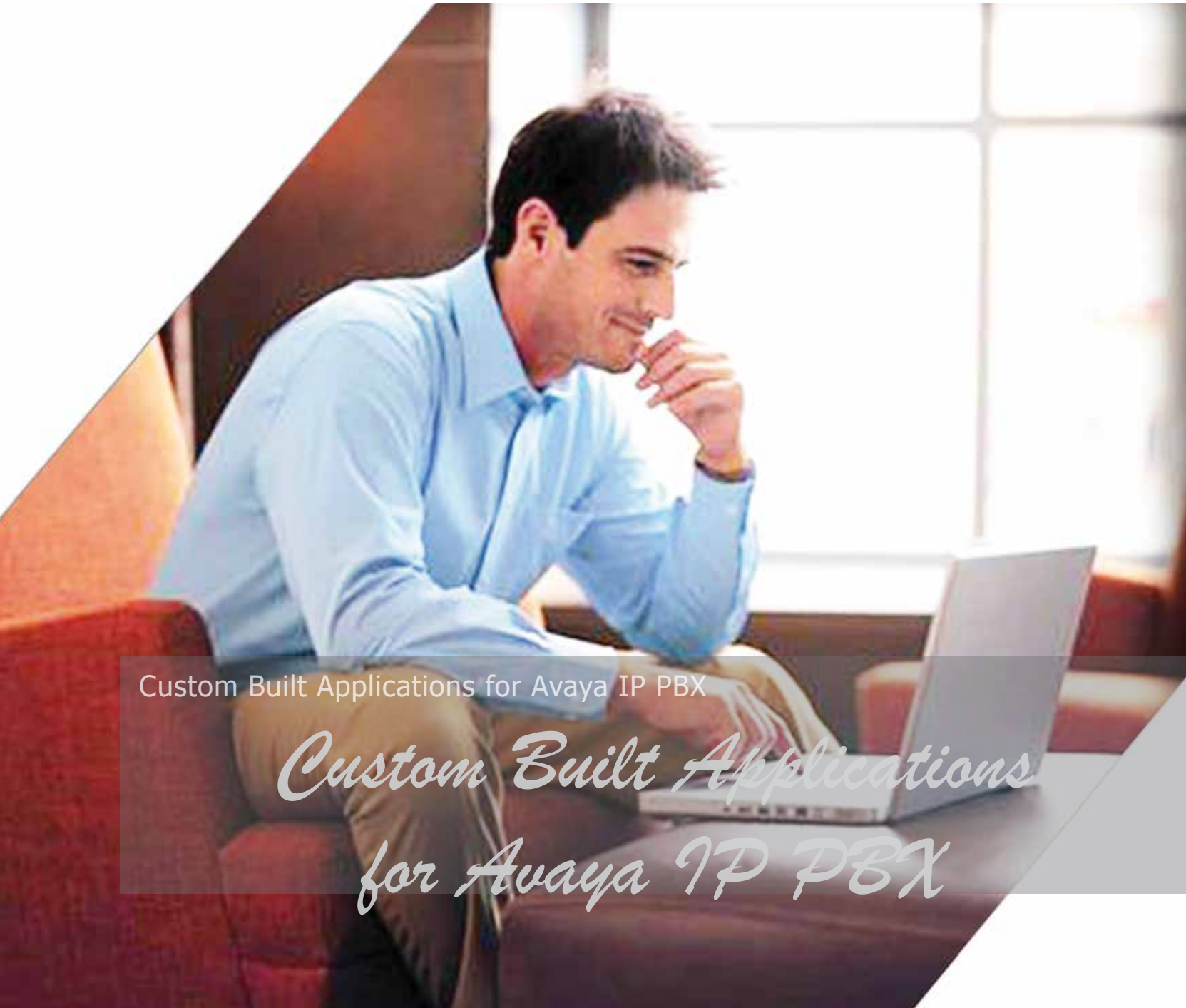


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AVAYA



Custom Built Applications for Avaya IP PBX

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for Avaya IP PBX*

Billing plan management

Billing plan management

Modern telecommunications are a powerful tool, but if you don't manage them properly it can be a source of unnecessary costs. To put unnecessary costs to the minimum it is needed to instal cost control and monitoring application for the phone system. Such controls provides our billing solution - **CDR application for Avaya CM and Avaya IPO**.

This application consist of two modules:

- Module which collects call records from the PBX and writes those records in the database
- The Web module which is used to setup and view the reports

Web interface that is used to set and display reports is protected with password so that only authorized employees has access to data. Based on rights the employee can see his personal data or data related to the department or organization to which the employee belongs.

Our application allows to set up system parameters such as configuration of users, organizational units, price lists which are the basis for reports and cost analysis. Available reports can give information about the extension, group of users or organization and may include the following views that can be transferred to Excel, Word or PDF document:

- All calls within a specified period with the specific fields: date, duration, caller's number, called number, call type, pricelist, price, VAT, price with VAT
- Summarized by extension: number of outgoing calls with following fields: extension number, number of calls, duration, price, price with VAT
- Statistics and graphics by type of call: calls received through attendant, conference calls, extremely long calls, incoming calls, outgoing calls, internal calls, missed calls, call back and uncompleted calls
- Statistics by filters: graphical reports based on the following filters: VAS tariffs, free calls, international tariffs, local tariffs, tariffs to mobile phones

The efficiency of your company depends on the possibility to constantly control and compare your goals to achieve results and propose changes to the way people work.

With our CDR application you will be able to improve the quality of service and the customer satisfaction by measuring your employee performance, increasing their productivity and constantly monitoring the costs. You will be able to increase your company's communication efficiency through our easy-to-use tool: solution that is not time consuming and doesn't require any special technical skills. Due to the flexible architecture of our CDR application we can easily customize it to every customer request.

Hospitality application

Hospitality application

Understanding that phone system can be a way to increase customer satisfaction and simultaneously improve cost control thus using our huge experience with Avaya PBX systems, we designed **Hospitality application for Avaya IP Office** which offers an easier management and prevents waste of time. Our solution has two versions: standalone and second one which simulates PMS Link on Avaya Communication Manager enabling integration with PMS systems such as Micros Fidelio. Fact that a lot of PMS systems are already integrated with Avaya CM gives you the opportunity to smoothly implement our application enriching Avaya IPO with hospitality features which are not available in standard feature set.

Supported features of Avaya CM PMS Link:

- 1) Call Detailed Records-enables control of costs, whether it is the room, office or shop within telephone system
- 2) Hospitality features-allowing the hotel to manage telephone system in a manner typical to hospitality industry:
 - Check-in/Check-out: calls from the room where there are no registered guests are blocked because of cost control
 - Housekeeping status: unlimited number of statuses like "room clean", "room not cleaned", etc.
 - Controlled Restriction: setting the limits on room telephone
 - Room Change/Room Replacement: "move" the guest settings to another room when guest changes the room
 - Automatic Wake-Up: enables setting of individual or group automatic wake-up alarms

Hospitality application can be implemented in an environment where it is integrated with PMS application but also for smaller implementations or in case where there is no integration with PMS as an standalone web application.

Communication through the PMS interface is in two-way direction. For example it allows to set up wake-up calls through PMS. Also, when a maid has cleaned the room she changes the room status into "room clean" using the phone and this information is automatically sent to the PMS application. By this approach the complexity of the system is hidden behind the interface that is already known to hotel staff.