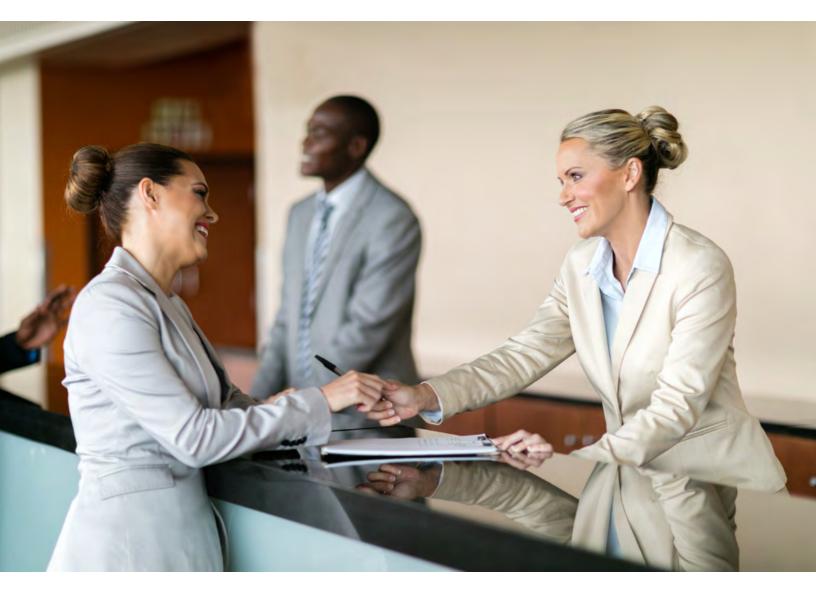# iCharge

PMS Middleware, Integration and Call Accounting

Superior communication is at the heart of every successful hotel.

MITEL CONNECTED GUESTS

Mitel®
Powering connections

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 market-place 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

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.

iCharge

Advanced Report

Features

Call accounting for both admin and guest

Outgoing, incoming, internal and tandem call tracking

Unlimited multiple billing criteria, duration based, capped, and fixed charges

Guest profile/VIP based billing

Embedded browser content

Full bi-directional link to PMS and PBX

Full bi-directional link to voicemail and HSIA

Maid status processing for fast room turn around

Automated reporting with email delivery

Single or multi-property

Compatible with virtualized environment

Browser based reporting

Standard Reports

Admin usage

Account detail

Ancillary charges

Carrier cost

Guest information

End of day

Room listing

Room availability

Wake up report

Charge inquiry report

Advanced Reports Management

Outgoing traffic analysis

Department cost summary

Department usage summary

Unknown extension

Zero usage

High/Low Utilization

Dialed numbers

Extension usage

CLI numbers

Geographical locations

Incoming Call Analysis

Client call summary

Unallocated client calls

Authorization call summary

Unallocated authorized calls

Traffic

Trunk summary

Response times

Trunk utilization

Trunk busy period

Route traffic

iCharge - Feature List Pro/Cub/iLink

Feature	PRO	CUB	iLink
Additional client	YES	–	–
Advanced call reporting	YES	–	–
Ancillary charging	YES	YES	–
Automated backup	YES	YES	YES
Automated extension learning	YES	YES	–
Automatic interface buffering	YES	YES	YES
Bi directional interface support	YES	YES	YES
Call accounting and PMS Integration	YES	YES	–
Charge inquiry	YES	YES	–
Combined services	YES	–	–
Credit limit facility	YES	–	–
DDI management	YES	YES	–
Email reports	YES	–	–
End of day audit	YES	YES	–
Exception charging	YES	YES	–
Export reports	YES	YES	–
Guest name update	YES	YES	YES

Feature	PRO	CUB	iLink
GUI – Windows and Web	YES	YES	YES
Integrates 3rd Party real time interfaces	YES	YES	YES
Interface type – serial, Native IP, and Web Services	YES	YES	YES
Message waiting lamp control	YES	YES	YES
Mobile/Cell import	YES	YES	–
Multi carrier cost tables	YES	YES	–
Multi currency	YES	YES	–
Multi guest charge tables	YES	YES	–
Multi property	YES	–	YES
Multi time zones and countries	YES	YES	YES
Multiple PBX and PMS handling	YES	–	YES
PIN allocation	YES	YES	YES
Room/Maid status	YES	YES	YES
Scheduled reports	YES	–	–
Specific call alerts	YES	YES	–
User access control	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 your Mitel reseller or Account Manager, or visit mitel.com/hospitality.