

AURENZ

AlwinPro Hotel - Care, UC- Analytics certified with OmniPCX Enterprise™ and OXO Connect™



The portfolio of Aurenz GmbH consists of the Products - "AlwinPro", "AlwinPro Hotel/Care" and "UCAnalytics". The software AlwinPro main purpose is call accounting. The software UC-Analytics Software is designed for call analytics and quality statistics.

Based on the call data generated from the UC platform, UC Analytics by aurenz offers variable analytic options. In a user-friendly manner, you can flexibly and quickly get analyses of corporate communications via your personal dashboard using a web browser. Whether you need analyses of reachability and service levels, waiting times and utilization of call groups, utilization of SIP trunks or forecasts of upcoming call volumes - UC-Analytics provides the right dashboard.

Integration Overview:

AlwinPro Hotel/Care: to enable the Hotel/Care features like Check-In/Check-Out, the program has to be connected through OHL (OXO) or AHL (OXE) to the PBX.

AlwinPro Hotel: Independent of manufacturer, AlwinPro Hotel can be integrated into existing telecommunications systems and IT landscapes. AlwinPro Hotel acts as middleware between the PBX and the hotel management system.

AlwinPro Care: is the reliable and cost-saving option for today's requirements when it comes to billing of entertainment services in hospitals. Patients are becoming demanding customers who expect more than good medical treatment and care. Web access via WLAN, using a laptop, tablet or smartphone is a must for patients of today. Telephone and TV must also be at hand to make the hospital-stay as comfortable as possible. Use AlwinPro Care to enable and bill all these services.

UC Analytics uses the CDRs for billing and analytics purposes. The access to the CDR files is through (S)FTP download. The UC Analytics must be connected to the FTP server of the OmniPCX Enterprise/OXO Connect.

Integration Details:



AlwinPro Hotel Modul

- AlwinPro Hotel provides the FIAS Interface for PMS integration.
- Check-In/Check-Out with changing class of service (DODs), name resolution and CDRs through AHL/OHL (room management or guest management features)
- Individual tariff rates for cost calculation
- Room status and wake up calls through the integrated telephone server module (XCAPI is needed and is not included in the software licenses)



AlwinPro Care Modul

- KIS integration through HL7 interface
- Check-In/Check-Out with changing class of service (DODs), virtual numbers, name resolution and CDRs through AHL/OHL (room management or guest management features)
- Individual tariff rates for cost calculation
- Controlling services for telephone, guest internet (through RADIUS) or TV (through Web Service) based on daily fees



UC-Analytics

- CDR based statistical reports or billing reports. CDRs are collected through SFTP pull.
- Access to the report module through Web Browser (http/https)
- Update Oracle Hospitality OPERA PMS with the guest PIN number generated by the private automatic branch exchange (PABX).

For technical support, contact:
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Technical Details:

Environment

Partner	ALE
AlwinPro - Hotel, - ProCare, UC-Analytics 14.0.1.3.04	<ul style="list-style-type: none"> • OmniPCX EnterpriseR101™ • OXO Connect 6.1

Supported APIs/Protocols

- AHL via TCP/IP, OHL/OLD, Ethernet TCP/IP

Company Overview:

Aurenz GmbH- For already 40 years, we have been working together with renowned sales partners worldwide. Aurenz GmbH, based in Kirchheim under Teck, offers software solutions for analyzing the accessibility in the company in order to optimize corporate communication. The solutions are a 100 percent data protection compliant. With over 35,000 Unified Communications installations, you can rely on excellent service and smooth installations. Uncomplicated and quickly integrated at all times, aurenz-solutions, offer you another useful added value for your UC system.



CAUTION: This validation provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise on-premises platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering. However, be aware, this document is associated with an InterWorking Report (IWR) available on the ALE Business Portal which give all possible restrictions and limits.

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