

Enterprise Call Accounting System (ECAS) Product Brochure

ENTERPRISE CALL MANAGEMENT SOFTWARE

Multi-Tenant, Multi-Vendor, Multi-Sites, Multi-PBXs, One Platform.

Collect, analyze, and report on call data from any PBX system. Support for 14+ PBX drivers from Mitel, Avaya, Alcatel-Lucent, and Cisco — all managed from a single modern web interface.

THE CHALLENGE

Enterprise organizations often operate multiple PBX systems from different vendors across multiple locations. Managing call data in these environments means dealing with different protocols, different data formats, and different connection methods, creating blind spots in communications visibility and making cost management nearly impossible.

THE SOLUTION

MeeraApps Enterprise Call Accounting System (ECAS) is a comprehensive platform that unifies call data collection, analysis, and reporting across your entire multi-vendor PBX infrastructure. Whether you manage one PBX or hundreds across multiple sites, ECAS gives you complete visibility from a single dashboard.

KEY FEATURES

MULTI-VENDOR PBX SUPPORT — 14 SYSTEMS, 4 VENDORS

Connect to PBX systems from Mitel, Avaya, Alcatel-Lucent, and Cisco using TCP push, TCP pull, or SFTP collection. One platform replaces multiple vendor-specific tools, consolidating CDR/SMDR data from Multi-Vendor, Multi-PBXs into single DB and single management interface, Tenant/Site/PBX-Scoped filtering and reporting is a key feature of the ECAS solution.

Mitel:

- MiVoice Business (MiVB)
- MiVoice Office 400
- MX-ONE
- OpenScope 4000
- OpenScope Voice
- OpenScope Business

Avaya:

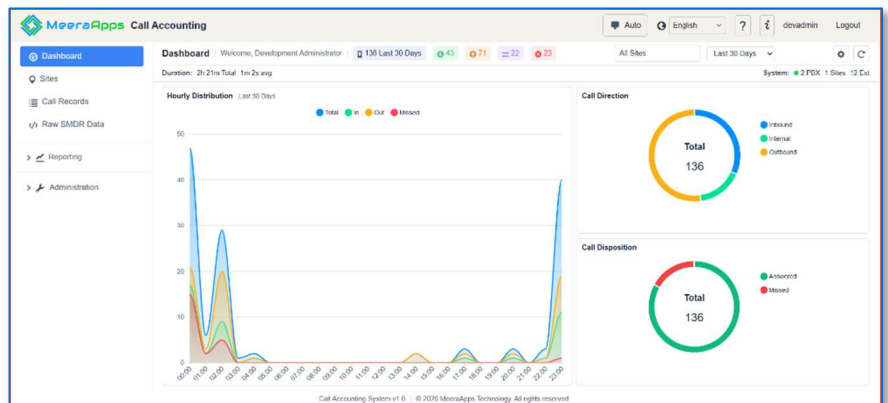
- Aura Communication Manager (ACM)
- IP Office (IPO)

Cisco:

- Unified Communications Manager (CUCM)
- CME / CUBE

Alcatel-Lucent:

- OmniPCX Enterprise (OXE)
- OmniPCX Office (OXO)
- OpenTouch
- 4400



REAL-TIME CALL MONITORING

Track calls as they happen with live dashboards powered by SignalR real-time updates. Monitor call volumes, active calls, and system status from any browser.

COMPREHENSIVE REPORTING

16 pre-built report templates covering call volumes, durations, costs, department usage, and more. Schedule automated reports with email delivery to stakeholders. Export to PDF or Excel.

- Report scheduling with automated email delivery
- Support for SMTP, Office 365, and Google Workspace
- Chart visualization with interactive dashboards
- Report parameter presets and saved configurations
- Report chains for automated multi-report workflows
- Custom branding profiles (logo, colors, company name)

COST MANAGEMENT

Automated call costing with configurable tariffs. Allocate costs to departments and cost centers. Detailed cost breakdown by call type — internal, inbound, and outbound.

HOW IT WORKS

1. INSTALL

Run the installer on your Windows server. The setup wizard configures IIS, the database, and the Collection Service automatically.

2. CONNECT

Add your PBX systems through the web interface. Select the driver type and configure the connection CDR data flows in automatically.

3. ANALYZE

View real-time call data, run reports, monitor costs, and manage extensions across all your sites from a single dashboard.

MULTI-LANGUAGE SUPPORT

ECAS supports 8 languages with full RTL (right-to-left) support for Arabic:

English | Arabic | French | Spanish | German | Turkish | Hindi | Chinese

1,200+ translation keys across all UI components. Dynamic language switching without page refresh. Localized charts and reporting.

MULTI-TENANT ARCHITECTURE

Purpose-built for service providers and large enterprises. Manage multiple tenants with complete data isolation. Each tenant has its own sites, PBX systems, extensions, departments, and cost centers.

- Complete data isolation between tenants
- Per-tenant configuration and reporting
- Multi-site support with centralized management
- Extension, department, and cost center mapping
- Role-Based Access Control (RBAC) with 5 roles and 50 permissions

MODERN WEB INTERFACE

Blazor Web Assembly delivers a fast, responsive experience. Access your call data from any browser, no plugins, no desktop client required.

ARCHITECTURE

ECAS uses a clean three-tier architecture:

1. PBX Systems Layer

14 PBX systems across 4 vendors, connected via TCP push, TCP pull, or SFTP.

2. Collection Service Layer

A Windows Service that listens for incoming MDR/CDR data, parses multiple format variants, normalizes records, and writes to the database.

3. User-Facing Layer

IIS-hosted Blazor Web Assembly UI with ASP.NET Core Web API backend.

Hangfire job scheduler for reports. SignalR for real-time updates.

TECHNOLOGY STACK

Backend:	.NET 8 (C#), ASP.NET Core 8 Web API
Frontend:	Blazor WebAssembly (browser-based SPA)
Database:	PostgreSQL 17+
API	RESTful API Architecture
Real-time:	SignalR (live dashboards and notifications)
Scheduling:	Hangfire (automated reporting and background jobs)
Visualization:	ApexCharts (interactive charts and graphs)
Deployment:	IIS 10+, Windows Services, PowerShell automation

SYSTEM REQUIREMENTS

Operating System:	Windows 10/11 or Windows Server 2019/2022/2025
Web Server:	IIS 10+ with ASP.NET Core Module
Database:	PostgreSQL 13+ or SQL Server 2019+
Runtime:	.NET 8.x Hosting Bundle
API:	Chrome, Edge, Firefox, or Safari (latest)
Browser:	

Recommended Hardware:

- CPU: 4+ cores
- RAM: 8 GB minimum, 16 GB for production
- Disk: 100 GB+ for call records database
- Network: Gigabit LAN

SECURITY

- Role-Based Access Control (RBAC) — 5 roles, 50 permissions
- RSA-SHA256 signed licenses with hardware binding
- OAuth 2.0 integration (Office 365, Google)
- Tenant data isolation
- Audit logging
- Tamper detection and code obfuscation

LICENSING

License Type:	Perpetual or Subscription
Trial Period:	30-day free trial
Validation:	Offline (RSA-SHA256, no internet required)
Hardware Binding:	Optional (lock license to specific machine)
Software Assurance:	Annual renewal for update rights

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