



Atos Unify OpenScape Accounting V5

Service Guideline

Unify CaC UCC PH

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This document provides general information about the release, generics, and other relevant notes for the corresponding product and its correction versions.

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History of Change

Version	Date	Description of changes
1.0	2022-09-12	release of Service Guideline

Release

Dept. / Function	Name	Date	Signature
Unify CaC UCC PH	Elmar Sistermanns	2022-09-12	signed: E. Sistermanns

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1 Introduction

1.1 General

This service guideline describes product-specific features regarding installation, setup and maintenance of the product OpenScape Accounting.

This document does not contain descriptions of the global processes and structures of the Atos Unify service organizations. We assume that the users at whom this document is aimed have a sound working knowledge of the general service procedures.

This document is subject to the requirements of DIN ISO 9001 and in this respect is a controlled document. For certification in accordance with DIN ISO 9001 it is necessary to inform all organizational units concerned without exception.

This document is subject to the CIP (Continuous Improvement Process). Suggestions for improvement are welcome and should be sent to your contractual agreed contact partner.

1.2 Country specifics

Not applicable for this release

1.3 Target Group

Global Operations managers

Managers of the service organizations, delivery units and delivery partners

Realization management, engineering, project planning and technical processing managers

Logistics

FSE / RSE (maintainers)

Product support (GVS)

1.4 Contact partners

If you have any questions or require additional information, please contact the relevant contact person for products and services in your country-specific Atos Unify organization.

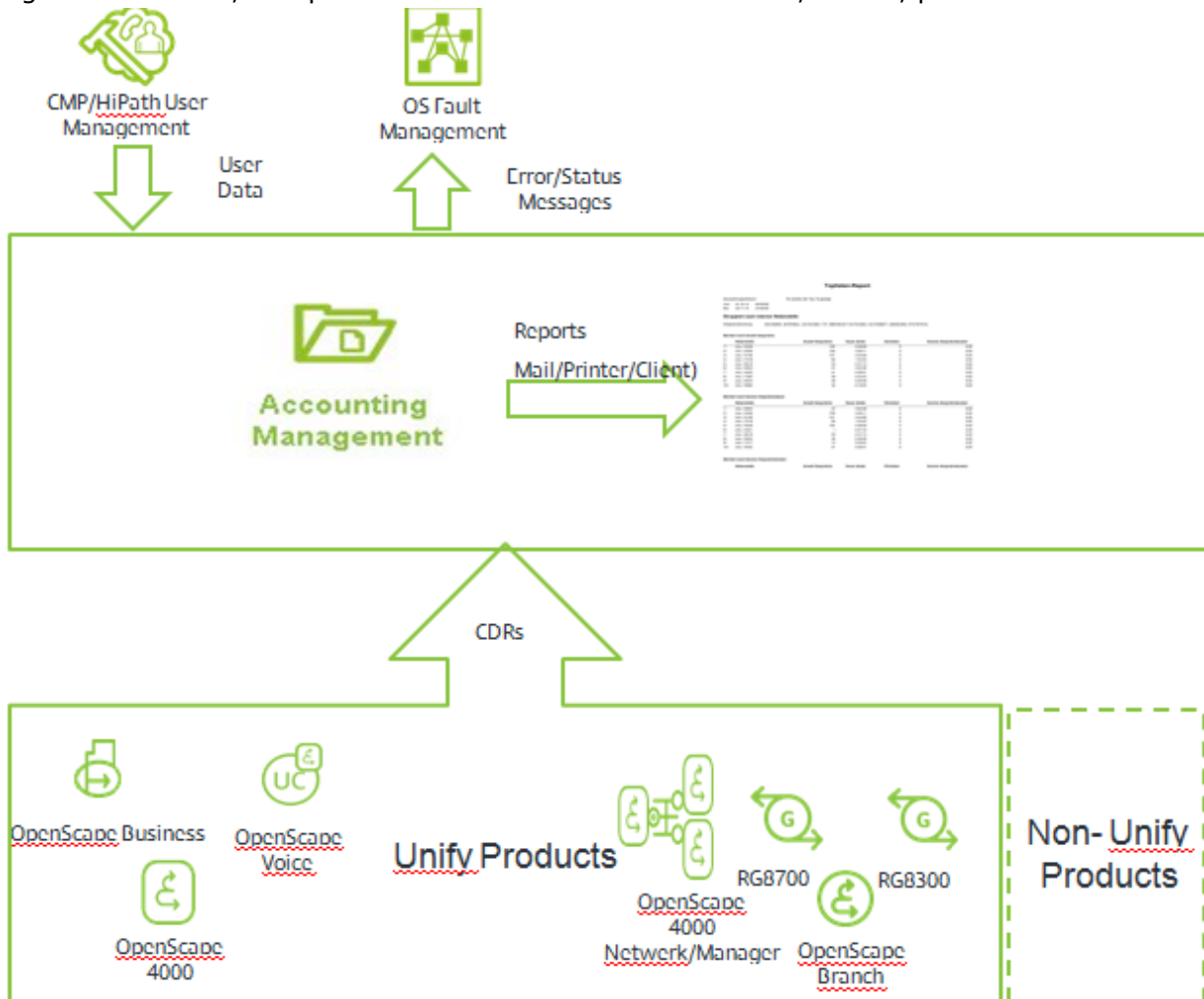
2 Product Information

2.1 Product description

OpenScope Accounting is a professional accounting solution for all important aspects of communication controlling and management in terms of ICT services.

OpenScope Accounting develops new opportunities for the communication business by using of modern technologies, features, and services. It handles recording, calculating, assignment, and administration of all connection data and communication processes of an ICT network.

The solution provides each ICT team with a highly efficient instrument to manage communication costs and network assets. OpenScope Accounting converts communication data coming networks into costs and prices, charges them to people, cost centers, or organization units, and provides statistics on communication, assets, proceeds and costs.



The Accounting & Billing Suite includes the following elements:

Call Accounting & Billing

Recording (automatic import) of variable and fixed connection data (landline, mobile telephony and data services), analysis and causer-oriented reporting

Asset Accounting & Billing

Recording (automatic or manual import) of cataloged ITC inventar, evaluation and causer-oriented reporting

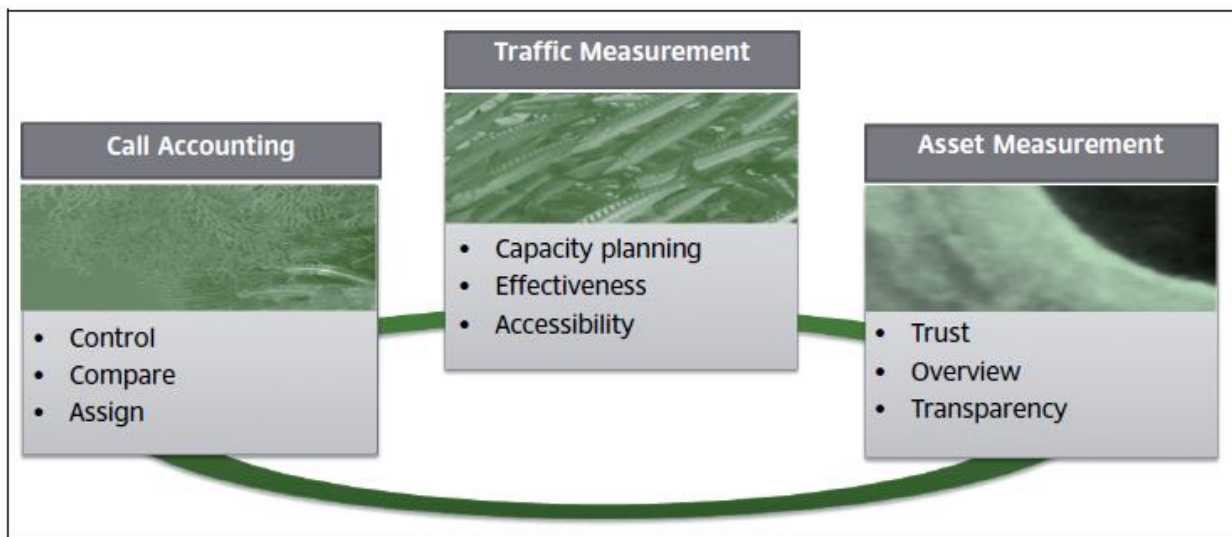
Operational Accounting & Billing

Recording (automatic or manual import) of general and cataloged services (MACs: Moves Adds and Changes), analysis and causer-oriented reporting

Traffic measurements

Recording of operating data for the determination and documentation of the following information:

- Utilisation of the communications system
- Utilisation of the deployed network provider resources
- Communication profile per organizational unit and user



For more detailed information about core features of the product please refer to Sales Information. Technical details are listed in the related data sheet.

2.2 Limitations / dependencies

For dependencies on other versions or products, see Sales Information.

2.3 Product introduction

Information on product availability in the various countries and the associated milestones are provided in the [Atos Unify Portfolio Overview](#).

As a client/partner of Atos Unify additional information on this can be obtained via Partner Portal or from your contractual agreed contact partner.

2.4 Product delivery

OpenScape Accounting is a "software only" product and will be delivered via SWS. Detailed information on all features (order positions) is provided in the [TI - Online](#).

2.4.1 Hardware

Not applicable for this release

2.4.2 Software

The OpenScape Accounting is a server-based software solution.

For installation on a standard server, the OpenScape Accounting Installation Image from the Atos Unify SWS is needed.

2.4.3 License handling

[Atos Unify Central License Server](#) (CLS) is the central tool for managing product and service licenses. If products and/or software support services have been ordered from Atos Unify, CLS will provide the appropriate licenses. The license activation follows defined rules, which are described in detail in the CLS User Guide.

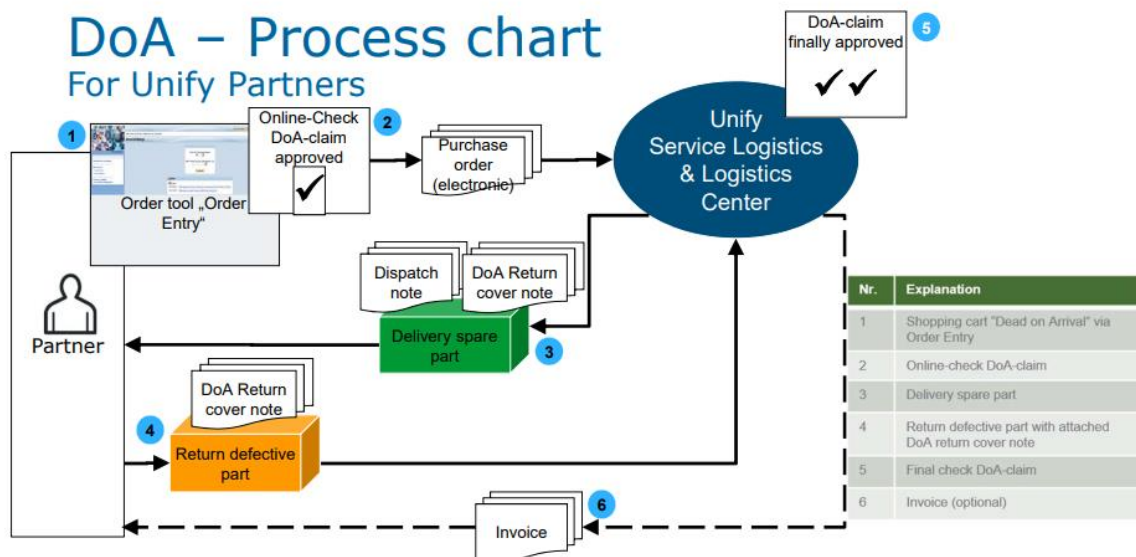
Licenses are initially displayed on the CLS account of the partner who ordered the respective products and services. Licenses can be easily identified or searched for using the relevant LAC sent to the partner in the delivery note.

With the CLS, product licenses and service licenses are assigned by defined numbers. In addition, each product base and service base license carries its own SIEL ID prior to license activation.

Detailed information on all features (order positions) is provided in the [TI - Online](#).

2.4.4 Delivery procedure, unpacking quality and transport damage

For information on the delivery procedure, damage during transport and unpacking quality, see [Atos Unify Global Service Logistics](#).



2.4.5 Defect Liability and Warranty

The respective defect liability clauses agreed to by the customer in the contract (warranty) apply.

3 Service data

3.1 Reporting

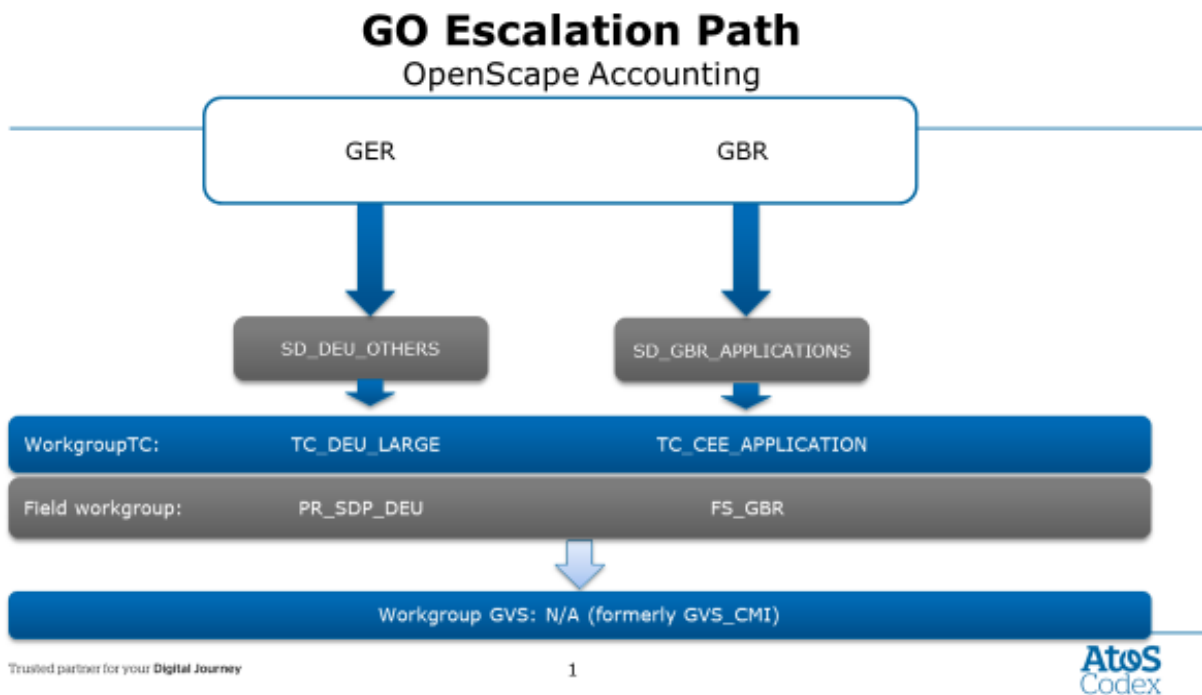
3.1.1 SNOW data

Product Family	OpenScape Applications
Product Group	Call Charge Solution
Product Type	OpenScape Accounting
Product Version	V5
SW Version	obtained via Prisma

3.1.2 Service Knowledge base data

Main Category	Management
Product Family	OpenScape Meta Management
Product	Call Charge Solution
Product Version	OpenScape Accounting V5
Product Item Number	obtained via Prisma

3.1.3 GO Escalation Path



3.1.4 GO Support Model

SUPPORT MODEL Details OpenScape Accounting

PRODUCTFAMILY	PRODUCTGROUP	Product Type
OpenScape Applications	Call Charge Solution	OpenScape Accounting

Country	Workgroup	Workgroup SNOW	Workgroup TC	Workgroup TC SNOW	Workgroup NOC	Workgroup NOC SNOW	Workgroup Field 1	Workgroup Field 2	Workgroup Sparepart	Workgroup GVS
GBR	SD_GBR_APPLICATIONS	UK IMSR.Applications.L1	TC_CEE_APPLICATION	N/A	SD_GBR_APPLICATIONS	UK IMSR.Applications.L1	FS_GBR			N/A
GER	SD_DEU_OTHERS	DE IMSR.Others.L1	TC_DEU_LARGE	DE IMSR.Large.L2	SD_DEU_OTHERS	DE IMSR.Others.L1	PR_SDP_DEU	FS_DEU_RM	SD_DEU_OTHERS	N/A

4 Services

4.1 General

A robust Services portfolio from Atos Unify means additional revenue opportunities from the delivery, management and maintenance of Atos Unify solutions. Available in two commercial formats to suit your customer needs, Atos Unify Services augment your business performance while delivering market leading communication and collaboration solutions to your customers, whether co-delivered in partnership with Atos Unify or as a simple resale where Atos Unify assumes responsibility for delivery on your behalf.

A summary of all Services and further information can be found within the [Atos Unify Portfolio Services](#).

4.2 Consulting, Design and Integration Service

Atos Unify offers a range of services to help partners deliver evaluation, design and integration services in relation to Atos Unify solutions.

- Success Workshops
- Assessment and Readiness Checks
- Solution Design & Integration
- Application Customization
- Solution Implementation

Atos Unify can support Partners in the delivery of their projects in these areas, subject to availability in dedicated markets. Please contact your local sales account manager for more details.

4.3 Managed, Support and Maintain Services

Atos Unify offers Support Services that Partners sell to customers as foundational support for Atos Unify solutions, with software license upgrades built in. It's easy to buy, manage and renew, so customers stay current and protected.

The following Offerings for Support and Maintain as well as Managed Service respectively Service Elements apply for this product.

Regional availability may differ and shall be verified.

	Info	8x5	10x5	12x6	24x7
Software Support (co-delivery)	Link	x			x
Software Support Resale	Link	x			x
Remote Service Platform	Link				x
Total Care	Link	x	x	x	x
Managed Service Desk	Link	x		x	x
Change Management	Link	x		x	x
Service Level Management	Link	x			
ProActive Fault Monitoring	Link				x
Backup & Recovery Services	Link	x			x
Proactive Patch Management	Link	x			

Firewall Patching Services	Link	x			
Performance Management	Link				x
Transition & Connectivity Services	Link	x			

As a client/partner of Atos Unify additional information on this can be obtained via [Partner Portal](#) or from your contractual agreed contact partner.

4.4 Customer Network Analysis

Assessments and Readiness Checks discover new areas of innovation, mitigate potential roadblocks and build a solid foundation for project execution. They can also help to understand and identify unmet customer needs and potential technology gaps within the current operational model and identify pitfalls and risks in the current infrastructure.

Assessments and Readiness Checks therefore help create a common baseline for further project phases and establish a secure plan concerning the technical issues and project costs.

VOIP DESIGN ASSESSMENT provides an assessment of the existing IP network infrastructure in order to determine its readiness for supporting real time voice traffic and, if necessary, to give recommendations for improvement.

VOIP READINESS CHECK is a tool supported check for LAN and WAN which analyses the as-is state of the IP network and defines the necessary steps and actions to successfully integrate the planned communications solution into your network infrastructure.

WLAN SECURITY READINESS CHECK verifies the security level of your Mobile Infrastructure, focused on WLAN. This service offering supports the identification of solution-related security requirements and assess the requirements with respect to the existing WLAN infrastructure.

Atos Unify Assessments and Readiness Checks are tailored to meet individual customer requirements. Typically, they would include:

- Overall evaluation of the assessed Infrastructure
- Detailed documentation of the on-site measurements
- Analysis of the results collected as a result of the assessment
- Technical report and recommendations to meet the planned future requirements

5 Installation, Start-up and Maintenance

5.1 General

The commissioning of the system essentially includes the following steps. The functional and non-functional steps not only serve as specifications but are additionally the basis for requirements tracking and change management.

- Accepting and checking order data e.g. SoW, TDS, ATMN
- Travel to the customer if on-site deployment is agreed or necessary.
- Customer data collection
- Checking technical requirements at the customer's site
- Check and record delivery with delivery bill
- Unpacking of the delivery
- Assemble components according to assembly instructions (assembly, cabling, grounding, labeling)
- Check and switch on power supply
- Wiring of components according to service manual
- Dispose of packaging
- Download and install the current SW from Atos Unify SWS (according to service manual)
- Download and setup of licenses from CLS
- Set up and test the remote connection
- System configuration with the recorded customer data in compliance with the SHB
- Update to latest available version with Hotfixes at the time of installation
- If the system is not delivered as an appliance make sure that the operating system subscription is activated so that security updates can be applied
- Check and test the solution according to ATMN and SHB
- Initial data backup
- Documentation of the customer solution (OSD² / MS Visio / Technical Design Specification, patch plans)
- Customer briefing (short training)
- Security checklist review with the customer
- Customer handover
- Order completion and customer signature

5.2 Skill requirements

5.2.1 General qualification requirements

With the integration of modern communication and collaboration technologies, the complexity of the systems increases. In addition to configuring and setting up the individual components, more training must be provided to understand the relevant dependencies and interrelationships within the overall system.

This also includes the end devices and clients to be connected. Encryption and mobility, as well as knowledge of modern IT architecture and software, especially network technologies, databases, Linux and Windows operating systems, and container and virtualization technologies.

As defined for service personnel working on the call desk, service desk, incident management, back end support, problem management and onsite.

Systems specialists are trained through APT training.

5.2.2 Product specific skill requirements

FIELD ENGINEER

- Basis-Training or Delta-Training for OpenScape Voice / Business / 4000
- Good knowledge of OpenScape 4000 Manager
- Good knowledge of CMP - Good knowledge of IP communication.
- Good knowledge of English. - Basic knowledge network management and protocols.
- Basic knowledge of Windows and Linux

The training for the field technician is carried out by APT.

SYSTEM EXPERT

- Very good knowledge OpenScape Voice / Business / 4000
- Good knowledge of IP- and network technology.
- Good knowledge of Windows and Linux.
- Good knowledge of English.
- Good knowledge of network management and protocols.
- Very good knowledge of OpenScape 4000 Manager and CMP

The training of the system experts is carried out by in the APT and external courses.

INSTALLATION

see field engineer

START-UP OF STANDARD FEATURES

see field engineer

INTEGRATION IN NETWORKS, SPECIAL FEATURES, SOLUTIONS

see system expert

MAINTENANCE ON-SITE

see field engineer

MAINTENANCE REMOTE

see field engineer

Prerequisites for education and how the above skills can be acquired:

- For field engineers and system experts:

Atos Unify OpenScape Accounting Management for Service (4 Days)

- For System experts:

OpenScape Accounting - Report administration (2 Days)

- For Field engineers and System experts with experience with OpenScape Accounting:

OpenScape Accounting V5 Update course for Service (OACV5R0UVS)

This Web Based Training is intended for Service engineers who needs to know the new features and functions of the OpenScape Accounting V5.

5.2.3 Curriculum Path

n/a

5.3 Installation

Installation and start-up of OpenScape Accounting is usually performed by trained field technicians using the installation and start-up instructions. The necessary 3rd party SW like OS, JRE, DB are not part of the installation medium.

5.4 Start-up

In case of applications the actual version, preferably with the latest fix release, will be delivered. Before installing the application, basic PC SW like OS and Browser has to be updated with the newest update/patches to cover late upcoming security issues. HW deliveries with preinstalled SW

contain the most reasonable version from a technical and economical point of view at least the actual minor release. It needs to be proved in individual cases whether to update the product with the latest release which has been provided by SWS server or not. In case of IP-endpoints it has to be checked in either case if the actual version has been delivered. Otherwise, the product has to be updated with the latest release which has been provided by SWS server using DLS. This task is already covered by the calculated installation time.

5.5 Maintenance process

5.5.1 Software corrections

Software errors and problems will be addressed via software update, provided that a version which includes the fix is available.

Required SW corrections will be provided as Minor Release, Fix Release, Hotfix as Delta and/or Full Release versions. Available and released corrections are documented with Release Notes in the Service Knowledge Base.

5.5.2 Hardware corrections

Hardware errors/problems will be addressed via spare part service (RUAD).

5.5.3 Software supply

Required SW corrections will be provided via the global [SWS Supply System](#). As a client or partner of Atos Unify additional information on this can be obtained via Partner Portal or from your contractual agreed contact partner.

5.5.4 Incident reporting

Tickets can be generated and tracked via the Atos WEB Support Portal (AWSP).

<http://atosunify.service-now.com/unify>

A short instruction can be found on the AWSP directly.

[Guideline Opening Tickets for Partners and Self Maintainer](#)

5.6 System access

5.6.1 On-site system access

A Windows PC with Internet Explorer and a LAN connection to the OpenScape Accounting system is required for access to the system. To minimize the preparation work it is advisable to install the needed software beforehand.

5.6.2 Remote system access

The purpose of RSP is to provide a cost-effective toolset to help Partner enterprises to achieve operational advantages and enrich their service processes. Atos Unify offers a solution for standard remote access in order to reduce the installation and maintenance costs regarding the Partner's time and travelling expenses, and to amend response and resolution times for the Partner and for Atos Unify Service. This will gain trust and therefore raise the acceptance of the Atos Unify product portfolio.

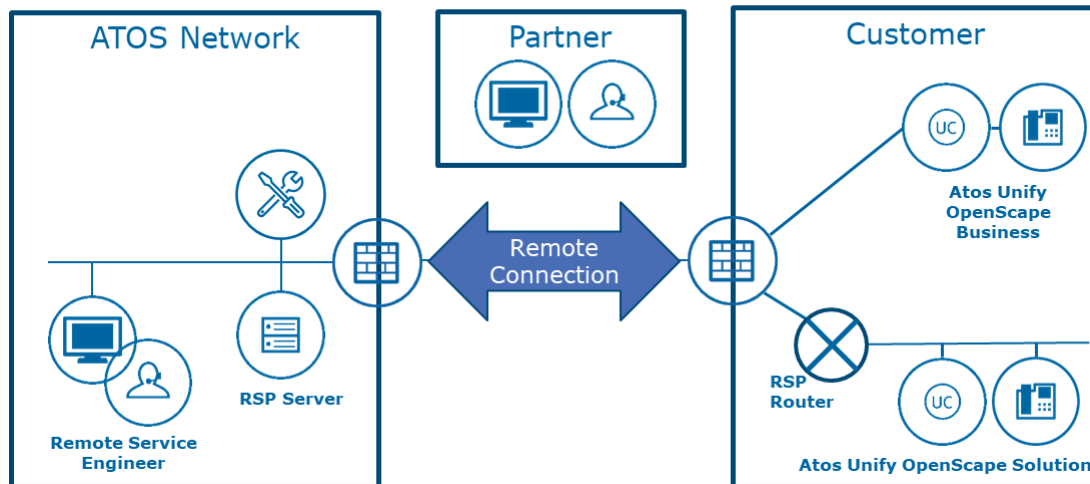
5.7 Remote Service Platform (RSP)

5.7.1 General

The purpose of RSP is to provide a cost-effective toolset to help Partner enterprises to achieve operational advantages and enrich their service processes. Atos Unify offers a solution for standard remote access in order to reduce the installation and maintenance costs regarding the Partners time and travelling expenses, and to amend response and resolution times for the Partner and for Atos

Unify Service. This will gain trust and therefore raise the acceptance of the Atos Unify product portfolio.

Remote Service Platform



5.7.2 Description of the remote system access

User Interface: The Remote Users are entitled to work on the Windows Terminal Server (WTS) and use the Equipment Explorer (EqE) as main User Interface. The EqE provides a powerful and detailed search machine to find customer devices and build up secured RSP connections.

Toolset on RSP: A powerful Service toolset enables the Remote User to maintain the whole Atos Unify portfolio in an efficient way. Tools for diagnostic, file transfer, configuration, SW Management and remote MACs are already offered. This toolset will be enhanced continuously.

Security: Best security currently available due to RSP.servicelink connection with Server- and Client certificates and 256 bit AES encryption. RSP.servicelink offers Firewall friendly set up for the customer. Only outgoing Port 443 needs to be open. All incoming ports can be turned off for maximum customer protection. This is currently seen as "gold standard" security solution for VPN transfers and even used by government to protect security relevant transfers. Site-to-Site VPN offers similar security as RSP.servicelink but without Client Certificates.

Usability: The entitlement system enables maximal security and comfortable handling for the Remote User to access the RSP. IC Partners use a special Service Partner Access (SPA) to get access to the RSP. The Single Sign On feature enables Remote Users to access the Customer device without entering Account credentials for the device. Service Automation uses the same access using the stored credentials (if allowed). The EqE provides a quick and very detailed search machine showing a lot of important information about the device, customer or customer access policies.

Connectivity Types: These connectivity methods support the whole Atos Unify portfolio incl. legacy products.

- 1) RSP.servicelink is an easy to install connectivity and is based on OpenVPN technology and SSL VPN protocol. With client and server certificates it offers the highest security standard.
- 2) Site-to-Site VPN is an established industry standard but needs complex configuration.
- 3) Dial-up for legacy products

Data Center: The RSP infrastructure is centralized in a Data center in Germany. High availability will be guaranteed with 2 geo redundant locations. The virtualized and scalable server farm covers the future need of increasing performance. Further Information is available at the [Partner Portal](#).

5.7.3 SESAP / RSP / HiSPA Support

You will find general information as well as product related information regarding these issues within the Service Knowledge Base or the Intranet.

5.7.4 Dependence on maintenance efforts and costs

Our maintenance and support contracts and prices are based on the assumption that the Service center has remote access to the product to diagnose and, if possible, repair faults. In the event where remote fault diagnosis would be refused, all services would have to be performed on site, resulting in higher costs for setup and journey times. The customer is responsible for the provision of the infrastructure, which enables Atos Unify to carry out remote service. If the customer does not authorize remote access for maintenance purposes, maintenance costs will be approximately 10% higher depending on the local Service infrastructure and the remote serviceability of the product. Failure to permit remote access shall be set down in a supplementary agreement to the contract, indicating that a separate agreement, deviating from the standard contract, has been made with the customer.

5.8 Data backup

The product provides standard backup features, no additional description necessary. Please see the product documentation.

5.9 Upgrades

The upgrade from the OpenScape Accounting V4 to V5 will be done by license and software upgrade.

OpenScape Accounting V4 systems can be upgraded to OpenScape Accounting V5 with a pure SW upgrade.

Please note the upgrade hints in the service documentation.

5.10 Tools and test equipment

Not applicable for this release

5.11 Service Information

Service information (software and hardware releases / modifications) will be filed in the [Service Knowledge Base](#)

6 Training

6.1 General

We offer a comprehensive portfolio of training and certification resources. This section provides information about our training program and access to training resources from our Atos Unify Academy. Learn about our Atos Unify certification offerings which are fundamental to our partner program.

6.2 Certification

The Atos Unify Certification Program underpins the Atos Unify Partner Program. Certification validates your skills related to our technology and solutions. It plays an important role in building credibility and trust among customers and differentiating you from your competition. More detailed information about the Atos Unify Certification Program can be found on the Academy site.

6.3 Information on the training offer

Information on course modules and curriculum paths for this product can be obtained from the course Catalog issued by the [Academy for Professional Training](#) (APT). The course names are given in chapter Product specific skill requirements.

7 Documentation

Title	Language	Medium
OpenScape Accounting V5, Administration and Usage, Administrator Documentation	en/de	pdf/html
OpenScape Accounting V5, Installation and Configuration, Installation Guide	en/de	pdf/html
OpenScape Accounting V5, Security Checklist	en	pdf
OpenScape Accounting V5, Data Sheet	en/de	pdf

Service documentation is available as e-docu (Technical Product Documentation) on the intranet. If paper form is needed please print the PDF-file stored at that page.

Find general documentation not directly related to this specific product or product version in this [section of the Partner Portal](#).

8 Spare parts / logistics

Not applicable for this release

9 Data protection and information security

9.1 Security

It is mandatory to adapt the systems default settings. The Security Checklist gives recommendations how to harden the product according to best-practice security measures. It presents a checklist to ensure all necessary installation and configuration steps can be taken and adapted to the individual customer's environment and security policy.

The latest Security Checklist should be used with every update of a product to a newer major or minor version. The document can be found via Partner Portal in e-docu. Country-specific regulations must be observed.

A print-out of the Security Checklist can be used to document the deviations of the security settings on customer wish.

9.2 Product Security Advisories and Security Notes

Security Advisories are published to address security issues in Atos Unify products and how to mitigate or solve them.

[List of Security Advisories](#)

9.3 General Data Protection

General Data Protection Regulation compliant data protection and privacy for all individuals within the European Union is only provided on our latest solutions or product versions. Please upgrade your systems always to assure up-to-date security and compliance with legal requirements.

10 Abbreviations

APT	Academy for Professional Training
ATMN	Acceptance Test Manual
CLS	Central License Server
DoA	Defect on arrival
FSE	Field Service Engineer
GO	Global Operations
GVS	Global Vendor Support
HiSPA	HiPath Serviceability Platform for Applications
MAC	Move, Add, Changes
OSD ²	
RSE	Remote Service Engineer
RSP	Remote Service Platform
RuAD	Repair and Replacement Service (Reparatur und Austausch Dienst)
SESAP	Secured Enterprise Service and Administration Platform
SIEL ID	Unique product identifier
SIRA	Secured Infrastructure for Remote Access
SNOW	ServiceNOW
SHB	service manual
SoW	Statement of Work
SWS	Software Supply
TDS	Technical Design Specification
VPN	Virtual Private Network
WTS	Windows Terminal Server

11 Documentation Reference

The product guideline can be found on the Atos Unify Partner Portal <https://unify.com/en/partners/partner-portal> under Sell - Portfolio Information.

12 References

Further related information can be found under the following links:

Guidelines:

[Opening Tickets for Partners and Self Maintainer](#)

[Tracing Guideline for Incidents](#)

Product Security Advisories and Security Notes

[Security Advisories](#)