



Mirage System

- efficient workflow management means more time for customer care

Mirage System is the tailor-made software solution that supports hearing care experts in managing their daily tasks. The solution supports single-shop setup and is particularly well suited for managing multi-shop organisations. That is why Mirage System is the most excellent tool for any hearing instrument dispenser.



The system was marketed for the first time 11 years ago and is currently the preferred solution for more than 400 daily users throughout Germany.

Efficient workflow management

The central management of customer information, appointments and resources enforces the managing of a single as well as a multi-shop setup. The basis for this is the accessibility to audiology and administrative data that can be easily retrieved from any PC in your network.

This way, the search for available time slots to make an appointment is fast and easy and furthermore emphasizes your professionalism which adds to your overall success.

Customer care and increased earnings

Your database is a source

of valuable information to strengthen customer relations and increase earnings. All it takes is for you to retrieve data and use them to generate value.

Centralised flexibility

All NOAH compatible data is stored directly in the Mirage System database together with appointments, hearing instrument orders, stock items, invoices and more. Additionally, integration with measurement equipment is supported.

Data can easily be retrieved by search on birth date or surname. Or by using a set of advanced criteria e.g. the hearing instrument serial number.

All functionality has been implemented to secure flexibility and ease in your daily work so you can offer your customers the best possible service.



Mirage System overview

Excellent customer care

The well proven Mirage System architecture supports the overall fitting process and provides tools to comply with ENT regulations and medical records, NOAH actions, fitting history and MS Word transactions.

The logic workflow processes make Mirage easy to learn.

Efficient resource management

The resource planner supports efficient allocation of e.g. employees, measurement equipment, fitting rooms, etc. This way you can prevent appointments from overlapping, thus increasing your customer satisfaction.

Advanced marketing module

The marketing module included in Mirage System provides you with the best tools for carrying out marketing campaigns that can be stored and used over and over again. The tool supports personalised letters which limits fault delivery, thus increasing the response rate.

Particularly, the hearing loss search function is a highly valued tool with which customers with certain types of hearing loss can be identified to be targeted with specific marketing activities.

Effective stock management

The management of a single stock or across multiple shops enables up-to-date overviews which can be utilised to limit stock, thus freeing assets.

Furthermore, the complete history can be retrieved for each hearing instrument to support the handling of loan and trial instruments. Mirage System provides full overview of all shops and transactions so you can benefit from thorough cost and resource management.

Integration to audiology

Mirage supports handling of audiology processes and data, integration to NOAH measurement and fitting modules together with automatic transfer of audiogram data. Every fitting can be retrieved from the database while relevant data is added to NOAH-Journal.

Electronic handling of reimbursement claims

Datatransfer and extract of medical records according to local regulations is your guarantee for a fast and easy handling of reimbursement claims.

Advanced statistics

Mirage provides in excess of 40 standard reports and supports the generation of any customer specific report you may need - anything is possible.

The standard reports are generated with Crystal Reports which is the preferred program for report generation. With this tool can you easily adjust or recreate standard reports to your specific needs. Additional tools for report generation are Microsoft Office or other office systems.

Extensive data management and replication

Synergy and efficiency are key points in the way Mirage System manages and replicates data. As such, all data are stored to the central database in one shop or managed intelligently across multiple locations to be accessible from any PC in your network.

Even if the connection to the central server is not running, local work processes will not be affected. All transactions can be carried out on usual terms.