

# OpenScape Web Collaboration

The quickest and easiest way to collaborate, share and support online

## Performance-boosting collaboration and secure support from anywhere

Issues raised, ideas shared and decisions made. There's no substitute for speed when competitive advantage and customer service are on the line.

In real-time, from virtually any device, colleagues, partners and customers can come together to share ideas and information.

### A real time response

Need to clarify a customer enquiry or resolve a remote worker IT issue? OpenScape Web Collaboration offers an instant answer.

Scalable and secure, it's an affordable one-to-one or one-to-many web conferencing option for enterprises of all sizes.

Several clients, such as Windows, Mac OS X and mobile clients for smartphones and tablets are available for the users to choose.

Up to 1000 participants can meet through webinars, training sessions, project meetings, sales meetings and product demonstrations.

And, by enabling access and control of a remote user's computer, you can offer helpdesk support to staff and customers across the globe too.

That's the flexibility of OpenScape Web Collaboration.

### Getting to know Instant Meeting

Desktop and application sharing, file sharing, white-boarding, voice, video, IM chat. There's no end to the collaborative power of the Instant Meeting module.

In real-time, from virtually any device, colleagues, partners and customers can come together to share ideas and information – at a moment's notice, and at a fraction of the cost of on-site meetings.

### Global support with Secure Advisor

Connecting from anywhere to solve IT queries, or to access thousands of unattended devices for routine upgrade, maintenance and administration, our Secure Advisor module takes you beyond collaboration.

And into instant support and remote customer service.

It's the easiest way to deliver remote technical support to both internal audiences and external customers.

This is a great way to deliver presentations even if participants don't have the source application on their computer. Moderators can also give control to a participant.

## Key Capabilities of OpenScape Web Collaboration

### **Simple yet sophisticated**

Whether you're meeting with colleagues, presenting in a webinar or demonstrating to a customer, Instant Meeting delivers a sophisticated and delightfully simple experience every time.

### **Multi-screen Capability:**

Switching between multiple screens and sharing is easily performed. You decide whether you want to see one or all of them.

### **Multi-media Capability:**

You can easily transition from one media (chat, web, and video) to another with a single click.

### **Undocking:**

You can undock single tabs from the OpenScape Web Collaboration desktop client and place them somewhere on your desktop where they are not disturbing the session.

### **Automatic Language Recognition:**

It automatically recognizes the language of your operating system.

### **Leave a comment:**

The introduction of new mouse pointers (left and right mouse click) enables web meeting participants to leave and visualize messages or comments.

### **Launching Meetings from Any Application:**

- Instantly start or schedule meetings from their OpenScape Web Collaboration client, OpenScape UC Application client, Microsoft Outlook or IBM Lotus Notes groupware client, or any other integrated application.
- Schedule and initiate combined audio and web conference sessions in one single step whether from your desktop, smartphone or tablet. Audio calls or conferences can easily be elevated to a web conferencing session with one click.

- OpenScape Web Collaboration includes a groupware plug-in, enabling you to schedule a voice conference and web collaboration session from your Microsoft Outlook or IBM Lotus Notes client.

## Collaborative Data Sharing and Document Creation

### **Desktop or Application Sharing:**

As a moderator, you can share your desktop or just a single application with all participants. For security and privacy reasons, you can also restrict participants from seeing everything on your computer.

It's a great way to deliver presentations - even if participants don't have the source application on their computer. You can also give control to a participant, which enables that participant to write directly in your document or application.

### **White-boarding:**

Allows participants to brainstorm and share ideas interactively by adding annotations, typing or drawing on the whiteboard application or on top of the presentation or shared application viewed by all. This is an excellent tool to engage in concise and clear communications needed for training, brainstorming, workshops or when you need to reach agreement faster.

### **File Sharing:**

Participants can exchange files during the session, by uploading and downloading them from within the Fileboard window.

### **Content Library:**

This is where the Fileboard stores documents used during the session. Once the session ends, these files are removed automatically for greater security.

**Co-Browsing:**

Commonly used for providing remote support, enables one participant to take over control of another participant's desktop and that participant is able to see what is being done on their computer. Handing over control to another participant in the session can be done with one click. This is also useful for allowing others to share their updates or ideas.

**URL Push:**

Participants can send URLs via the chat window that can be directly clicked by active participants from their local PC.

**Breakout Sessions:**

Sub-sessions can be formed while a session is in progress, which enables smaller teams of people to collaborate separately on a sub-topic, while still remaining connected to the main session. Later, the sub-team can re-join with the main session to share their results.

**Session Recording:**

Web conferencing sessions can be recorded and saved on your local drive for later viewing. This is a popular feature when delivering training sessions or to save information that needs to be completed in a future session.

Furthermore you can even jointly record audio, video and web collaboration streams from your desktop client into a standard a/v format, available via the OpenScape Media Server.

## Real-time Interactions

**Multi-party Video Streaming:**

Full motion H.264 multi-party video chat capabilities allow you to send your webcam image to other participants in the session. Not only is video quality outstanding, users can dynamically optimize their video quality to control network bandwidth consumption.

**Instant Message Chat:**

You can exchange real-time text messages with other participants or the

presenter using an instant messaging (IM)-like interface.

## Mobility

**Mobile Client:**

Mobile users with iPhone, iPad, Android, or other smartphone or tablet device, can actively host and participate in a web conferencing session from anywhere.

## Secure Advisor

Offering instant internal or customer IT support for your business, our Secure Advisor module extends the OpenScape Web Collaboration experience to the IT helpdesk.

With online support and remote control tools for administration, maintenance and desktop sharing on remote pc/servers, Secure Advisor is an excellent tool for facilitating faster problem resolution and improving customer service.

Unique features such as folder synch and port mapper, plus a number of other support capabilities, are all accessible via the internet. IT specialists or helpdesk personnel can remotely access any employee's computer, even unattended, to install software, fix an error, update a drive, or teach them to use an application.

The solution allows multiple technicians to work simultaneously on a session, and it enables a session to easily be transferred to another technician without disruption.

In addition, OpenScape Web Collaboration can be integrated easily with your existing service desk application to further improve the productivity of your IT staff.

**Two way authentication:**

Improved security enabling two way authentication with SMS approval for remote support connectivity. This option can be enabled in the User Management for each user.

IT specialists or helpdesk personnel can remotely access any employee's computer to install software, fix an error, update a drive, or teach them to use an application.

OpenScape Web Collaboration supports industry standards such as SIP, H.264 and can be integrated with virtually any application via its open XML-RPC interface and professional services.

## Customer Portal

Explore a world of customizable options to meet the very specific needs of your business and users.

Key Customer Portal capabilities include:

- **Settings and Profiles.** Change settings and manage your profiles to meet specific requirements and user preferences
- **Download.** Simply download the latest versions of software modules and documentation
- **Functions.** Configure the functionality of your OpenScape Web Collaboration modules. For example, provide various options for the master and/or the participants, lock and unlock functions, or completely remove them from modules
- **Display.** Tailor the user interface of your modules by adding individual tabs to the sidebar - such as chat, video or audio. And by removing them from the sidebar entirely.
- **Logo.** Add your own company logo to the user interface
- **Text.** Change the text displayed for session invitations and user messages

## The Value of Enterprise-Grade Collaboration

What makes OpenScape Web Collaboration 'enterprise-grade'? We've identified four key attributes that are a must for enterprise-grade solutions.

### Secure:

OpenScape Web Collaboration is highly secure using Secure Connect Service, required for sensitive or confidential meetings. It offers password protected collaboration sessions, the ability to see the entire participant list, expel anonymous participants, and lock the session. All sessions are 256-bit AES encrypted and cannot be decrypted on the server, and sessions are temporary, leaving no residual data and do not make any entries in the registry.

Furthermore, you can restrict or specify which cloud server locations are used for the connection (worldwide, Europe, or only Germany). Adding an additional layer of security.

### Scalable:

OpenScape Web Collaboration's scalability is virtually unlimited via its cascading server architecture, and it can support sessions with up to 1,000 participants.

### Reliable:

OpenScape Web Collaboration includes server redundancy and back-up, plus there's no downtime when extending the solution for scalability or redundancy. It includes a client auto-reconnect feature when the server connection is lost, and provides user-controlled dynamically optimized video streaming to optimize video quality to control network bandwidth consumption.

### Comprehensive:

OpenScape Web Collaboration offers all essential web conferencing features and is available as an on-premise or hosted solution.

## Who can benefit from OpenScape Web Collaboration?

Any company wanting to reduce costs and improve productivity and collaboration is a candidate, because OpenScape Web Collaboration:

- Saves money and time by minimizing expensive web conferencing services, and by meeting online and avoiding business travel.
- Enhances productivity and collaboration by sharing ideas and information easily, from the comfort of your office, helping to accomplish more in less time.
- Simply delivers first level IT technical support to internal users or external customers.
- Improves your competitive advantage by improving communications and relationships with your customers, employees, partners and suppliers.

<sup>1</sup>Secure Connect Service provides end-to-end security both at the server and the clients, Session keys are sent to the clients, which are not available to the server, unlike most web conferencing solutions on the market today. After the session has ended, no data is left on the client's registry, eliminating hacker decryption on both server and client content.

## Why OpenScape Web Collaboration Makes Sense

### It's Fast

OpenScape Web Collaboration is quick to install. It takes less than one hour to deploy the server, and only seconds to download a single exe file for moderators. And there's no client configuration or installation needed for participants.

### It's Easy

OpenScape Web Collaboration has an easy to use and intuitive user interface. It enables easy transitions from one media to another with a single click, and assures quick access to any of its features. Users can schedule a voice and web conference in one single step and sessions can be launched from the OpenScape Web Collaboration client, the OpenScape UC Application client, or from your Microsoft or IBM groupware client.

### It's Affordable

OpenScape Web Collaboration provides advanced web conferencing features at an affordable cost - as a premise-based or hosted solution. Client installation rollout costs are minimal and the solution can be installed with minimum IT resources and requires no special IT skills.

It also supports VMware virtualization, enabling it to be installed with other OpenScape applications on a single server - reducing hardware, installation and management costs.

### It's Open

OpenScape Web Collaboration supports industry standards such as SIP, H.264 and can be integrated with virtually any application via its open XML-RPC interface and professional services. Plus, it includes click-to-conference integration plug-ins to Microsoft and IBM groupware clients. This means users can schedule and launch web conferencing sessions from the client of their choice, adding simplicity and value to the user's experience.

Users can schedule a voice and web conference in one single step and sessions can be launched from the OpenScape Web Collaboration client, the OpenScape UC Application client, or from your Microsoft or IBM groupware client.

## Contact Us

For questions about OpenScape Web Collaboration, please contact us at:

[www.unify.com](http://www.unify.com)



## About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

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