OpenScape Enterprise Express

The OpenScape Enterprise Express all-in-one solution combines voice, Unified Communication and Collaboration as well as Mobility into one streamlined package for mid-size enterprise customers. OpenScape Enterprise Express offers a pre-integrated enterprise-class UC solution that reduces complexity and cost. By pre-integrating Unify's best-in-breed applications, OpenScape Enterprise Express can be installed faster, more economically, and with fewer burdens to your IT department.

Addressing the needs of mid-sized enterprises

With a pre-packaged suite of select OpenScape voice and UCC applications, OpenScape Enterprise Express is designed for the challenges of today's mobile and dynamic workforce. Virtual teams require the right solution that helps drive productivity, creating business value and contributing to the overall health of the enterprise.

OpenScape Enterprise Express is designed for a fast and easy installation. And it is data center ready. Using virtualization technology, the core applications of OpenScape Enterprise Express will run on a single fault tolerant, commercially available server or can be deployed into an existing virtualized environment.

The OpenScape Enterprise Express applications integrated into a single solution are:

- OpenScape Voice – enterprise voice features
- OpenScape UC – Unified Communications
- OpenScape Xpressions – Unified Messaging
- OpenScape Mobile – seamless communications for the anywhere workers
- OpenScape Contact Center Extensions (Concierge) – Attendant Console

- OpenScape Common Management Platform – common management interface for core applications and select network elements
- OpenScape Deployment Service – IP endpoint management including plug & play, QoS parameters, and security certificate distribution
- OpenScape User Management – user-centric administration that is template-driven and reduces the overall administrative efforts required
- OpenScape Contact Center Enterprise – professional contact center application

OpenScape Enterprise Express can be packaged with or without the Contact Center as part of the solution.

Installation and configuration is streamlined through the use of the Unify web-based Customer Data Collection (WebCDC) tool. The WebCDC tool simplifies the collection and recording of customer-specific information needed during the deployment process. The WebCDC tool generates the necessary files to provision the OpenScape Enterprise Express solution.

Key aspects of the OpenScape Enterprise Express solution package include:

- Fully featured enterprise voice application server
- An intuitive mobile client that works across a wide range of devices allowing choice and flexibility for users

- Voice conferencing (such as Ad-Hoc, Meet-Me, and call out to participants automatically at their preferred phone)
- Voicemail that may be fully integrated into Unified Messaging, e. g. voice mails as email .WAV file attachment
- An integrated robust media server
- An embedded contact center application
- Virtualization based on VMware hypervisor technology, allowing all core applications to coexist on a single server
- Presence-enabled desktop, web and mobile phone clients
- PC plug-ins to integrate popular groupware programs (e.g. Outlook, Notes) into OpenScape's Unified Communications and Unified Messaging environment
- Solution-wide administration via the OpenScape Common Management Platform (CMP) with OpenScape User Management, integrated element manager for the major components of the suite and common services
- Security built-in to protect the customers' network via platform port hardening, secure protocols, password rules, certificates, firewalls, audit trails and other methods

Central communication server – OpenScape Voice

OpenScape Voice is at the core of the OpenScape Enterprise Express solution. It is a native SIP-based voice application providing a rich set of enterprise voice features. The OpenScape Voice application is standards-based providing session management for all communication within the network. Because it is standards-based, it allows for an easy integration of additional solution components like phones, gateways, survivability appliances, etc.

OpenScape Media Server is installed together with OpenScape Voice to provide tones, announcements and music on hold for both internal and external calling parties.

Unified Communications – OpenScape UC

OpenScape UC offers a sophisticated set of Unified Communication capabilities enhancing the way virtual teams collaborate. The desktop and web client have been completely redesigned to offer a more intuitive and visual experience.

OpenScape UC enables seamless and intuitive communication for both office and mobile workers boosting productivity throughout the entire company with such capabilities as:

- OpenScape UC Mobile Client
- One Number Service
- User & device presence
- Instant Messaging (via the OpenFire application)
- Conferencing – Ad-Hoc, Meet-Me and Scheduled
- Organizing private contacts
- Support of mobile users
- Personalized rules-based call routing

Unified Messaging – OpenScape Xpressions

OpenScape Xpressions voicemail and unified messaging provides:

- A single centralized repository for all email, voice, and fax messages
- A management interface for end users via telephone or web, and optionally, a sophisticated speech-enabled voice portal
- Send, receive, forward (comment), or delete voicemails via telephone and web interface

OpenScape Xpressions includes an Auto Attendant function that is integrated with the OpenScape Contact Center application to help your business answer the needs of your customers.

Contact Center – OpenScape Contact Center

OpenScape Contact Center (OSCC) provides a feature-rich contact center solution designed to improve first customer contact resolution.

The OpenScape Contact Center base package provided in the OpenScape Enterprise Express allows for both group and skills-based routing. Up to 25 groups and 25 managers are supported when using group-based routing and up to 15 skills when using skills-based routing. A maximum of 250 agents are allowed.

The OSCC agent desktops include softphone controls, a team list, a speed list, a personal performance bar and activity logs.

The OSCC manager desktop allows access to real-time information, cumulative and historical reports, and activity logs of the agents.

It is also possible to order the OpenScape Enterprise Express without Contact Center licenses.

OpenScape Concierge

OpenScape Concierge is an attendant console position that improves call handling for agents and operators allowing your customers to be better served.

The real-time display of OpenScape Concierge provides information on the utilization, waiting calls, and today's calls, as well as logged-on and available attendant consoles. They additionally display the latest information on the park queue (individual and general queues) as well as the personal queue. Thresholds for wait times improve the overview.

Two Attendant licenses are included in the OpenScape Enterprise Express base package with a maximum of five supported.

Management solution – OpenScape Common Management Platform

The OpenScape Common Management Platform (CMP) is a browser-based administration and configuration interface for the OpenScape Enterprise Express communication solution.

It presents a uniform interface for cross-application system and user management applications such as OpenScape User Management (OS UM), system-specific configuration programs (Element Managers) and general services such as Alarm Indicator and Backup & Restore.

The administration rights for the Element Manager and the management applications are centrally administered and can be made available via the workstation login (Single-Sign-On) without further access codes.

User management – OpenScape User Management

OpenScape User Management is designed to simplify user administration. It is a user-centric application that hides much of the complexity of resource assignment from users.

Template-driven, OpenScape User Management speeds the configuration of users as well as reduces operational errors. It uses predefined configurations (resource or user templates) for individual or multiple resources. In addition to manual input, user data can be read from tables (CSV import from the WebCDC Customer Data Collection tool) or customer LDAP directory.

Device management – OpenScape Deployment Service

The OpenScape Deployment Service management application offers customers and service employees an integrated solution for providing plug & play administration for IP devices (IP phones and IP clients) in OpenScape Enterprise Express networks.

It provides handling of QoS parameters as well as distribution of security certificates for IP devices. It also supports "hot desking" users (mobile office workers) with the addition of mobility user licenses.

System configuration – OpenScape Customer Data Collection

The Customer Data Collection (WebCDC) tool helps Unify, its channel partners, and customers to work together to plan and record all aspects of an OpenScape Enterprise Express installation, including other Unify and selected third-party network elements. The WebCDC tool maintains a record of the customer installation for future retrieval as needed (site upgrades, etc.). The WebCDC tool is streamlined to accept information from the customer in an easy to understand format.

Hardware flexibility

As it is designed to run on the VMware hypervisor, the OpenScape Enterprise Express can be deployed on any hardware that is listed on the VMware hardware compatibility matrix and meets the Unify defined minimum resource requirements.

Connectivity to other networks

The OpenScape Enterprise Express provides two options for connecting to other networks.

- TDM connectivity using a trunking media gateway such as the OpenScape Branch
- SIP trunking connectivity to a SIP service provider using the optional OpenScape Session Border Controller.

Enhanced capabilities

In addition to the standard capabilities delivered with OpenScape Enterprise Express, the solution can be further enhanced with services and capabilities from the OpenScape Enterprise portfolio. Some of the high value added applications are:

- OpenScape Web Collaboration
- Groupware plug-ins for integration with email servers (Outlook, Notes, etc.)
- Conferencing Integration groupware plug-in
- Text-to-Speech for use with OpenScape Unified Messaging Auto Attendant and OpenScape Contact Center
- SIP trunking via the OpenScape Branch or OpenScape SBC
- OpenScape Contact Center advanced features – multimedia routing (Email, Web Collaboration, Callback), Call Director IVR
- Contact Center Outbound Calling Campaign or Campaign Director
- Video endpoints
- Call admission control configuration
- Corporate directory integration
- A range of SIP-based media gateways for interconnection with the PSTN
- Survivable remote branch offices which contain their own built-in SIP proxy
- Analog adaptor devices as part of OpenScape Branch solutions to interface with legacy devices such as fax machines
- OpenScape Session Border Controller (SBC) for secure SIP connections across IP networks
- A wide selection of VoIP SIP phone models plus a PC soft-phone client

Business continuity

Having a reliable voice solution is essential for ensuring the highest level of business operations. OpenScape Enterprise Express offers a number of options for maintaining voice continuity.

- Options include adding an optional second voice node providing active-active redundancy. Additionally, the two voice nodes can be geo-separated using a layer 2 connection.
- A "hot standby" solution for voice communications using OpenScape Branch. With this option, OpenScape Branch can take over call routing and the servicing of registered voice subscribers until such time that the OpenScape Enterprise Express is brought back into service.
- Additional survivability options include support for both VMware replication and VMware HA. In these cases, a secondary image of the OpenScape Enterprise Express is maintained and in the unlikely event of a failure, the second image can be started (manually via replication or automatically via HA) to run in place of the primary, providing survivability for all installed applications.

Remote branch office support

Because OpenScape Enterprise Express is an IP/SIP-based solution, it can easily extend beyond the boundaries of a single location, providing service to remote branch offices. Branch office survivability can be increased with the deployment of an OpenScape Branch solution. OpenScape Branch provides survivability as well as local PSTN connectivity, ACD groups, and local media resources (tones, announcements, conferences).

Optional OpenScape Session Border Controller

If there is a need to support SIP trunking or provide remote-user access as part of an OpenScape Enterprise Express deployment, the OpenScape Session Border Controller is available as an option.

Device options

OpenScape Enterprise Express supports the full line of OpenStage SIP Phones, the Desk Phone IP devices and the new CP line of devices. Also, OpenScape Enterprise Express supports the OpenScape UC Desktop and Personal Edition soft clients.
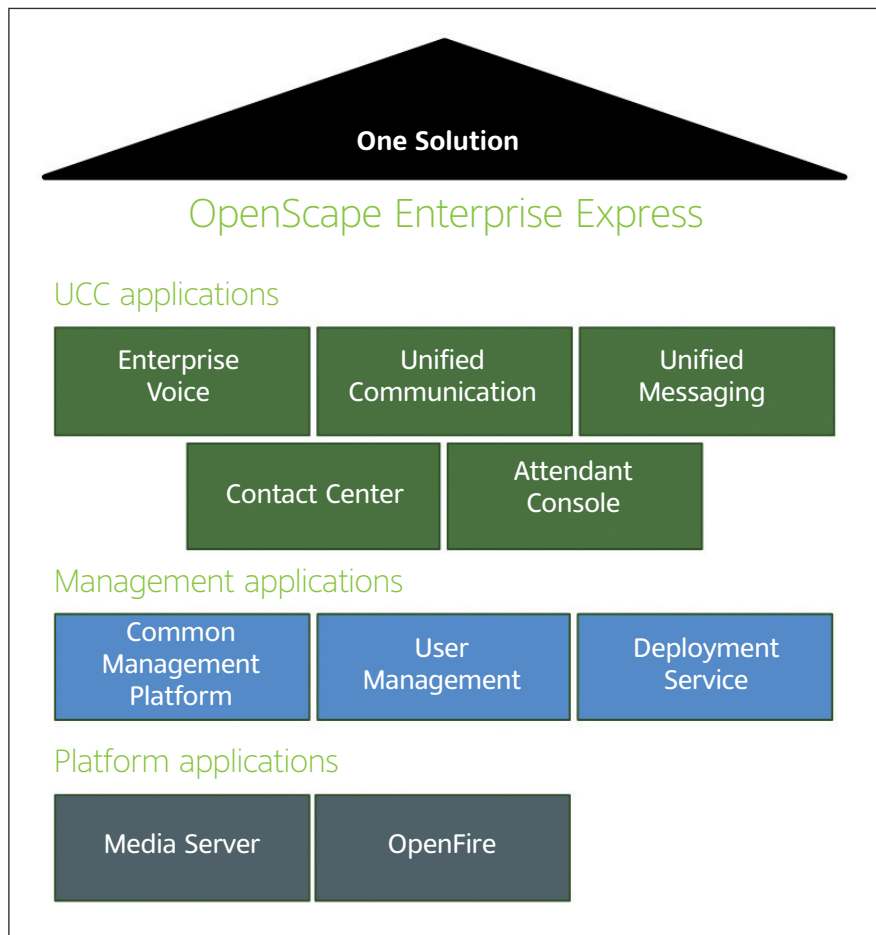
Ordering

OpenScape Enterprise Express is simple to order. All of the licenses required for a fully operational OpenScape Enterprise Express, including the licenses required for the initial set of users, are packaged under a single order position.

To address a wide range of deployment scenarios, multiple base packages are available. Base packages starting with 25 (Small Enterprise Base) and 200 (Mid-Size Enterprise Base) users are available. Additionally, base packages are available that do not include contact center licenses.

Growth beyond the initial number of users is handled through ordering of expansion packages. A range of expansion packages exist which allow the various user types supported by OpenScape Enterprise Express to be expanded to address the specific needs of the enterprise.

Devices and other network elements such as servers, OpenScape Session Border Controller and OpenScape Branch carry their own ordering positions and are ordered as needed to address the specific deployment environment.

One Solution

OpenScape Enterprise Express

UCC applications

Enterprise Voice	Unified Communication	Unified Messaging

Contact Center	Attendant Console

Management applications

Common Management Platform	User Management	Deployment Service

Platform applications

Media Server	OpenFire

OpenScape Enterprise Express highlights

Quick facts

Enterprise size	200 to 5,000
Virtualized	Yes – Software application bundle
Elastic consumption	Up to 5,000, with ability to repurpose into Unify's Large Enterprise solution
Deployment	Customer – data enter Hosted – service provider
Multi-Site support	Yes
Technology	IP SIP-based
Management	Customer / IT staff
Applications	• Enterprise Voice • UC/UM • Mobility • Conferencing • Contact Center • Attendant Console
Contact Center	Up to 250 agents, with ability to off-board to standalone OSCC
PSTN connectivity	PRI or SIP trunking via OS Branch or OS SBC
Mobile Client	Yes
Voice redundancy	Yes active-active
Application integration	• Fusion for Outlook • Lync • Google • IBM Lotus Notes

Mid-size base capabilities overview

Voice

1	OS Voice base license
200	Dynamic user licenses
1	OS Voice UC server license
200	OS Voice client access licenses

Unified Communication

1	OSC UC Appl. base license
200	UC Application user licenses
4	Auto Attendant channel licenses
50	UC Audio conference channels
10	OSC UC Appl. TTS port licenses

Unified Messaging

1	Xpressions base software
200	Xpressions unified user licenses
5	Xpressions language licenses
1	Xpressions report license
60	Xpressions media 1-port licenses

Contact Center

1	OSCC base license, includes 10 user, 10 agent DP, and 1 manager license(s)
40	OSCC user licenses
40	OSCC agent desktop licenses
9	OSCC manager licenses
1	OSCC skills-based routing license

Management

200	CMP user management licenses
1	CMP UM LDAP license
1	DLS base system license
200	Deployment services user licenses

Mobility

200	OS Voice mobile user licenses

OpenScape Branch

1	OpenScape Branch base license
220	OS Branch registered line licenses
1	OSB Backup ACD license

Attendant Console

1	OSCC-E V3 base
2	OSCC-E V3 Concierge user

Available expansion packages

Standard expansion package

10	Voice user licenses
5	UC Application user licenses
5	Unified Messaging user licenses
5	OpenScape Mobile user licenses
5	CMP User Management licenses
5	Deployment Services user licenses
1	Audio conference channel
1	Auto Attendant channel license
6	OS Branch registered line licenses

Voice/UM expansion package

5	Voice user licenses
5	Unified Messaging user licenses
5	OpenScape Mobile user licenses
5	CMP User Management licenses
5	Deployment Services user licenses
1	Audio conference channel
6	OS Branch registered line licenses

Voice User Expansion Package

5	Voice user licenses
5	CMP User Management licenses
5	Deployment Services user licenses
1	Audio conference channel
6	OS Branch registered line licenses

Other available expansion packages

- Unified Communication Only Suite (5 user bundle), for expanding the number of UC users
- Unified Messaging Only Suite (5 user bundle), for expanding the number of UM users
- Basic Voice User Expansion Package (5 user bundle), for expanding just the number of Voice users
- Contact Center Agent Growth Suite (2 agent bundle), for expanding the number of CC agents

Notes