



# OpenScape Enterprise Express

An all-in-one enterprise solution  
designed to make your business grow



# Enabling team collaboration leading to more productivity and innovation

How do I get all the benefits of mobility, UC, UM, Contact Center without a painful step by step integration into my existing business processes?

We've taken the best in breed applications and made an all-in-one solution package designed for fast installation.

Being able to effectively compete is your top objective. Your communications infrastructure plays a big role in meeting that objective. The right solution lowers operational costs and will give your business an edge as employees become more connected with each other and their customers.

Stitching together a complete enterprise solution from multiple applications is a challenge and costly. Expertise across varied multiple products is needed, interworking needs to be tested, and a single application update can start a whole new cycle of integration testing. Projects like this can easily go awry draining your valuable resources.



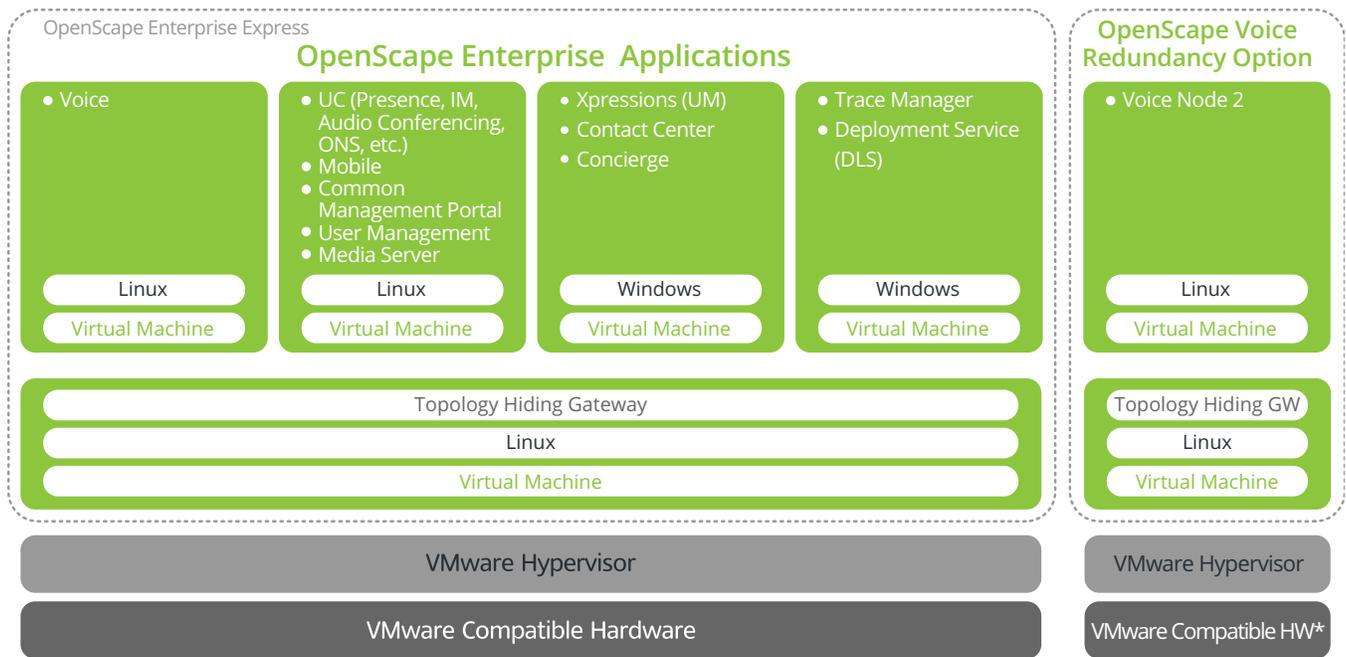
Solve Integration Complexity	Improve Business Performance
<ul style="list-style-type: none"> <li>Using virtualization technology to provide needed applications pre-installed onto a single server</li> <li>A single all-in-one solution with pre-integrated applications reduces complexity, simplifies and speeds up the deployment</li> <li>All-in-one solution updates are tested as part of on-going quality control reducing trouble resolution and conflicts between applications</li> </ul>	<ul style="list-style-type: none"> <li>Unified Communications (UC) dramatically speeds up business communications and collaboration workflows</li> <li>Pre-integrated contact center and social integration means improved customer satisfaction</li> <li>A mobile workforce makes your business more agile</li> <li>A single unified management solution makes this solution easy to manage, with less time spent learning multiple systems</li> </ul>

We've taken the best in breed applications and made an all-in-one solution package designed for fast installation.

The applications come from the OpenScape Enterprise portfolio, an award winning large enterprise solution deployed worldwide and now scaled for delivery to mid-size enterprise companies who are looking to put their business into high gear quickly.

OpenScape Enterprise Express is designed as an all-in-one enterprise solution that reduces the complexity, cost and time it takes to integrate all the different pieces of a complete unified communications solution.

OpenScape Enterprise Express is a SIP-based solution pre-integrated with a best-in-class set of enterprise applications from the OpenScape Enterprise portfolio. It includes a single unifying solution management system for all applications, network elements and IP end-points.



\*recommended to be separate from original hardware

OpenScape Enterprise Express can run on a single rack mountable server or purely as software as a set of preconfigured virtualized machines.

VVMware ESXi V5.5 or ESXi V6 can be used for the hypervisor technology. The preconfigured virtualized machines allow for fast deployment in a customer data center or private cloud environment.

OpenScape Enterprise Express Quick Facts	
Scaling	200 to 5,000
Technology	IP SIP-Based Communications
Pre-Installed Applications	Enterprise Voice, UC/UM, Conferencing, Contact Center, Mobility, Attendant Console Position, Session Border Controller, Management applications including template driven user management
Virtualization Technology	VMware Hypervisor
Mobile Client	OpenScape Mobile
Deployment Options	Hardware independent - all applications delivered as a single solution application package <ul style="list-style-type: none"> <li>• Unify offers pre-installation onto a Dell Power Edge R630</li> </ul>
Multi-site deployment	Yes - Survivable Remote Branch Office options
PSTN Connectivity	PRI or SIP Trunking
Contact Center	Base Package includes 50 Contact Center agents and can grow up to 250 Agents. The Base Package can be ordered with or without Contact Center agents.



Do I have the right solution to move to a BYOD strategy for my employees?

### Mobility – BYOD for the Anywhere worker

You need a mobile workforce to keep pace with the competition, but the costs of managing another set of devices can drive profitability down.

Allowing your mobile workers to use their own device (BYOD) may be the right fit for you. It improves employee satisfaction while keeping costs down.

**OpenScape Mobile** brings together VoIP, Video and UC functions into a single mobile UC client experience, featuring a unique, intuitive gesture-driven user interface. It provides sophisticated UC features, including presence, conferencing, directory access, ONS, VoIP, HD Video and our unique call swipe capabilities.

**OpenScape Mobile** with OpenScape UC Mobile provides extensive coverage for BYOD:

- Android: V4.1, V4.2, V4.3, V4.4, V5.0, V6
- Apple: IOS V8, iOS V9
- BlackBerry\*: BB10
- Windows Mobile\*: Windows Phone 8.1 and 10

## Unified Communications – Collaborate freely and improve productivity

Increasing employee productivity and creating efficient business processes can help deliver positive results to the top and bottom line.

Unified Communications (UC) is an instrumental tool for effective team collaboration. Problems get solved faster as work flow improves. Many organizations today rely on the ability to easily contact and connect with team members who could be located anywhere.

**OpenScape UC** is designed for today's fast paced business environment allowing teams a simple and intuitive way to collaborate whenever and no matter where they may be located. Audio conferences can be set up ad-hoc, or scheduled via Microsoft® or IBM Notes client - a flexibility that makes it

easy to integrate with existing business processes. And best of all built-in HD means audio conferences are crystal clear.

To ensure your UC solution can create a collaborative ecosystem of employees, suppliers, and customers **OpenScape UC** offers the ability to federate IM and Presence with any XMPP-capable UC solution. It offers a rich, user-centric, aggregated presence view across multiple channels such as voice (to user's preferred device), IM, and video. Rich presence includes presence view of contacts, teams, multi-busy presence, location and time zone presence, notification presence (tell-me-when), context-specific presence when integrated with business applications, and presence and IM integration with groupware solutions from Microsoft, and IBM via OpenScape Fusion plug-ins.



How can I get my teams to collaborate more, get to the right decision faster and bring new ideas to solve business problems?

## Unified Messaging – Never miss a message!

Your phone still plays an important part in your daily communications, along with voicemail and e-mail. And unified messaging ensures timely delivery of messages - so nothing important is lost or forgotten.

And the convenience of a speech enabled voice portal means unified messaging gives your mobile workers easy access wherever they are located.

OpenScape Xpressions is a unified messaging solution tightly woven with OpenScape UC for a complete unified messaging and unified communications solution.

It allows users to access and manage voice and email messages from a single unified inbox. Messages can be retrieved from OpenScape UC clients. OpenScape Xpressions connects with the most popular mail servers like Microsoft Exchange/Outlook, IBM Notes, via IMAP4 or POP3 connector, or to virtually any other email system. OpenScape Xpressions includes an embedded fax server and also supports SMS.



Every message is critical, and being able to access all my messages from anywhere is also critical. What tool delivers this basic need?



How can I give my contact center agents the flexibility to work from anywhere? Home based agents are happier and that makes them more productive.

### Contact Center – First Contact Resolution

The customer experience with your business can hinge on first contact resolution. And you want your customer's first impression to be a positive one.

First contact resolution not only increases customer satisfaction, but can raise cross-selling opportunities by 20%\*, boosting overall top-line business performance.

**OpenScape Contact Center** is an integrated, multi-channel contact center solution with multi-contact handling, skills-based routing, presence and collaboration tools, integrated Interactive Voice Response and multi-site networking.

**OpenScape Contact Center** provides multimedia presence and collaboration tools fully integrated into the Agent desktop, to enhance first contact resolution and productivity. These tools allow one-click media morphing (from chat to voice to web to video) and customer control of whether to join a collaboration session and which applications to share. Other features include desktop screen sharing, co-browsing, white-boarding, form filling, remote PC control, file exchange and live desktop video.



Secure communications is something that has to be built-in from the start. Do we have all the bases covered for a high level of comfort?

### Voice Platform – Feature rich and foundation for secure communications

Voice is still a critical part of the communication needs for the enterprise. Standard and enhanced features are a given, and audio must be reliable and crystal clear. There should be a rich choice in the desktop environment, but it shouldn't be overwhelming.

Security is also an ever present need, especially now as VoIP and Unified Communications become the dominant communication technologies. Secure voice communications has to be built into the communications platform from the start.

**OpenScape Voice** provides feature rich real-time multi-media control over enterprise communications. As a native SIP-based communications platform, it provides a continual evolutionary path for customers as new SIP and WebRTC capabilities are developed versus a technology change out from proprietary solutions.

Security is built-in with end-to-end support for media encryption using SRTP (MIKEY / SDES) as well as signaling security using TLS. TLS is also used for secure transport of XML messages providing client user authentication and role-based authorization for access to OpenScape Voice management functions.

Each **OpenScape Voice** release goes through independent testing for security vulnerabilities (platform hardening).

**OpenScape Voice** built-in security includes:

- Account and password management security
- File transfer security
- Media stream security
- TLS support – network connections
- Billing records security
- Hypertext transfer protocol over SSL
- Provisioning and security logging
- TLS support – subscriber access
- Defending denial of service attacks
- IPsec baseline

- Secure storage of CDR password
- Virus protection
- Event logging
- Login categories
- SIP privacy mechanism
- VLAN provisioning

**OpenScape Desk Phones** are intuitive, space-efficient and gigabit to the desk. The ergonomic OpenScape Desk Phone IP family delivers a user-friendly, cost-effective and feature-rich communications experience. Simple deployment, crystal-clear HD audio and 10/100/1,000 Mbit Ethernet – a unique experience to desktop users with best-in-class value.



## OpenScape Enterprise Express Customer Experience

*“Thanks to the real-time presence and voice conferencing features, it became easier to find people, hold a meeting and connect them regardless of location. This optimized the staff’s time and productivity.”*



Guebio Carvalho,  
IT Infrastructure analyst at SEBRAE-MG  
[Read the customer success story.](#)

*“Our SIP-based communications infrastructure is inherently more cost efficient. We are even finding that we need fewer physical phones because the UC environment allows more of our workforce to go virtual.”*



Richard Fairhurst,  
Director – IT Global Infrastructure  
Pall Corporation

[Read the customer success story.](#)

*“We’ve been able to increase first call resolution, improve the clearing experience, and accurately review performance with real-time reporting during clearing.”*



UNIVERSITY  
of  
GREENWICH

Paul Butler,  
Head of Information Systems,  
The University of Greenwich  
[Read the customer success story.](#)

## About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

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.

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