

Unify OpenScape Enterprise Express

Atos Unify OpenScape Enterprise Express V10

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 Atos Unify 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
- Atos Unify OpenScape UC - Unified Communications
- Atos Unify OpenScape Xpressions - Unified Messaging
- Atos Unify OpenScape Mobile - seamless communications for the anywhere workers
- Atos Unify OpenScape Contact Center Extensions (Concierge) - Attendant Console



- Atos Unify OpenScape Common Management Platform - common management interface for core applications and select network elements
- Atos Unify OpenScape Deployment Service - IP endpoint management including plug & play, QoS parameters, and security certificate distribution
- Atos Unify OpenScape User Management - user-centric administration that is template-driven and reduces the overall administrative efforts required
- Atos Unify OpenScape Composer - A new, modern, complementary management application that improves significantly the solution's serviceability

- Atos Unify OpenScape Contact Center Enterprise - professional contact center application
- Installation and configuration is streamlined through the use of the Unify web-based Customer Data Collection (WebCDC) tool and the OpenScape Enterprise Express-Automatic Installer (AI). The WebCDC tool simplifies the collection and recording of customer-specific information needed during the deployment process. The WebCDC tool generates the necessary files, which are then fed to the OpenScape Enterprise Express-AI and used to install and configure 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
- A contact center application (optional, to be ordered separately)
- 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
- Integrated WebRTC functionality (via built-in softphone) - Zero touch installation
- 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
- Enhanced serviceability with OpenScape Composer and features like the Automatic Software Updates
- 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 Fusion and web client (with WebRTC support) 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 new license bundled do not contain OSCC licenses, therefore, OpenScape Contact Center needs to be ordered separately.

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.

Atos Unify 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 Atos Unify 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.

OpenScape Composer

OpenScape Composer is a complementary application to the existing Unify Management Application Suite, that improves significantly the solution's serviceability. Composer is intended to re-use functionality of existing Management Apps, by being one layer on top of these applications and utilizing their APIs.

With Composer, the management of OpenScape products is simplified and easier to handle. It offers an Inventory for central status monitoring of all solution elements, centralized backup/restore functionality for all solution elements and fully Automatic Software Updates through SWS or offline.

Device management - Atos Unify 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 software deployment and 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 - Atos Unify 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.

System Installation & Staging - OSEE Automatic Installer

OSEE Automatic Installer (AI) is delivered as an OVA and it is the tool that performs the automatic installation and configuration actions for the OpenScape Enterprise Express applications. Based on the WebCDC files, the AI automatically creates Virtual Machines on the customer ESXi infrastructure, installs all the OpenScape Enterprise Express applications in the latest version and performs their configuration. The new Automatic Installer has reduced any staging manual steps to the minimum.

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:

- Atos Unify 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 Atos Unify OpenScape Branch solutions to interface with legacy devices such as fax machines
- Atos Unify 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.

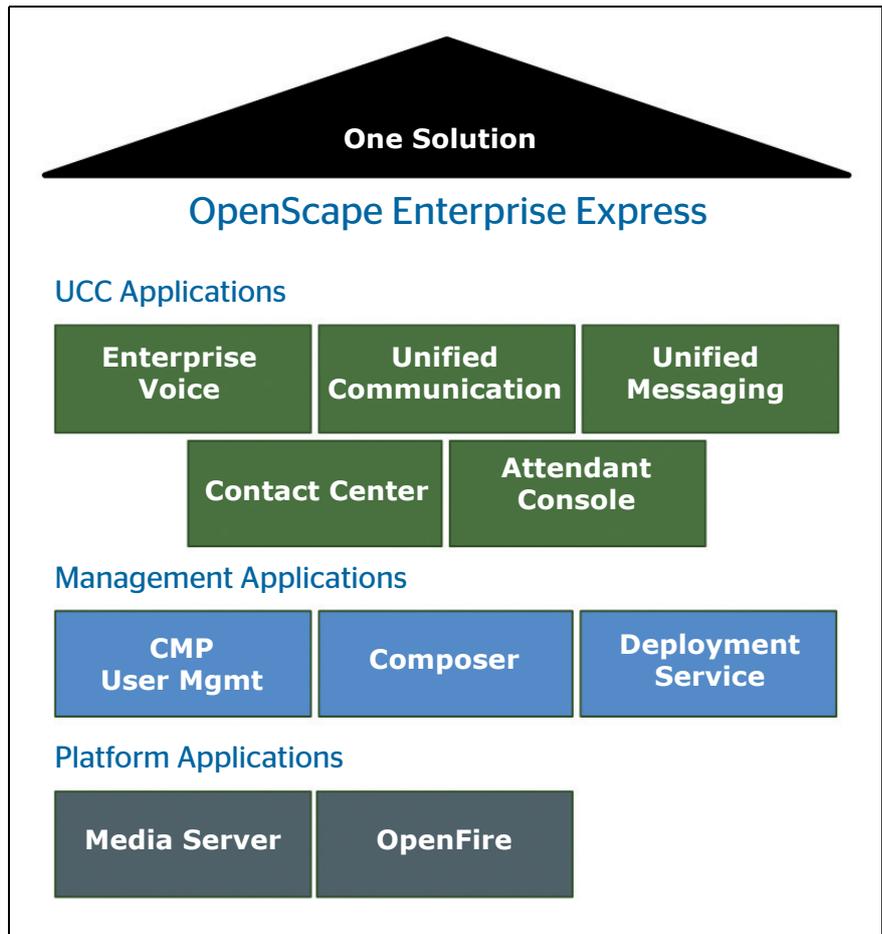
- Options include adding an second voice node providing active-active redundancy. Additionally, the two voice nodes can be geo-separated using a layer 3 connection (not supported by the automated installation).
- A "hot standby" solution for voice communications using OpenScape Branch. With this option, 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 can be used in this case.



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 Atos Unify OpenScape UC Fusion and Personal Edition soft clients.

Ordering

For the ordering of OpenScape Enterprise Express, a simple set of license bundles has been created, focused on base and user licenses.

The licenses are packaged into a single base package, a few expansion packages and their associated SWA and SSP ordering positions.

OpenScape Enterprise Express is considered a specific deployment of an overall solution. Consequently, OpenScape Enterprise Express license bundles can be mixed with ordinary licenses purchased for the individual products.

The base package contains licenses for 200 users. 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.

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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Fusion for Outlook Lync/S4B Google IBM Lotus Notes |

Base/Starter package 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
- 20 UC Audio conference channels
- 4 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
- 10 Xpressions media 1-port licenses

Management

- 1 CMP Base Licensee
- 200 CMP user management licenses
- 1 DLS base system license
- 200 Deployment services user licenses
- 1 Composer Base license

Mobility

- 20 OS Voice mobile user licenses

OpenScape Branch/SBC

- 1 OpenScape Branch base license
- 220 OS Branch registered line licenses
- 1 OpenScape SBC Base license
- 40 SBC Session licenses

OpenScape Personal Edition Client

- 1 OpenScape PE Base license
- 20 OpenScape PE SIP User licenses

Available expansion packages

Standard User expansion package

- 10 Voice user licenses
- 10 Xpressions unified user licenses
- 1 Xpressions media 1-port license
- 10 CMP User Management licenses
- 10 Deployment Services user licenses
- 11 OS Branch registered line licenses
- 1 SBC Session license

Team User expansion package

- 10 Voice user licenses
- 10 UC Application user licenses
- 10 Unified Messaging user licenses
- 1 Xpressions media 1-port license
- 10 CMP User Management licenses
- 10 Deployment Services Base user licenses
- 1 Audio conference channel
- 11 OS Branch registered line licenses
- 1 SBC Session license

