



# Your Voice is Critical

OpenScape Enterprise voice solutions gives power to voice

# High quality reliable voice is business critical

Conversations involve real-time engagement across multiple communication channels. Virtual teams are across cities, and continents. The nuance of the human voice is still the most powerful business tool.

“Organizations using legacy systems are paying 38% more per employee versus an IP based system.”

The State of Enterprise Communications 2012

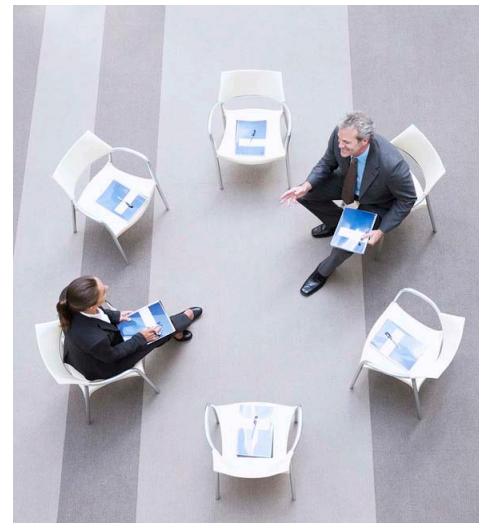
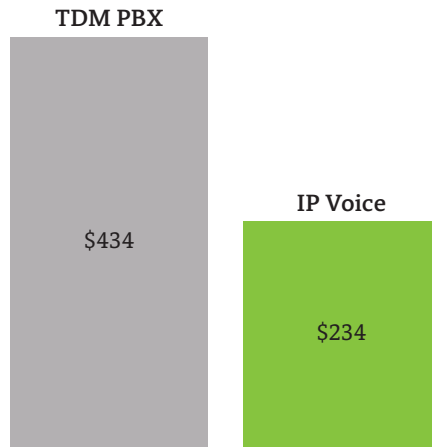
## Business begins with a conversation

In this day and age, conversations between employees, customers, and suppliers are multi-media, providing rich, real-time engagement. Yet even as our definition of a “conversation” broadens to include instant messaging, video, social networking and web collaboration, there is no disputing the powerful role of voice—and the power of integrating voice into all of the ways in which we now communicate.

That’s the power of OpenScape Enterprise Voice.

Today approximately 79% of employees work in virtual or distributed teams. With OpenScape Enterprise voice solutions<sup>1</sup>, you’ll empower these “anywhere” workers while unburdening your organization from the drag of legacy communications assets, which typically bear a higher cost (as much as 38% more per employee) versus an IP multimedia session based solution.<sup>2</sup>

## Annual Costs Per Employee



## OpenScape Enterprise Voice Solutions – the equation for change

The equation of change has many parts - addressing multiple priorities of investment protection, reducing operational expenses, and improving employee productivity. OpenScape Enterprise Voice solutions find the right balance in solving this equation.

OpenScape Enterprise voice solutions deliver on costs savings with:

- Private Cloud deployment
- Virtualization Centralized network administration
- Zero touch network element deployment and maintenance
- SIP Trunking consolidation
- Lower PSTN charges

It all adds up to a faster return on investment with an OpenScape Enterprise voice solution.

## Customer Case Study: Stahlgruber

When Stahlgruber wanted to modernize their communications infrastructure they turned to Unify® to deliver a solution that would meet requirements for improving customer service, reducing FAX transmission costs, and support a DECT wireless solution. Stahlgruber recognized the need to take advantage of new applications as well. Their targets—improve employee performance, reduce costs, and strengthen their ability to serve their customers better. Investment protection was another key as they wanted to maximize their current OpenScape 4000 investment.

OpenScape Enterprise voice solution was able to:

- Provide porting of OpenScape 4000 licenses to OpenScape voice
- Re-use OpenScape 4000 systems as PSTN gateways
- Continue support of the OpenScape 4000 DECT solution for users in a manufacturing area

The added benefits were increased reliability and disaster recovery solution with OpenScape Enterprise deployed as geographically separated nodes, and OpenScape Voice providing centralized routing to reduce the overall communications costs.

“With applications such as the OpenScape UC Application and OpenScape Web Collaboration, the cooperation across sites has become much easier. It has additionally brought a competitive advantage due to less business travel, lower costs and a better CO2 balance.”

Christian Czech,  
Head of Network  
at STAHLGRUBER

# OpenScape Enterprise

## Reliable, Scalable, Secure

Real-time engagement and multimedia communications gives your team a more powerful voice—and more ways to be productive.

“With the upgrade to the current version of OpenScape Voice, cost savings of 20% were made possible due to the virtualization of the server environment.”

Klaus Richter,  
Head of Shared Service Center,  
Fujitsu Technology Solutions

### Giving power to voice

Reliability. Scalability. Security.

These are the keys to a strong voice solution. This is the foundation for all OpenScape Enterprise voice solutions. OpenScape Session Border Controller protects enterprise networks from the latest security threats. It also enables remote workers and branch offices to connect securely to all the services and applications provided from the corporate data center. OpenScape Branch provides a robust, feature-rich survivable branch office solution allowing consolidation and retirement of legacy PBX systems. OpenScape Voice and OpenScape 4000 are industry leading voice solutions with over 8 million IP ports installed. And the investment is secured with lifetime license portability and Software Assurance.

It all adds up to a better way to deepen the conversation with customers, suppliers and employees.

### OpenScape Enterprise Voice Solutions – data center ready

OpenScape Enterprise Voice uses VMware® hypervisor so it fits into any data center that uses a virtual architecture.

This results in better server hardware utilization (up to 70%) and lower energy and maintenance costs.

### Extensive virtualization of OpenScape portfolio

Virtualization technology is employed across a wide range of applications in the OpenScape Portfolio:

- Voice
- Branch
- Session Border Controller
- UC Application
- Web Collaboration
- Contact Center
- Xpressions
- Common Management Platform
- User Management
- Fault Management
- Deployment Service
- Media Server
- Concierge
- Mobile Façade Server

## OpenScape Voice

- Carrier grade reliability
- Unsurpassed scalability
- 100% call fail over support in the event of a single node failure
- Secure billing records
- Geographical redundancy for simplified disaster recovery planning
- Data Center ready, virtualized application deployed on commercial servers
- Industry leading scalability with up to 500,000 users
- Multitenant capable, supporting Hosted / Public Cloud offerings
- Subscription based licensing for “pay as you grow” strategy
- Security built in – 3rd Party verification against outside attacks

## OpenScape Session Border Controller

- Cost effective and secure communications for the “anywhere” workers
- Extends SIP-based applications beyond the boundary of the enterprise network
- Data Center ready and virtualized application
- Lower costs per SIP Session
- Leverage disruptive technologies like SIP Trunking and Skype Connect™
- Best cost routing options, lowering communications costs by as much as 50% to 80%
- Secure voice and data communications for Home / Remote workforce
- Secure voice and data communications to Remote Branch Offices
- “Zero Touch” maintenance
- SIP-aware firewall for media connections
- Security verified by an independent lab

## OpenScape Branch

- Cost effective and feature rich survivable branch office
- Increased business continuity
- Industry leading survivable remote branch solution
- Feature rich
- Integrated firewall, encrypted SIP and management signaling
- Billing and call detail recording in Survivability mode
- Integrated media server
- Integrated analog adaptor
- Integrated PSTN gateway for PRI support
- Integrated firewall for security
- Integrated Session Border Controller for local SIP trunking
- “Zero Touch” maintenance security verified by an independent lab

## OpenScape 4000

- Private Cloud deployment (VMware virtualization)
- Hybrid IP System
- Protected investment
- OpenScape Enterprise applications
- Secure billing records
- Addresses both traditional and advanced voice communication requirements
- Flexible deployment options (software only or hardware software)
- Part of the OpenScape Enterprise portfolio offering advanced communications and team applications
- OpenScape UC Application
- OpenScape Web Collaboration
- OpenScape Video
- OpenScape Contact Center
- Industry leading DECT solution
- OpenScape Flex Licensing allows portability between OpenScape Enterprise voice solutions (OpenScape Voice / OpenScape 4000)

“Taking your number with you is getting popular around the city. Being able to make and take calls anywhere, on their smart phones or at home offices has been convenient. Once they get it, they run with it.”

Shannon Tolle,  
Communications Director,  
City of Scottsdale

## About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.



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