

Accelerate!

OpenScape Office

Take your business to the next level with Unified Communications and Collaboration. Our UC solutions can help your business - no matter how big or small – get more done and serve your customers better, all while saving money.

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

SIEMENS

Faster, better, stronger.

Communication is at the heart of how many small businesses operate, and a variety of methods – phone, conferencing, email, voicemail, and instant messaging, just to name a few – are used to finish projects or close sales. However, few organizations stop to consider the way they communicate or that managing multiple media can be inefficient, frustrating to customers, and expensive. Many consider this to be a cost of doing business. But what if your business could overcome these problems?

Unified Communications and Collaboration makes it possible.

Unified Communications and Collaboration presents a solution to these challenges. UC is technology that takes all of the ways you communicate (person-to-person and conference calls, email, instant messaging, faxing, etc.) and integrates them into one place, so there's no need to switch between programs, contact lists, email accounts and all the other things that can slow down even the most simple communications.

Siemens Enterprise Communications is an industry leader, designing and developing innovative, forward-thinking UC solutions so that businesses of any size can:

- **Get more done**

Collaborate more effectively with fellow employees, customers, and suppliers via integrated presence, voicemail, email, calendar, contacts as well as voice- & webconferencing including video on any device.

- **Serve customers better**

Achieve superior first-contact resolution by using a contact center application with skill-based routing and presence. Social Networking integration also helps you stay closer to key customers.

- **Reduce operational costs**

Minimize telecom charges by unifying mobile and desktop clients, using voice teleconferencing, utilizing free instant messaging services, and leveraging lowest cost IP communications via SIP trunking. Reduce travel expenses with webconferencing and video solutions.

UC, it's as easy as 1-2-3

Choose the UC Solution that's right for your business.

1 Lead with UC and OpenScope Office

Unified Communications expands the possibilities for your business to become more productive and keep customers satisfied, all while reducing costs. OpenScope Office delivers Unified Communications to your business in the most comprehensive, easy-to-use, secure, and reliable solution on the market.

Benefits include:

- UC-enable Groupware - call, conference, or find your contacts in just a few clicks directly from MS Outlook or VMware's Zimbra
- Control how you are contacted whenever and wherever you want
- Communicate just as easily from your PC, desk, or mobile phone
- Stay in touch from wherever you are!

2 Pick the Right Platform

The amazing capabilities of OpenScope Office are available across our award-winning SMB communications platforms, so you can choose the option that best suits the size and scope of your business.

OpenScope Office MX

OpenScope Office MX is an all-in-one Unified Communications platform for up to 150 users. Designed to work with modern IP networks, it combines unified communications software, PBX software and PSTN connectivity in a single package that's easy to use, administer and maintain.

OpenScope Office LX

OpenScope Office LX is a pure all-in-one software based Unified Communications solution for up to 500 users. Designed to run on a single server, it combines unified communications software, PBX software and virtualization capabilities all within one package that's easy to use, administer and maintain.

HiPath 3000 and OpenScope Office HX

HiPath 3000 is one of the world's top-selling SMB communications platforms, with support for any combination of TDM, analog and IP telephones, PC clients and cordless phones providing powerful voice communications for small and medium sized businesses of up to 500 users.

3 Add Devices and Clients

Siemens Enterprise Communications offers a full range of next-generation devices and clients to complete the user's UC experience. Designed with ease-of-use in mind, they all offer intuitive interfaces, high-quality voice, an industry-leading feature set and seamless interoperability that provide users with consistently excellent communications from anywhere and any device. There's a phone to suit the needs of any worker; from entry level to executive-level desk phones, cordless phones, mobile /smart-phone clients, and a soft client that adds phone capabilities to laptop computers for workers on the go.



OpenScope UC Application
Personal Edition



OpenStage
Desktop Phones



Gigaset professional
Cordless Phones



OpenScope Office
Mobile Clients

OpenScape Office

Unified Communications built specifically for small and mid-sized businesses

- The most complete all-in-one UC platform: presence, telephony, conferencing, instant messaging, voicemail, directory, fax, contact center.
- Easy-to-access UC that works seamlessly as part of MS Outlook with features that need just a few clicks to use!
- Architectural design that delivers a rock-solid foundation of security, reliability, serviceability, and manageability that works out of the box.
- The only UC system which has an integrated monitoring solution to view real time video on your OpenStage, mobile phone or web based client.

Outlook Integration
Integrate UC functionality into your Groupware via myPortal for MS Outlook or myPortal for VMware's Zimbra

Live Call Recording
Capture all the details of important calls without the distraction of taking notes

Integrated Presence
Stay on top of team availability and how they can best be contacted

Visible Voicemail
Scan, sort, and play back all voicemails in MS Outlook

Fax Mailbox
Read incoming faxes in MS Outlook and send faxes as easily as printing a document

Call Journal
Keeping track of customer communications is simplified by being able to view and sort the call history

Directory Access
Search through Exchange or LDAP directories to find and contact colleagues with ease

Drag & Drop Conferencing
Get conference calls up and running in just a few easy mouse clicks

Call Pop-ups
See calls on the PC as they come in, then answer or forward them with a simple mouse-click

Web-Collaboration
Attend meetings from wherever you are including video and work effectively with other attendees

Favorites List
Keep the contact and presence information of key colleagues handy, and reach them in just a click

Instant Messaging
Communicate with colleagues in real-time when email isn't fast enough or the phone is busy

OpenScape Office

One Number Service

Be reachable at a single number regardless of location or device

Personal Notifications

Receive automated notifications by email, SMS or phone call when someone tries to call

Social Media

Enabling presence visibility and chat capabilities with external Instant Messaging partners

Personal Auto-Attendant

Provide callers with a professional, customized menu of options when users can't be reached

Click-to-Dial

Click on a contact's phone number directly from any website or application to dial quickly and accurately

Mobility - Call Me!

Set any phone to receive inbound calls, while always displaying the office number for outbound calls

Broad Range of Clients

Choose the ideal OpenScape Office clients to further improve efficiency and customer service.

Unified Communications Clients

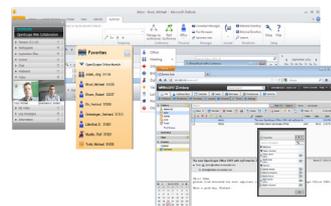
myPortal for Desktop

- presents the full suite of OpenScape Office UC features from a single window and flexible UI skins on the user's PC desktop (place, receive, route, log and record phone calls) - on any operating system like Microsoft Windows or Apple's Mac OS
- maintain buddy lists and send instant messages
- manages and shows the presence of all other users on the system
- integrates directly with the user's MS Outlook calendar and user directory



myPortal for Outlook and myPortal for Zimbra (Groupware Integration)

- all of the functionality in myPortal for Desktop available as an MS Outlook toolbar!
- enables users to access all of their communications - voice, conferencing, voicemail, fax, instant messaging, email, and contacts - directly from within MS Outlook
- the most important UC features available within VMware's Zimbra
- users can click to dial any number from any Microsoft application



myPortal for Mobile and Tablet

- delivers OpenScape Office UC features onto your mobile web-enabled smart phone and tablet independent of your current location
- manages and shows presence status of contacts, set connection control of your office extension, and access to directories, favorites, voicemail and journals
- select preferred calling procedure to utilize optimal voice calling rates



myPortal for OpenStage

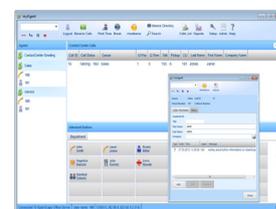
- delivers OpenScape Office UC presence and visible voicemail features to OpenStage 60/80 desktop phones
- easy changes of OpenScape Office presence status
- visually access, query and control personal voicemail-box



Specialized Clients

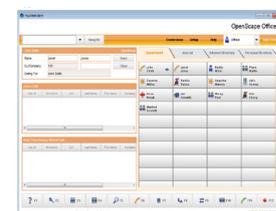
myAgent

- presents the full suite of contact center features from a single desktop view (call queue information, relevant customer information pop-ups accompany incoming calls, access customer data and call history)
- allows for easy adjustment of queues or customer priorities
- facilitates peer collaboration and call transfer to experts, expediting the resolution of customer issues
- Launch any 3rd party application in the context of your current call
- Directory access to 3rd party databases using the OpenDirectory Service via LDAP / ODBC



myAttendant

- presence-aware switchboard application used by administrators, dispatchers or supervisor
- presents a single, consolidated view of all of the company's users and their presence status, making it easy to transfer calls to employees when they are available



Flexible Solution Design

OpenScope Office offers flexible and scalable deployment models from standalone to multi-site SMB business environments

UC Networking – Enabling the Extended UC Domain

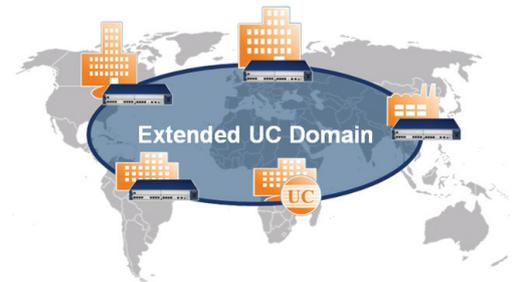
Many companies are operating out of multiple locations and offices on a single campus, or distributed in national or international environments. Site expansions are also typical as small and medium sized businesses grow and need more space.

The need to communicate and collaborate as one entity is especially critical for smaller companies trying to compete with large enterprises.

OpenScope Office uniquely simplifies communication and collaboration allowing multi-site offices to operate as one system, by a single Extended UC Domain.

Benefits include:

- Always know the availability of your colleagues across office locations and the best way to reach them
- Stay within reach of your colleagues and customers from any device and location
- Leverage social media integration to extend your communications reach to partners via 3rd party IM
- Managing one single UC domain vs. multiple redundant standalone deployments



UC Networking provides:

- Network-wide Presence and Chat
- Single Directory
- Unified Management

Virtualization

Virtualization enables companies to improve the efficiency and availability of IT resources and applications by eliminating the old “one server, one application” model. Virtualization is a way to abstract SW applications and their underlying components away from the physical server hardware.

Small to medium size businesses often place even greater emphasis on cost savings and on protecting business critical systems and data, since IT staff and budgets are shrinking.

The pure software design of OpenScope Office enables businesses to virtualize their Unified Communications and Collaboration solution. Benefits include:

- Reduction of physical servers to reduce hardware costs
- Easy data backup and restore
- Enhanced availability and reliability
- Improved scalability and monitoring
- Green IT (One server = less energy consumption)
- Reduced service hours

Mobile UC: You CAN take it with you

It's one thing for users to have robust communications capabilities available when they are at their desks, but in today's fast-moving business world, it's just as important that they are able to leverage those same capabilities whether they are roaming throughout the office, on the road, or working from home. OpenScope Office provides all of the mobility features needed to deliver unified communications to users wherever they are:

- Office roamers can leverage OpenScope Office's WLAN support to access voice and data from their fast and affordable office network, even from their dual-mode GSM phones.
- Road warriors are able to enjoy UC features from their mobile smartphones, with ability to utilize presence, and access directories, favorites, voicemail and journals independent of their current location.
- Remote workers are able to stay connected with the office communications network via secure VPN, and can also use the One Number Service and Call Me! functionality to ensure that any location provides all of the same functionality and accessibility as if they were at their office desks!

About Siemens Enterprise Communications

Siemens Enterprise Communications is a premier provider of end-to-end enterprise communications solutions that use open, standards-based architectures to unify communications and business applications for a seamless collaboration experience. This award-winning "Open Communications" approach enables organizations to improve productivity and reduce costs through easy-to-deploy solutions that work within existing IT environments, delivering operational efficiencies. It is the foundation for the company's OpenPath commitment that enables customers to mitigate risk and cost-effectively adopt unified communications. This promise is underwritten through our OpenScale service portfolio, which includes international, managed and outsource capability. Siemens Enterprise Communications is owned by a joint venture of The Gores Group and Siemens AG. The joint venture also encompasses Enterasys Networks, which provides network infrastructure and security systems, delivering a perfect basis for joint communications solutions.

For more information about Siemens Enterprise Communications or Enterasys, please visit www.siemens-enterprise.com or www.enterasys.com.

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