



The Atos Unify OpenScape Enterprise Portfolio



Trusted partner for your Digital Journey

Atos

The OpenScape Enterprise Portfolio

It is a common notion that unified communications means simply bringing together a lot of different things. Video from here. Text chat from there. Web collaboration from somewhere else. Add some voice, audio conferencing and email, run it through a magic box and, voila! Communications are "unified."

Or are they?

Many organizations invest in new communication technologies without truly considering the human elements of collaboration. This can lead to lack of adoption, frustrated employees, disconnected teams, and a poor customer experience. And, the accelerating "on-demand" nature of today's business creates an expectation for immediate access to services, people and information from anywhere, using any media, and on any device.

We believe that organization culture, employee engagement, user experience and the adoption of the right tools make the difference between success and failure in your own digital journey.

Humanizing your digital workplace promises a more agile, productive and responsive organization. It strengthens human connections across time and distance, to more effectively meet today's accelerating business demands.

We believe that it's not about pieces of technology - it's about humanizing the digital work experience and driving positive outcomes for your organization. Atos Unify OpenScape has had the human experience in mind from day one - the new way to work is people first. Atos Unify empowers you to make work-life better. At the intersection of life and work, Unify provides people with one seamless communication experience.

We call it the New Way to Work - supporting virtual teams, enhancing mobile collaboration, making teams more productive, and enabling rich conversations and content sharing.

The New Way to Work is here, now. Providers who don't respond with user-centric solutions will find themselves at a competitive disadvantage at best, obsolete at worst. Employers who don't get onboard stand to lose their best talent.

Communication on the move

Starting with One to One ...

We've learned to communicate in a lot of ways, but when it really counts, we use the tool that matters most - our voice. In the past, communications started with simple phone calls. One person talking to another person. But multiple persons talking to each other and team conversations created an issue.

People had been connected to a single phone device in the office. If they left the office calls remained not answered or got connected to voicemail. OpenScape communication platforms deliver the answer to those issues. OpenScape enables companies and enterprises to talk—with each other, with your customers, with all their stakeholders, with immediacy and richness. Making video or mobility part of the communication - makes the conversation work better for you.

As a stand-alone or networked voice application or integrated with other communications applications, OpenScape combines carrier-grade reliability, security and massive scalability with the features your enterprise needs. And connecting teams.

Unified communications is a methodology that unifies separate modes of communication into a single, combined user experience. Email, text, and voice messaging work seamlessly with live voice, audio and video conferencing, and Web collaboration, in one interface, with "presence" notification to indicate your availability to participate.

A finger swipe lets you move between tablet, smartphone, or desktop phones, while One Number Service lets calls follow you to whatever device you select - whether office, home, or fishing lodge - completely transparent to your caller. And unified communications can be integrated or embedded into your business process software.

Enhanced power for your communications - regardless of where you work, meet, or what device you're using, OpenScape Enterprise helps bring everything and everyone together, seamlessly, securely, and at the lowest cost. Let us show you how ...

Overcoming the cost and productivity challenges of fragmented applications and user experiences is at the heart of our open ecosystem. From pre-built application plug-ins to open developer programs and integration services, we seamlessly weave communications and collaboration into the way your business works.

It begins with our software-based, unifying communications platform, which works with any IT, voice, and application environment, and scales to an astounding 500,000 users.

The User Experience

Imagine effortless collaboration – everywhere, on any device. We strive to achieve that simplicity. Unified communications provides everything your teams need to communicate in a single app. It's voice, video, screen share, chat, and file sharing. It's collaboration made intuitive, flexible and simple.

The path of sophistication and evolution

Communication is not about phone lines, it is about people. It is about reachability, people want to control where and when to be reached. Services like One Number Service (ONS) or "call swipe" allow you to manage and control their communications in any environment. People are bringing their latest consumer devices to work, and expecting seamless and secure access to the corporate network.

Consumerization is driving them to choose the corporate apps that will increase their own productivity and enjoy the simple download experience they get at home. User experience is key as mobile unified communications comes on stream, and as video moves from a nice-to-have to a business necessity. By freeing your anywhere workers from their desk, or even the office, seamless mobility increases productivity, speeds up business processes, and reduces costs.

The New Way to Work

As we said – it's not about technology – it's about humanizing the digital work experience. In this hyper-connected world, where mobility and collaboration are the norm, today's anywhere workers demand a consumer-like experience from the enterprise communications solutions they use every day. Yet many organizations find themselves mired in a maddening reality of fragmented or incomplete offerings, frustrated users and missed opportunities.

Not only are companies often dealing with layers of incompatible technologies, but also the technologies themselves are often disconnected from the way business is actually conducted.

Embracing new collaboration tools and solutions to enable the digital workplace and flexible work lifestyles is the way to radically improve the reach, scalability, insight and performance of a business or organization.

We believe the New Way to Work is about teamwork, natural conversations, people working together, collaboration anywhere, anytime at any device. A single view brings all the elements together such as voice, video, conferencing, text chat and screen sharing. Our mission is to unify multiple networks, devices and applications into one engaging, easy-to-use experience for our customers.



The New Way to Work ecosystem

The New Way to Work is a powerful starting point, but the seamless integration into a broader enterprise applications ecosystem is the next important step. We provide a range of open integration capabilities and offerings to protect your in-place investments and accelerate your business processes.

We can both extend and customize our applications as well as integrate with your existing environments from HCL, Microsoft, Google, Salesforce, SAP or others.

Overcoming the cost and productivity challenges of fragmented applications and user experiences is at the heart of our open ecosystem.

The value of the Enterprise Licensing and Flexible Deployment

Our new software and services bundles are the cornerstone to a new way of doing business. Our “user centered concept” provides simplified yet comprehensive enterprise licensing suites, from simple voice to enhanced team collaboration capabilities. And, no matter what deployment model fits your business needs most effectively, we are there. Premise-based, private cloud, hybrid, public cloud or hosted, because we know it is not a one-size-fits-all world.

Supporting your journey from beginning to end

In a world of unified solutions enabled by services, people make all the difference. Designing, implementing, managing, and maintaining large-scale and sophisticated enterprise solutions takes know-how. It takes in-depth knowledge and tools, experience and training. It takes people who have been down this road before.

Unify's Managed Services provide the benefits without the cost, burden and distraction of running your systems on your own. Whether you need complete outsourcing or individually managed services, we'll create a solution to suit your needs. Our Professional Services allow you to move easily from system assessment to design, and from implementation to integration and customization, with the help of our global services team.

Once up and running, Maintenance and Support gets the most from your investment with our on-demand option for tailored support commitments and project-specific services. And for peace of mind, our Security services let you know that your organization, mobile workforce and proprietary information are protected with efficient and reliable security solutions.

Introducing the OpenScape Enterprise Portfolio

Bring everything – and everyone – together. All the best things about communicating in one place. No disparate pieces. Just a single elegant solution, built seamlessly from the ground up.

With an easy to use GUI and voice interface, OpenScape Enterprise delivers a rich, intuitive user experience that integrates with existing workgroup solutions.

Transform how your business communicates by integrating communications into the way you operate, creating a more agile, responsive workforce. Consumer-friendly, yet enterprise-secure and reliable.

Atos Unify OpenScape Voice - the scalable, reliable enterprise platform

Business relationships begin with a conversation. We can make your conversations vibrant—down the hall or around the world. As part of the OpenScape Enterprise portfolio, OpenScape Voice enables your enterprise to talk—with each other, with your customers, with all your stakeholders, with immediacy and richness.

As a stand-alone voice application or integrated with other unified communications applications, OpenScape Voice combines carrier-grade reliability, bullet-proof security, massive scalability (up to 100,000 users per node) and flexible on-premise or cloud deployment with the features your enterprise needs. OpenScape Voice can even integrate your disparate network of legacy PBX's as you migrate into a unified, IP-based communications environment.

Atos Unify OpenScape Enterprise Express - packaged for fast deployment

OpenScape Enterprise Express features resiliency, and scalability in a pre-integrated platform that reduces cost and complexity. If you're responsible for a thriving mid-sized company, your business teams need to collaborate from anywhere. And you want to know the best way to get there.

Aimed squarely at organizations with 200 to 2,000 users, OpenScape Enterprise Express is the OpenScape Enterprise deployment that retains the architectural muscle and capabilities of the OpenScape Enterprise portfolio. We pre-integrate Voice, Mobility, UC, UM, Contact Center applications along with user and device management and deliver it as a virtualized software package on a single server. Cost-effective. Simple. Quick.



The Atos Unify OpenScape 4000 evolution

You can choose to be competitive without turning the world over and starting again. Sometimes evolution fits better than revolution. That is where the OpenScape 4000 fits in.

As part of the OpenScape Enterprise portfolio, OpenScape 4000 bridges the gap from legacy digital communications to IP-based unified communications.

Both reside side-by-side in the same enterprise, on the same platform. You leverage and enhance your existing communications by introducing powerful state-of-the-art UC capabilities. But where needed, as needed.

Designed for enterprises from 300 to 12,000 users, OpenScape 4000 supports the full range of Atos Unify OpenScape UC for high-demand users, while allowing you to keep moderate-demand desks in digital format.

While mirroring the feature set and many of the same capabilities of our flagship OpenScape Voice solution, OpenScape 4000 isn't the new kid on the block—it's been around and will stay around. Flexible licensing means your users can move from one to the other as your needs demand. For data center deployments, it runs on industry-standard servers or as a traditional PBX platform.

Connect your offices with Atos Unify OpenScape Branch

Keep your multi-site enterprise and remote workers connected with the UC features they count on, all from a single easy-to manage platform.

What happens if your IP network experiences problems? If you have OpenScape Branch, the phones keep working! OpenScape Branch is a SIP based Voice over IP appliance. There are several models designed for the branch offices starting with the OSB 50i (up

to 50 users) and scaling to the OSB 1000 (up to 1000 users). The main objective of OpenScape Branch is to assure continued communications services to the branch during the loss, or degradation of service between the branch and the main office.

OpenScape Branch features powerful survivability capabilities including PRI Signaling Backup and Redundant Deployment.

The system can temporarily take over call-routing and the servicing of local subscribers while OpenScape Enterprise Express remains unavailable due to a server problem or even a network failure. In addition to survivability, OpenScape Branch features cost effective integrated capabilities. These include a Session Border Controller, Firewall, Media Server for reducing bandwidth costs, Contact Center capabilities and the ability to terminate SIP Trunking.

Secure access with Atos Unify OpenScape Session Border Controller

What is a Session Border Controller? It is a Session Initiation Protocol (SIP) based server deployed at the border of the customer's network, to securely extend the benefits of the OpenScape Enterprise solution to carrier SIP trunks, remote users such as home workers, and remote branch offices.

The main benefits of using OpenScape Session Border Controller include:

- Provides VoIP and UC security and interoperability for the VoIP enterprise network border
- Securely terminates lower cost SIP trunking services from SIP Service Provider (SSP)
- Extends communications to remote workers and agents without special hardware
- Dual-server redundancy option for business continuity
- Deployed on industry standard servers for faster return on investment
- Predictable, linear pricing model for lower total cost of ownership
- TLS and SRTP encryption for increased voice communications security

Atos Unify OpenScape Management applications give you control

Empower your team to maintain a high performance communications network. Stay in touch, everywhere, so you can work smarter and more efficiently – from anywhere.

An agile Management solution helps your operations team proactively ensure business continuity, identifying network issues before they become problems. And users will be pleased with fast and efficient provisioning. OpenScape Management is built on best practices (ISO and ITU models) to deliver a lower cost for managing and servicing your network and making zero-touch administration a reality.

Our management tools help you see farther into your network. Peer around curves to identify and remedy issues before they become problems. Ease your workload. And respond faster to requests. Simply, intuitively, and cost effectively.

OpenScape Management applications are comprised of User Management, Deployment Service, Fault Management, Performance Management, Accounting Management, and Common Management Platform.

Harmonize your enterprise with Atos Unify OpenScape Unified Communications

Being simple, yet complete and comprehensive is the powerful goal behind OpenScape Unified Communications (UC).

You can reduce team meeting and facility costs with built-in audio, web, and multi-party desktop video conferencing. OpenScape UC's audio, web and video conferencing enhance collaboration and team productivity while minimizing expensive 3rd-party conferencing services, and eliminating unnecessary commuting or travel expenses. With just a few clicks, users can initiate planned or spontaneous voice, web, or video conferencing sessions.

By using 'presence' information, teams can instantly see whether other team members are available, allowing spontaneous, easily initiated conferencing sessions. This provides virtual teams with a convenient way to instantly collaborate in real-time, reaching the most available people, to facilitate faster action and decision-making.

You can have intuitive mobile access to all your communications. The Atos Unify OpenScape Mobile client allows users to leverage their mobile device to access and manage OpenScape UC while away from their desk. Mobile Client users can benefit from presence awareness of key contacts and quick access to conferences among many other OpenScape features.

The mobile application is one intuitive OpenScape Mobile client for iOS or Android, with gesture-driven call swipe and full UC, VoIP and video functionality.

Team members can be reached via your single published phone number on the device of their choice. With OpenScape, employees publish a single "OpenScape Number" by which they are reachable regardless of their location or preferred device. This means that if employees are working at their desks, OpenScape routes calls to their desk phone.

If employees are working at home, or are on the go, calls can be routed to the phones at those locations.

Users can set their mobile smartphones or tablets as their preferred device and have calls routed to them while traveling or in route to the office or a customer site. In this model, employees are reachable, but at a lower cost because fewer calls are routed over expensive mobile networks.

And, you can unify all your communications within your preferred enterprise groupware application such as Microsoft Office 365, Office 2016, Sharepoint or HCL Notes. This enables your teams to seamlessly and spontaneously access key people and information without having to switch applications, or search endlessly for data or directories. Perhaps your teams use Microsoft Office as one of their primary communications tools. We can interconnect OpenScape Fusion with your Outlook as well as your Skype for Business / Lync client so that all communications and collaboration can be initiated directly from within your preferred user interface, making it easy and intuitive to reach people quickly (e.g. via vCard in Microsoft Office).

The solution also features a Software Developer's Kit (SDK) which allows it to be integrated into a wide range of business applications, new or already deployed within the enterprise.

What if you could give your teams freedom to collaborate everywhere – without meeting? Have subject matter experts review a document on the fly? Escalate a complex discussion from auditory to visual in midstream? See the impact of an idea on teammates' faces? Hire the best candidate for your team without worrying about where he or she lives?

Atos Unify OpenScape Web Collaboration from Unify turns those and other opportunities into reality. Available for Windows and Mac OS X Clients is a 'zero-footprint' solution, requiring no client installation. Becoming a participant takes just seconds and leaves behind nothing on your computer. It's simply a better way to meet.

With a single click, the intuitive interface lets you select text, file sharing, desktop screen sharing or video. Secure and encrypted sessions can be launched from Microsoft Outlook and HCL Notes, or from the OpenScape client.

OpenScape Web Collaboration also includes online support and remote control tools for administration, maintenance and desktop sharing on remote pc/servers, making it an excellent tool for facilitating fast problem resolution.

Bring conversations to life with Atos Unify OpenScape Video

The confidence that comes from eye-to-eye contact. The nuance of a gesture. The ability to be everywhere and yet right where you are, at the same time. The world of video-enabled communications has arrived.

No longer worry about expensive equipment, unfamiliar controls and fussy connections. We have a different approach. We make video conferencing simple, accessible and affordable. By integrating video with UC, OpenScape Video is significantly easier to adopt compared with other offerings, and brings a full UC feature set—all in a single application. In fact, we make video conferencing as simple as a phone call.

OpenScape Video embeds multi-party videoconferencing within the OpenScape UC application. Our desktop client enables any user to participate in point-to-point or multi-party videoconferences—with a simple mouse click. Make video part of the conversation – and make the conversation work better for you.

Unified voice messaging with Atos Unify OpenScape Xpressions

Read voicemail. Listen to email. Send a fax. Receive a text. At your desk. On your mobile. All from one application. It's much more than voice mail. OpenScape Xpressions provides one central inbox for all messages—voice, email, fax and SMS text—enabling mobile and home-based workers to stay connected all the time.

You can be more productive, more efficient and more responsive. And because Xpressions is mobile, all this is available wherever you are. Text-to-speech capabilities let you hear your emails, by reading them to you. Speech-to-text lets you read voice messages.

OpenScape Xpressions uses natural language understanding, so you can retrieve messages - in whatever form - wherever you are. Demand much more than voicemail, with OpenScape Xpressions unified messaging.

Atos Unify OpenScape Contact Center

As the saying goes, there is nothing more important to your business than your customers. OpenScape Contact Center empowers organizations to listen to customers, interact across any media including social, optimize business performance improvement and measure customer contact operations to ensure success.

OpenScape Contact Center (OSCC) is an end to end customer engagement suite supporting 5 to 7,500 agents, available on premise, hybrid or the cloud. It's uniquely designed with a powerful routing and reporting engine, a 360-degree customer view and market-leading usability. A mature SDK ensures a robust customer ecosystem, and a mobile supervisor allows monitoring from anywhere. Strategic contact center partnerships include Softcom for real-time customer analytics, ASC for Workforce Management, and Genesys for more sophisticated, highly scaled call centers.

Atos Unify OpenScape Phones

When issues get complex, when nuance is more valuable than facts, or when we need an answer now—when we reach for an escalation tool—it's hard to replace the dynamics of the human voice. We deliver voice as a high-definition, immersive experience. Our desktop phones are designed to get out of the way, to remove distractions.

Independent lab tests have verified our strong audio quality, with HD across the entire IP portfolio and UC soft client. And, we have received exclusive eco-friendly "The Blue Angel" award for our energy efficiency OpenScape and OpenStage desktop phones.

We know you have choices - why work with Unify?

With Unify, you work with a global market leader. Wherever you are, we are. Unify serves over one million customers across 60 countries, and is ranked market 'Leader' by top industry analysts. We are trusted by approximately 75% of the Fortune 500 and hold over 3,000 patents for innovation.

Our open approach means you can have the 'gain without the pain'. We know it's not a one size fits all world, so we deploy in the way that works for you. No forced "rip-and-replace". We work at your pace, on your budget - in the cloud, in your data center, on your premises, or a hybrid.

We make it work, and keep it that way. Our global communications services capability in all regions provides 24/7 single point of contact support, with available Managed Services, Professional Services, Maintenance and Support Services to ensure your project success. Leverage our breadth, depth, scope and scale to your advantage. To find out more, visit <http://www.unify.com/us/products-services/unified-communications/> we'd like to continue the conversation with you.

About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 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 space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us

atos.net

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Let's start a discussion together



For more information: unify.com

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