OpenScape Enterprise Express
Streamlined, Integrated, and Simple

Advanced Unified Communication solution for mid-sized enterprises.

Targeted to address the needs of today's mid-sized enterprise (200 - 1,000) market, OpenScape Enterprise Express is a streamlined, integrated and simple solution that packages Voice, UC, Unified Messaging, Contact Center and Management applications in an offering that reduces integration complexity, and increases team performance. The OpenScape Enterprise Express is designed to make installation easy and simplifies maintenance reducing the overall solution lifecycle costs. With its prepackaged suite of selected OpenScape applications it amplifies virtual team productivity, creating business value and contributing to the overall health of the enterprise.

Using virtualization technology, the core applications of OpenScape Enterprise Express will run on a single fault-tolerant, commercially available server.

The core applications integrated into OpenScape Enterprise Express are:

- OpenScape Voice
  Central communication server.
- OpenScape UC Application
  Unified Communication platform.
- OpenScape Xpressions
  Unified Messaging.
- OpenScape Contact Center
  Enterprise-class contact center solution.

- OpenScape Common Management Platform
  Common management interface for core applications and select network elements.
- OpenScape Deployment Service
  IP endpoint management including plug & play, QoS parameters and security certificate distribution.
- OpenScape User Management
  User-centric administration that is template-driven and reduces the overall administrative efforts required.
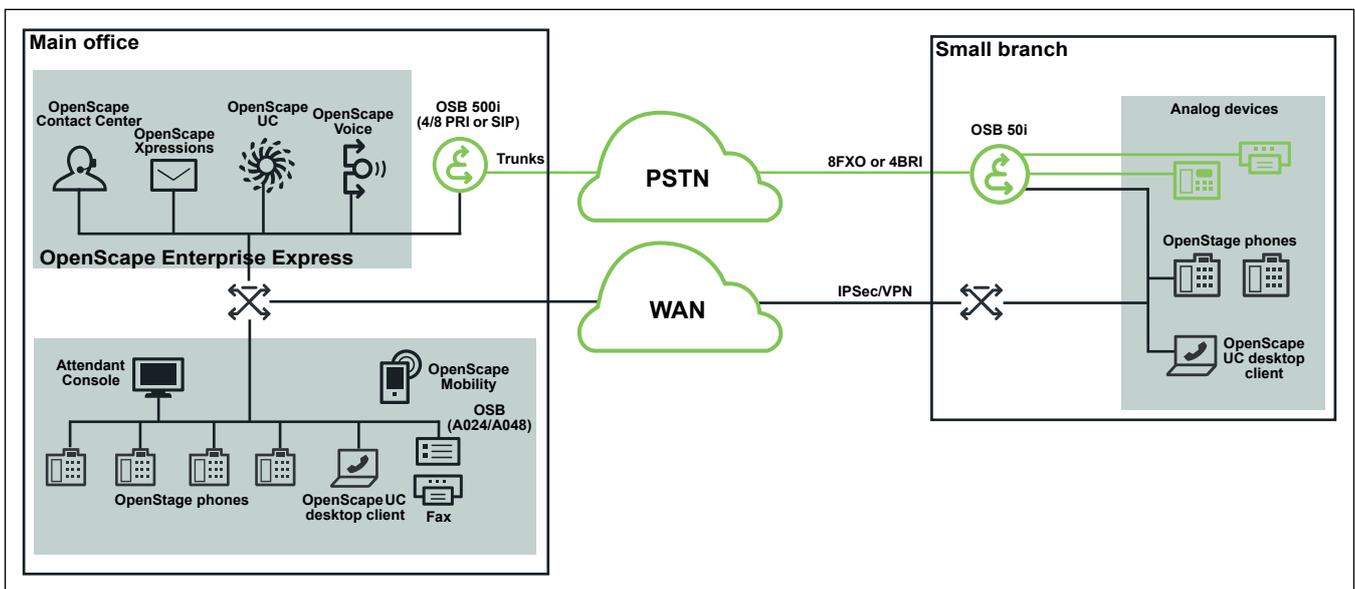
OpenScape Enterprise Express environment

Key aspects

Key aspects of the OpenScape Enterprise Express solution package include:

- Fully featured robust SIP-based voice application server
- 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 e-mail WAV file attachment
- An integrated robust media server
- An embedded contact center application
- 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 Communication and Unified Messaging environment
- 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
- 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 adapter devices as part of OpenScape Branch solutions to interface with legacy devices such as fax machines
- OpenScape Session Border Controller for secure SIP connections across IP networks
- A wide selection of VoIP SIP phone models plus a PC soft-phone client
- Security built-in to protect the customers' network via platform port hardening, secure protocols, password rules, certificates, firewalls, audit trails and others

* For Instant Messaging, the OpenFire software is needed as part of the network deployment.

Installation and configuration

Installation and configuration is streamlined through the use of the OpenScape Customer Data Collection (CDC) tool. The CDC simplifies the collection and recording of customer-specific information needed during the deployment process. Once the customer-specific data is collected, the CDC tool generates the necessary files to provide the OpenScape Enterprise Express solution.

Core applications

OpenScape Voice

Central communication server

A core element of the OpenScape Enterprise Express solution is OpenScape Voice, a software-based enterprise voice application providing a rich set of enterprise voice features for medium to large-size enterprises. The SIP-based voice application was built from the ground up for data center-based deployments and used within a virtualized architecture. The OpenScape Voice application is standards- based provides session management for all communication within the network and allows for integrating 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.

OpenScape UC Application

Unified Communication

OpenScape UC Application offers a sophisticated set of Unified Communication functionalities which can be further extended based on its open and highly flexible architecture. OpenScape UC Application provides tools for the effective structuring of communication in the enterprise and improves the communication management for the end user.

OpenScape UC Application enhances user and team productivity by providing a rich choice of clients that allows choices and flexibility in how they want to communicate. The user has control of multiple devices, presence-based contact lists, rule-based communications management, instant messaging*, audio conferencing and further options which all help improve responsiveness of the enterprise. This increases productivity by speeding up business processes.

OpenScape UC Application enables seamless, intuitive and efficient communication for individual employees, workgroups and the entire company. OpenScape helps companies to streamline communications with the following features:

- One-Number-Service
- User & Devices Presence
- Conferencing – for ad-hoc, meet-me and scheduled
- Call Journal
- Organizing private contacts
- Support of mobile users
- Personalized rules-based call routing

OpenScape Xpressions

Unified Messaging

OpenScape Xpressions voice mail and unified messaging provides:

- A single centralized repository for all e-mail, 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 voice mails via telephone and web interface

OpenScape Xpressions includes an AutoAttendant function that is integrated with the OpenScape Contact Center application to help your business answer the needs of your customers.

OpenScape Contact Center

Contact center

OpenScape Contact Center (OSCC) provides a feature-rich contact center solution designed to improve first customer contact resolution.

The OpenScape Contact Center base package provided in the OpenScape Enterprise Express provides group-based routing for up to 2 groups, 50 agents total and 2 managers.

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.

OpenScape Common Management

Management solution

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 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.

OpenScape Deployment Service

Device management

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 distribution of security certificates for IP devices.

OpenScape User Management

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 for users. It is template-driven that 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 CDC Customer Data Collection tool) or customer LDAP directory.

OpenScape Customer Data Collection

System configuration

The Customer Data Collection (CDC) 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 select third-party network elements. The CDC tool maintains a record of the customer installation for future retrieval as needed (site upgrades, etc.). The CDC tool is streamlined to accept information from the customer in an easy to understand format.

Connectivity to other networks

OpenScape Enterprise Express provides two options for connecting to other networks:

- TDM connectivity using a trunk media gateway such as OpenScape Branch
- SIP trunking connectivity to a SIP Service Provider using the OpenScape Branch integrated Session Border Controller capabilities

Up-sell opportunities

In addition to the standard capabilities delivered with OpenScape Enterprise Express, an Express deployment can be further enhanced using other elements and offerings from the by-adding complimentary value-add applications and devices from the OpenScape Enterprise portfolio. Note that adding up-sell options as part of an OpenScape Enterprise Express deployment may require the addition of licenses, additional hardware, professional services or any combination of all three.

Some examples of up-sells include E/A Cockpit, OpenScape Mobile, Desk Phone Mobility and OpenScape Concierge.

Survivability

Continuous voice continuity can be provided for OpenScape Enterprise Express solution with OpenScape Branch. When paired with OpenScape Branch, in the unlikely event of an OpenScape Enterprise Express outage, the 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.

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).

Device options

OpenScape Enterprise Express supports the full line of OpenStage SIP phones and the new Desk Phone IP devices. As well, OpenScape Enterprise Express supports the OpenScape UC Desktop and Personal Edition soft clients.

OpenScape Software Assurance

OpenScape Software Assurance assures that customers are kept on the latest software version of OpenScape Enterprise Express. Continuous software upgrades provide OpenScape Enterprise Express users the opportunity to take advantage of newly introduced features, ensures long-term software stability and provides access to the latest user features and security enhancements.

Ordering

OpenScape Enterprise Express is simple to order. All of the licenses required for a fully operational OpenScape Enterprise Express including the licenses required for the initial 200 users, are packaged under a single order position.

The base package includes the licenses to allow each user to have Voice, UC and voice mail functionality. The base package also includes 50 audio conferencing licenses, 50 OpenScape Contact Center agent licenses and 2 OpenScape Contact Center manager licenses**.

Growth beyond 200 users is handled with single order expansion packages. Each expansion package provides the licenses necessary for an additional 25 users as well as 3 additional conferencing ports. Up to 32 expansion packages may be ordered for a single OpenScape Enterprise Express (up to the system maximum of 1,000 users).

Devices and other network elements such as the servers, OpenScape Session Border Controller and OpenScape Branch carry their own ordering positions and are ordered as needed to address the specific deployment environment.

** The 200 user licenses are shared between users and Contact Center agents/supervisors.

OpenScape Enterprise Express highlights

Core applications

- OpenScape Voice
- OpenScape UC Application
- OpenScape Xpressions
- OpenScape Contact Center
- OpenScape Common Management Platform
- OpenScape Deployment Service
- OpenScape User Management

Base package

1	OpenScape Voice base license
1	OpenScape Xpressions base license
1	OpenScape UC Server base license
1	OpenScape Contact Center base license
1	OpenScape Branch base license
1	OpenScape DLS base license
200	OpenScape Voice dynamic user licenses
200	OSV client access user licenses
200	OpenScape UC Application user licenses
30	OpenScape UC Audio Conference
200	OpenScape CMP/UM user licenses
200	OpenScape Xpressions unified users
30	OpenScape Xpressions media ports
50	OpenScape Contact Center agent licenses
50	OpenScape Agent desktop licenses
2	OpenScape CC supervisor licenses
200	OpenScape Branch user licenses
200	OpenScape DLS basic user licenses

Expansion package

25	Xpressions V7R1 unified user licenses
25	OS Voice V7R1 dynamic user licenses
25	OpenScape Branch V7R1 user licenses
25	OS Voice V7R1 client access user licenses
25	OSC UC Appl. V7R1 user licenses
25	OSC CMP V7R1 UM user licenses
3	OSC UC Appl. V7R1 Audio Conf. channel licenses
25	DLS V7R1 basic user licenses

Supported devices and clients

- OpenStage 15
- OpenStage 20
- OpenStage 40
- OpenStage 60
- Desk Phone IP 35G
- Desk Phone IP 55G
- OpenScape Personal Edition

Value-added applications

In addition to the standard capabilities delivered with the OpenScape Enterprise Express, an Express deployment can be further enhanced using other elements and offerings from the OpenScape portfolio. Solutions can be designed based on specific customer needs. Updates to the base configuration may require the addition of licenses, additional hardware, professional services or any combination of all three. Examples of the more powerful value-added applications are:

- OpenScape Web Collaboration
- Groupware plug-ins for integrations with e-mail servers (e. g., Outlook, Notes)
- Conferencing integration groupware plug-in
- Text-to-Speech for use with OpenScape Unified Messaging AutoAttendant and OpenScape Contact Center
- Attendant Console via OpenScape Concierge
- Soft Phone – OpenScape Personal Edition (PE)
- Survivability for main office using OpenScape Branch 1000
- Additional OpenScape Branch using VRRP for SIP trunking redundancy
- OpenScape Contact Center advanced features – skills-based routing, multimedia routing (E-mail, Web Collaboration, Callback), Call Director IVR
- Contact Center Outbound Calling Campaign or Campaign Director
- Video endpoints
- Call Admission Control Configuration
- Corporate Directory integration with OpenScape Unified Messaging
- Extension of OpenScape Web Collaboration for external corporate partners (installation in DMZ)

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