OpenScape Business At-A-Glance Solution Guide

Transforming your small and medium-sized business.

Staying connected to colleagues and customers in the office or on the road is essential to getting the job done. But today's communications systems can do more than help you stay in touch, they can dramatically transform your business.

OpenScape Business offers the easiest path to deploying UC across your business.

They can enhance inter-office collaboration, enable new home and flexible working practices, and they can integrate employee owned-tablets and smartphones into your secure business network to support Bring Your Own Device (BYOD) strategies.

OpenScape Business can do all this, and much more.

It's a unique voice and Unified Communications (UC) solution specifically designed to address the needs of dynamic SMBs like yours. Not only will it keep your staff connected anywhere, at any time, OpenScape Business will accelerate team productivity, improve customer service and dramatically reduce your communications costs.

Why Unified Communications?

UC takes all the ways your people communicate – email, phone, fax, instant messaging, video conferencing, web collaboration and more – and integrates them into a single place. There's no need to switch between screens, programs, contact lists, email accounts and all the other things that can slow down even the simplest communications.

OpenScape Business goes further... delivering more UC functionality in one box than any other vendor, on top of your existing infrastructure.

Why OpenScape Business?

OpenScape Business is an all-in-one solution for single and multi-site businesses that simplifies the deployment and delivery of cost-saving enterprise voice and UC across your business.

Comes packaged with the very latest UC applications – from productivity enhancing presence and seamless mobility to anytime collaboration.

- **No investment in new infrastructure**
  Delivers UC functionality on top of your existing network, using established interfaces and supporting all common communications protocols.
- **Performance-boosting functionality**
  Comes packaged with the very latest UC applications – from productivity enhancing presence and seamless mobility to anytime collaboration.
- **Cost saving communications**
  Seamlessly integrates cost saving Voice over IP on top of your existing network to reduce your total communications bill.
- **Seamless integration**
  Integrates into your office applications so there's no learning curve for your people.

- **Total connectivity**
  Provides instant access to UC on any desktop, tablet or smartphone.
- **Comprehensive mobility**
  UC available on major mobile platforms; supporting Android, iOS, Windows and even more mobile operating systems.
- **Superior ownership experience**
  Reduces total system cost through swift and easy deployment, and web-based management tools for simple, low cost maintenance and support.
- **A future-proofed investment**
  Delivers a low cost upgrade path from voice to UC.

Enjoy the benefits of cost-saving enterprise voice, productivity-boosting presence, seamless mobility and enhanced collaboration.

You can improve service to employees and customers:

- Solve issues in an instant by routing colleague and customer calls directly to any device you choose
- Achieve first call resolution by integrating multimedia contact center functionality
- Engage with customers on their terms by offering multiple ways to get in touch – email, phone and social collaboration tools
- Bring all your communications tools together in Microsoft Outlook – email, IM, calendar, presence status, social collaboration, drag and drop conferencing and more

You can boost employee productivity:

- Communicate more efficiently with customers and bring virtual teams together anywhere. at any time with chat, conferencing, web-collaboration and more
- Never miss another important call with integrated presence and one number services
- Speed decision-making with drag and drop conferencing from your desktop, tablet or smartphone

You can deliver seamless workforce mobility:

- Keep remote and mobile employees connected by delivering UC with integrated VoIP functionality on major mobile platforms; supporting Android, iOS and even more mobile operating systems
- Employees can quickly respond to customer inquiries "while on road"
- Bring virtual teams together by delivering real-time audio and video conferencing to employee's smartphones and tablets
- Stay productive with access to all critical apps – directories, favorites, voicemail and call journals
- Accelerate BYOD (Bring Your Own Device) strategies with secure access to corporate apps on the move

You can maximize limited budgets and reduce high operational costs:

- Slash conferencing costs by up to 90% and total voice calls cost by up to 30% with voice over IP (VoIP)
- Reduce support costs with easy to use web-based management tools
- Avoid expensive rip and replace projects by deploying UC to all users independent of the communications network infrastructure
- Instantly scale to support more UC functionality and more users with ease

Bring virtual teams together by delivering real-time audio and video conferencing to employee's smartphones and tablets.

OpenScape Business takes you on the easiest path to delivering performance-boosting Unified Communications across your company.

Accessible from any device, in any location and at any time, OpenScape Business delivers the all-in-one path to true Unified Communications.

The all-in-one path to Unified Communications

Deploying UC across your business will accelerate team performance and productivity, increase engagement with customers to increase loyalty, and dramatically reduce the costs of your communications.

Accessible from any device, in any location and at any time, OpenScape Business delivers the all-in-one path to true Unified Communications.

It comes fully packaged, is easy to deploy and support and will grow as you do. And there's no need to rip and replace your existing infrastructure because it works on top – seamlessly, efficiently and brilliantly!

Software Upgrade Entitlement Rights

OpenScape Business provides investment protection and stability with 3-years of Software Upgrade Entitlement Rights included, ensuring that you always have the ability to upgrade to the latest level of technology innovation for your communication solution.

Contact your partner to set up a free 90 day evaluation of OpenScape Business.

To learn more visit: www.unify.com

Note: Some features of OpenScape Business are subject to local market availability. OpenScape Web Collaboration is an optional UC feature that can be added to OpenScape Business.

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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UNIFY Harmonize your enterprise