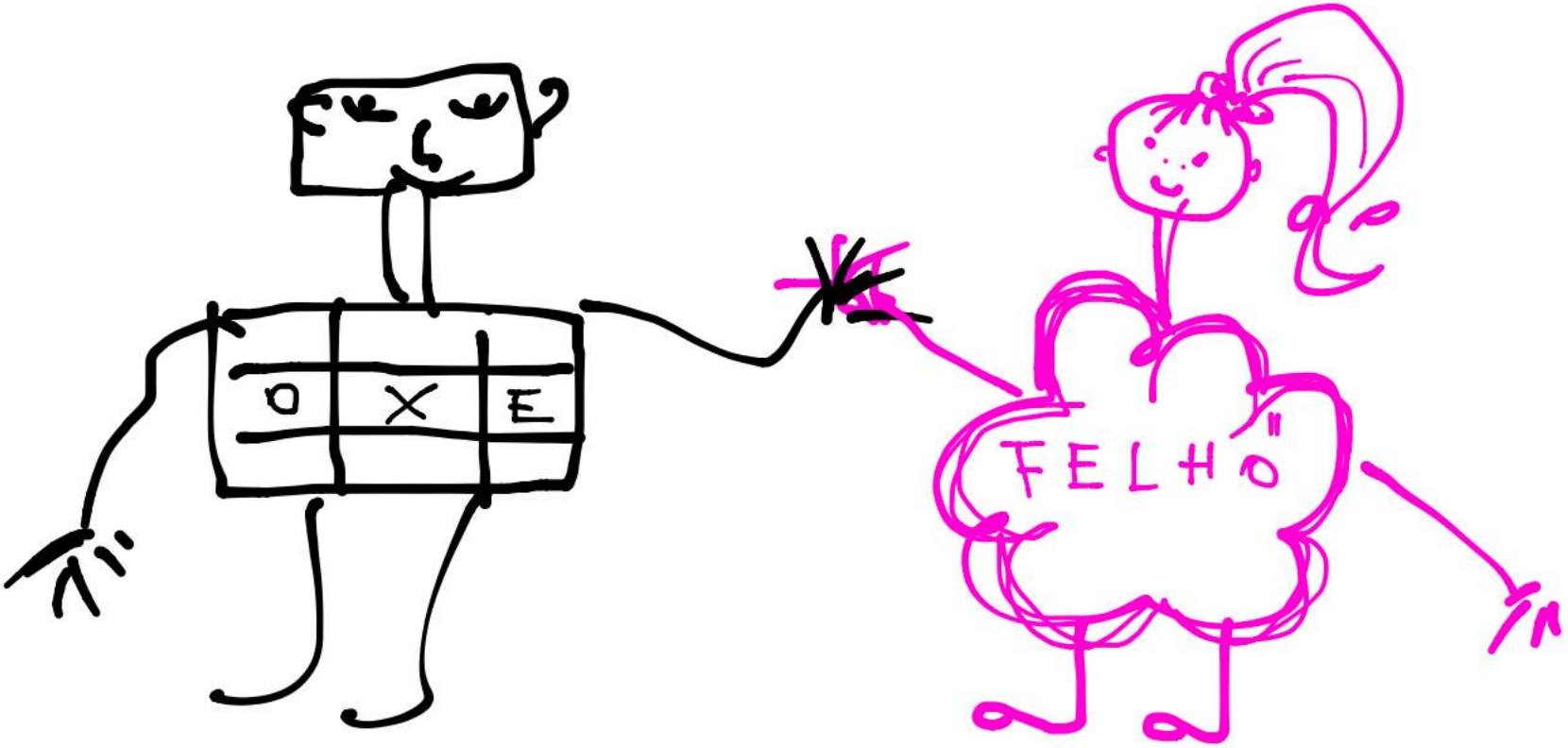
Young

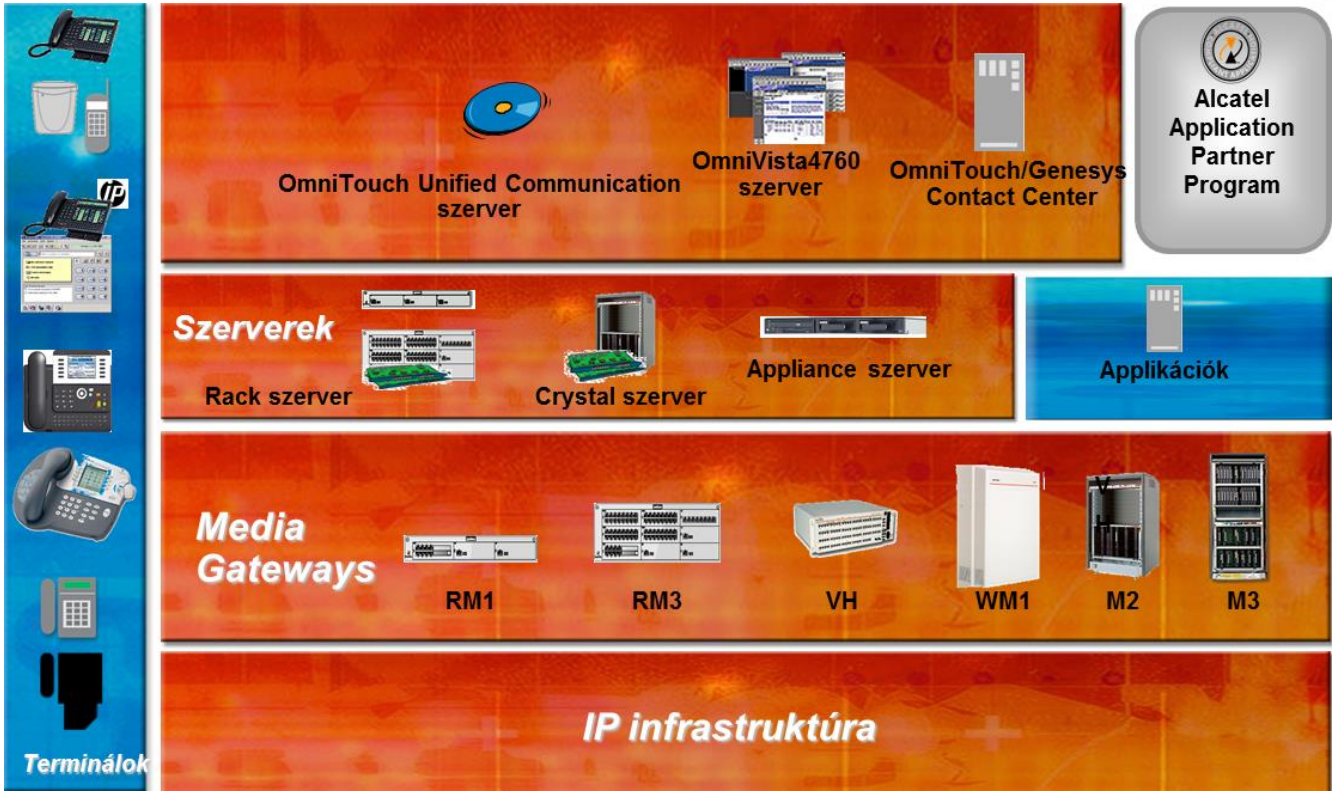
Kommunikációs rendszerekben gondolkodunk

Az OmniPCX Enterprise kapcsolata a felhővel

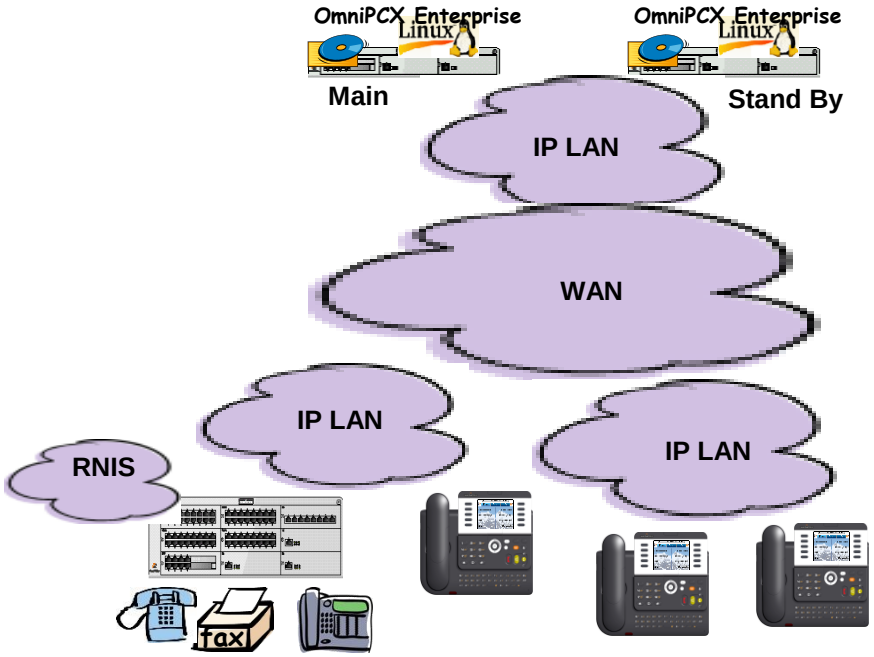
OmniPCX Enterprise kapcsolata a felhővel



OmniPCX Enterprise kapcsolata a felhővel



OmniPCX Enterprise kapcsolata a felhővel



Rugalmas OXE PLATFORM - OPENTOUCH SUITE

VEZÉRLÉS

OPENTOUCH MS

OMNIPCX ENTERPRISE CS

Alcatel-Lucent Racks and Cabinets

✓Digital high-density
✓Autonomous sites

HIGH-DENSITY

SPECIFIC ARCHITECTURES

IBM hp

Prepackaged appliances

✓ Large IP sites
✓ Centralized multi-site company

EASY SOURCING

vmware

Virtual machines

✓ Centralized datacenter

SMALL VM FOOTPRINT

PERIFÉRIÁK

IP TOUCH SURVIVABILITY

CENTRALLY MANAGED IP MEDIA PROCESSING

✓ WAN access
✓FXO, FXS, SIP survivability for small sites

3rd-party vendor SIP gateways

✓FXO, FXS, SIP survivability for small sites

✓SIP,IP, Analog, Digital

✓Digital high-density
✓ SIP, IP, Analog, Digital
✓Specific integrations

vmware

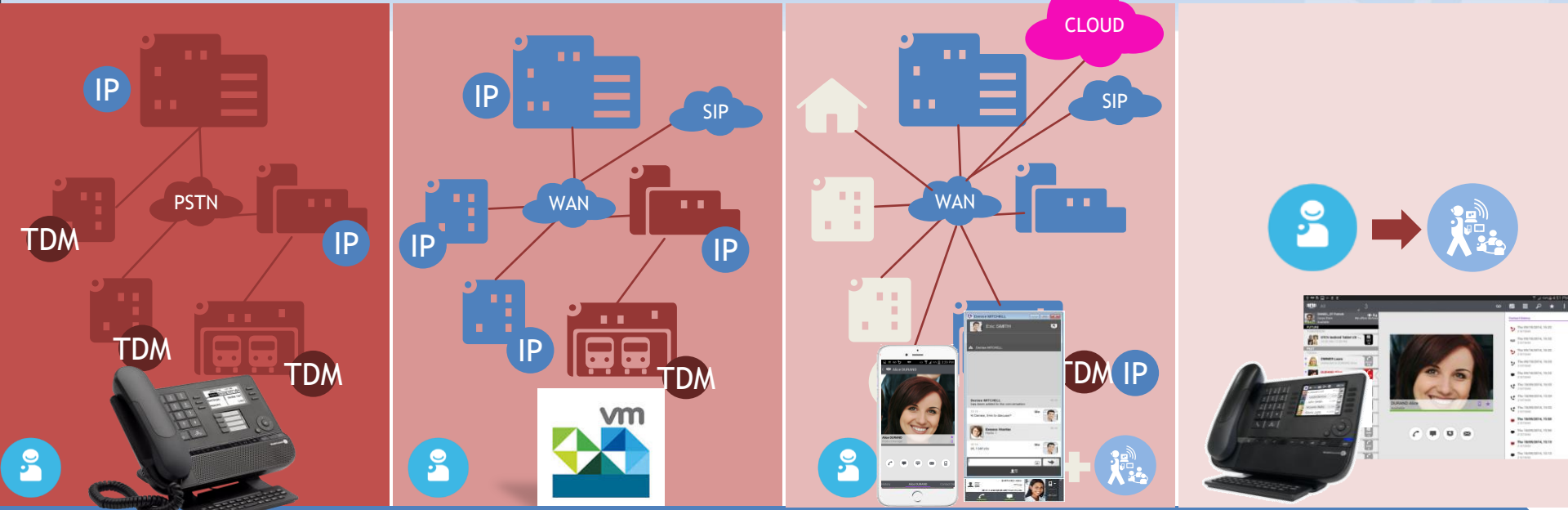
✓SIP, IP media processing in central sites

WORKS ON ANY NETWORK

SIMPLIFIED MANAGEMENT
OVER ANY NETWORK TOPOLOGY

Young

OpenTouch transformation example



IP TRANSFORMATION & PHONE RENEWAL

& CENTRALIZATION & VIRTUALIZATION

INSTANT BUSINESS RESPONSE & OFFICE INTERACTIONS

MOBILE & COLLABORATIVE WORKSTYLES

LEVERAGE TDM INVESTMENTS

IMPROVE TCO - CUT COMMS COST

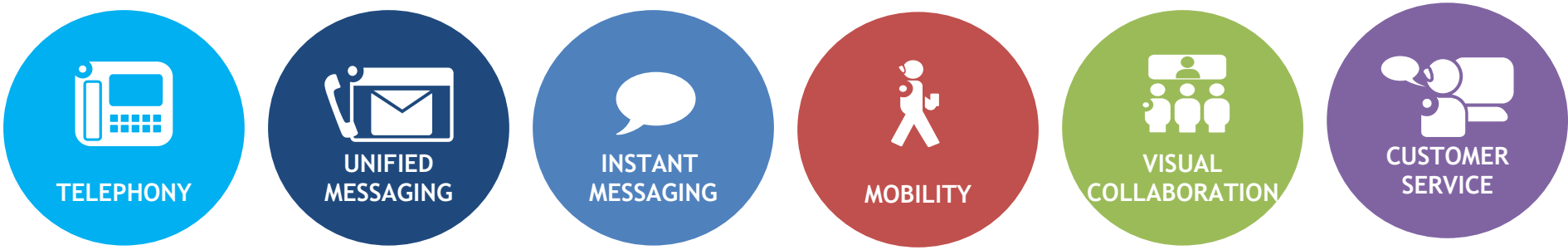
EXTEND APPS ON SMART DEVICES & PCs

TRANSFORM PHONES + LICENSE

SMOOTH TRANSFORMATION PATHS

Young

Communication Innovations in a single software suite



Young

IMPROVE OPERATIONS: BUILD A TELEPHONY PRIVATE CLOUD

BEFORE

VARIOUS VENDORS

MANY SITES
= MANY VERSIONS
= MANY MACHINES
4300, 4400, OXE,OXO

TRUNK AND
DIAL-PLAN COMPLEXITY

MANAGEMENT
ONLY BY CLI EXPERTS

NOW

CENTRALIZED MANAGEMENT AND PERFORMANCE

8770 | OmniPCX Enterprise | OmniPCX Enterprise | SIP | Vendor X

DATACENTER

LEVERAGE EXISTING LICENSES:
CENTRALIZATION
COMMERCIAL PROGRAM

licenses

SIP TO OTHER
VENDORS / SBC

15K USERS/SERVER
+ SINGLE-IMAGE NETWORK
+ VMWARE VIRTUALIZATION

ENTERPRISE
WAN

DISTRIBUTED NETWORK:
TRANSFORM SITES AT YOUR PACE

ALL SITES HAVE
SAME USER EXPERIENCE

ADD PASSIVE CS IF MISSION-CRITICAL

KEEP COMPATIBLE
CHASSIS AND BOARDS

ADD
IP TELEPHONY

KEEP THE PHONES
THAT MATTER

Young

Add OpenTouch Connection applications

UNIFIED COMMUNICATIONS

CENTRALIZED MANAGEMENT AND PERFORMANCE

Email Server

APIs

OPENTOUCH MS*

SIP CTI

OMNIPCX ENTERPRISE

8770

APIs LDAP

Directory

ADD LICENSES

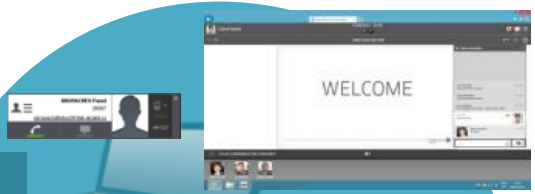
DATACENTER

RP

EDGE

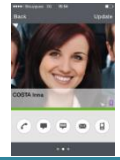
SBC

DMZ



ENTERPRISE WAN

EXTERNAL PARTICIPANTS



MOBILE WORKFORCE

REMOTE WORKERS

OpenTouch Connection apps

Expert business communications

COMPLEMENTS OMNIPCX TELEPHONY

MODULAR OFFER

Young

TRANSFORM TO OPENTOUCH CONVERSATION

UNIFIED COMMUNICATIONS

OTHER USER PROFILES
PHONE NETWORK SERVICES

CENTRALIZED MANAGEMENT AND PERFORMANCE

Email Server

APIs

OPENTOUCH MS*

SIP CTI

OMNIPCX ENTERPRISE

8770

APIs LDAP

Directory

LICENSE TRANSFORMATION

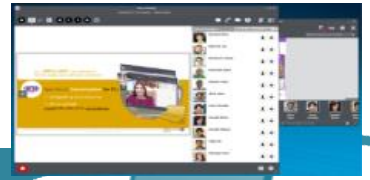
DATACENTER

RP

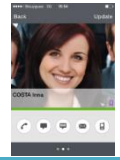
EDGE

DMZ

SBC



EXTERNAL PARTICIPANTS



MOBILE WORKFORCE

REMOTE WORKERS

OpenTouch Conversation apps

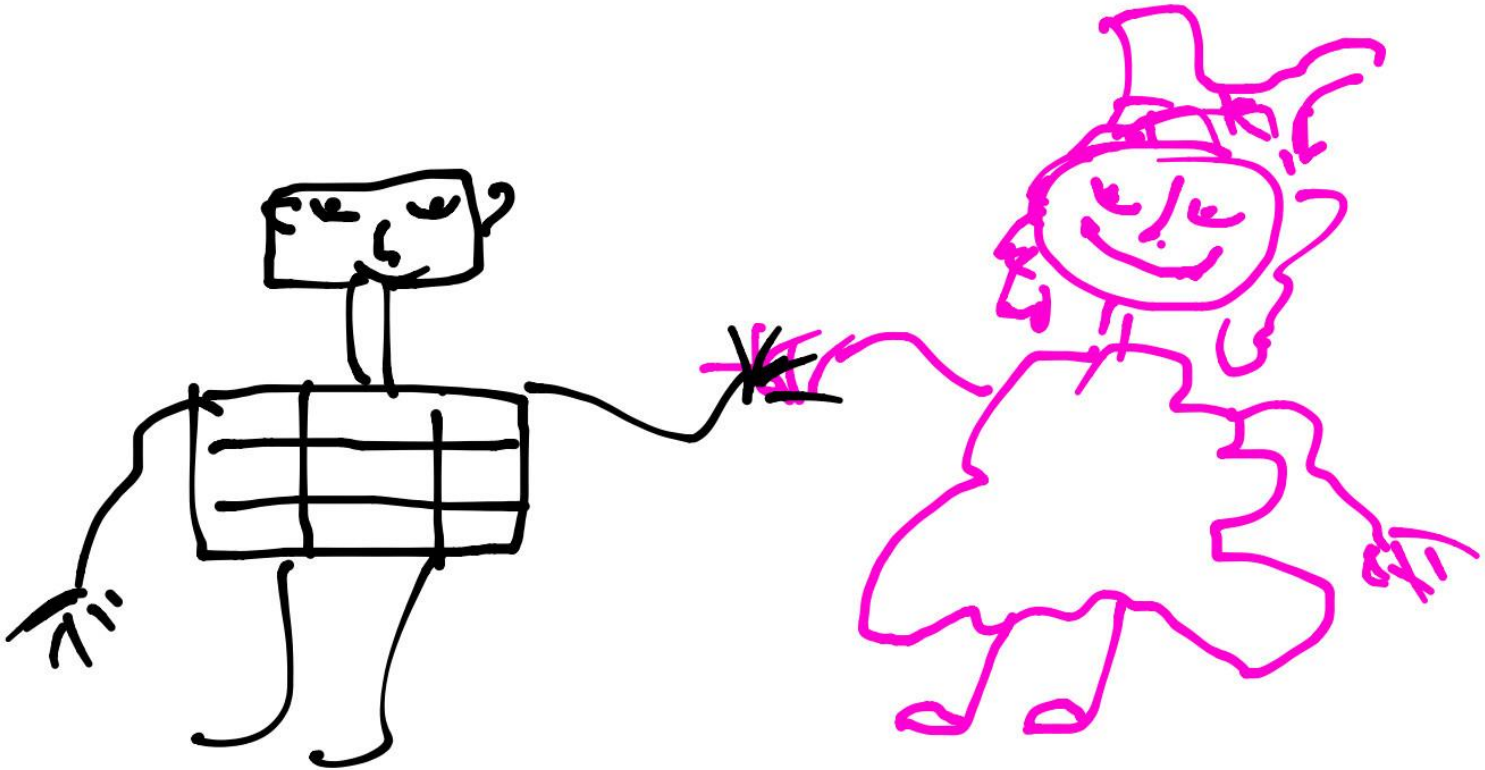
Compatible IP Phones

CONVERSATION EXPERIENCE
+ MULTI-DEVICE FLEXIBILITY
+ EASY MULTI-PARTY ESCALATIONS
+ MULTI-MEDIA VIDEO AND WEB SHARING

INNOVATIVE USER EXPERIENCE

SIP-BASED ARCHITECTURE

OmniPCX Enterprise kapcsolata a felhővel 2.

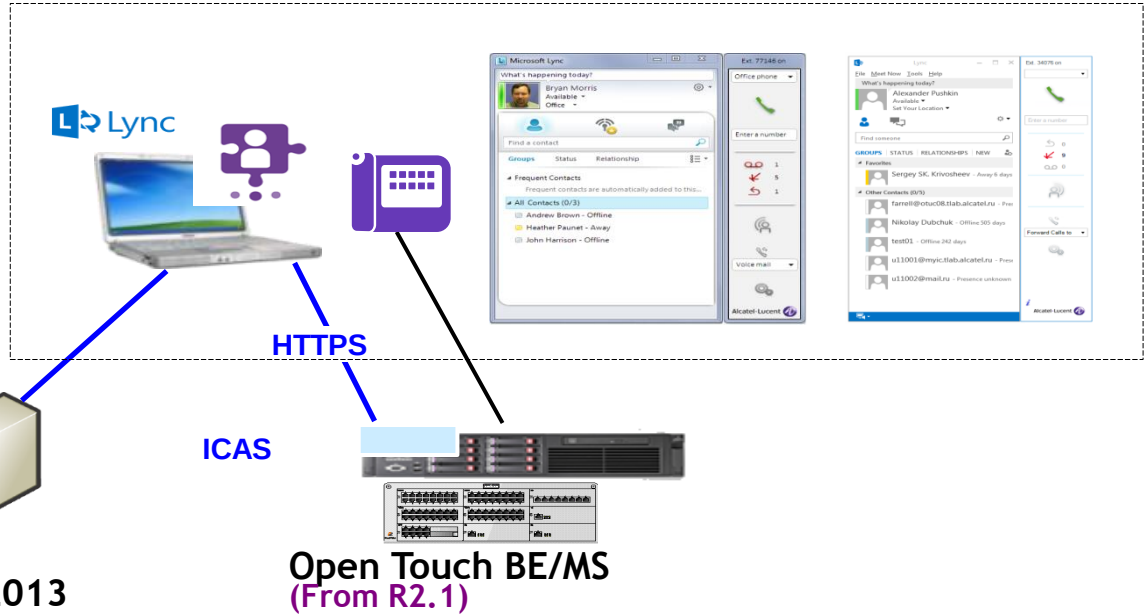


Young

Desktop integration: OpenTouch Connection with Lync 2010/2013
Components overview

- There is no collaboration federation between Lync 2010/2013 client and OTCt client.

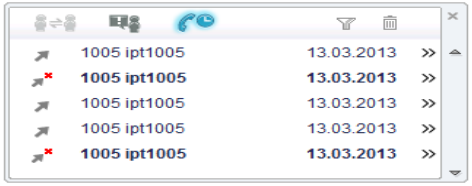
OT Connection user

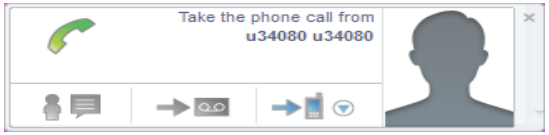


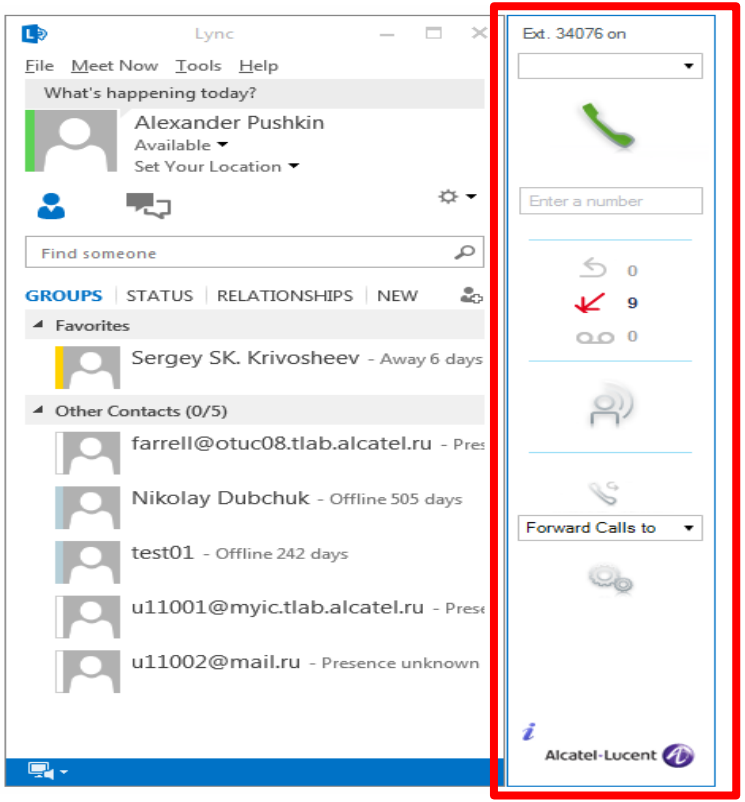
Young

Integration: OTCt with Lync 2013 and Skype for Business

- This integration provide the same level of service as Lync 2010.
- The Lync 2013 editions supported are:
  - 32 bits and 64 bits

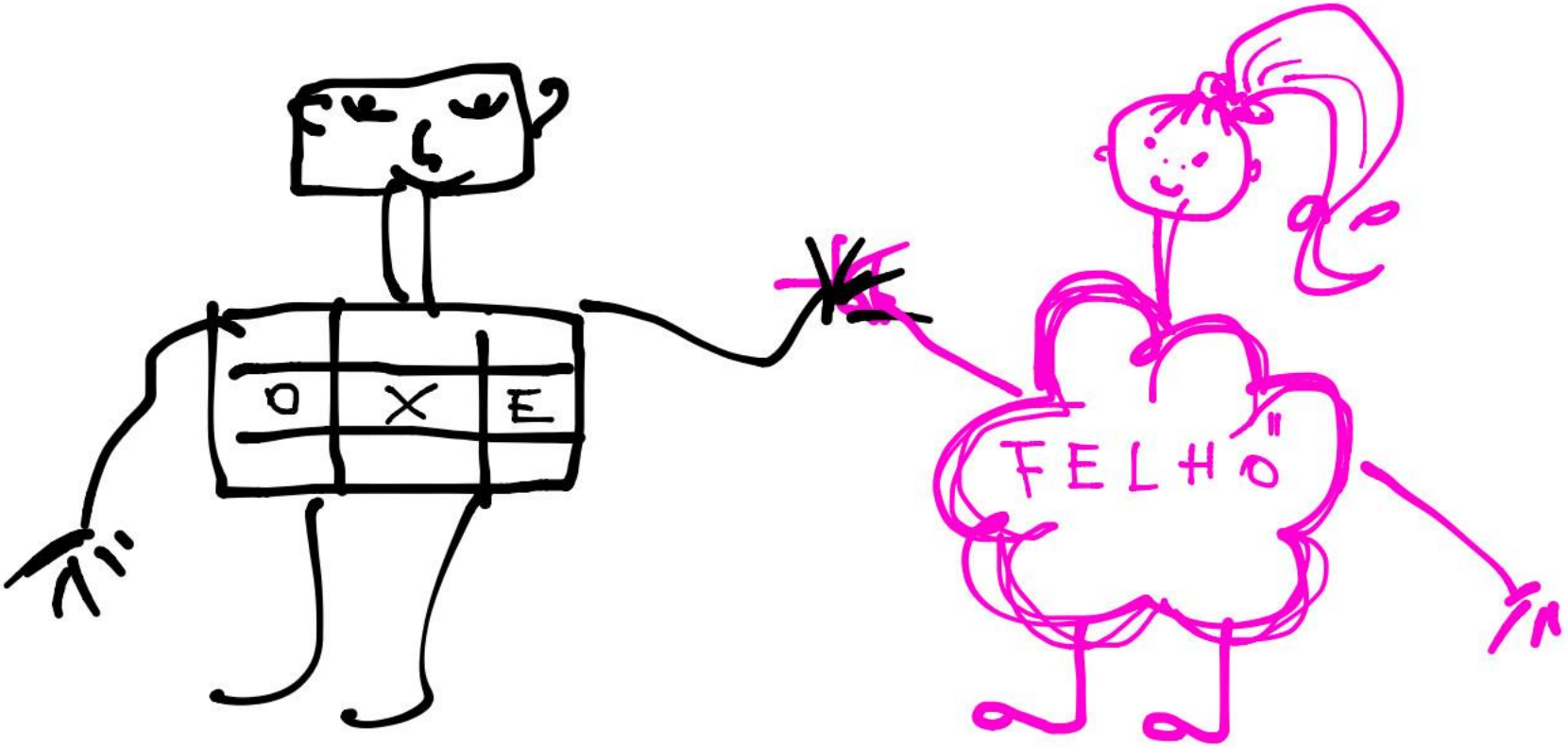






Young

OmniPCX Enterprise kapcsolata a felhővel 3.



VALUE PROPOSITION & POSITIONING

INNOVATIVE (Services)

- Unified Com. Services (MMM)
- Contact-Center Services (SE)

ADAPTABLE

- 100% software – DC agnostic
- Hybrid technology IP/TDM/ANA
- Hybrid topologies (full, Hybrid, Overlay)
- APIS for Self-services
- AAPP partners

SIMPLE

- Simple catalogue
- Your own profiles
- RTU/OPEX license model
- Simplified quote-to-cash
- TRANSFORM-2-CLOUD program

FLEXIBLE

- Consumption based model
- Pay for what you use (OPEX)
- Flexible scalability (up/down)
- Flexible contracts (VPRs)
- TRIAL on-boarding

Young

Alcatel·Lucent
Enterprise

Organizations choose Google Apps for Work

For their information and knowledge workers…

Google Apps for Work

Take Gmail to work

Store and share in the cloud

Meet face to face with anyone

Calendar, Docs and more

What about

The Entire Organization?

Not all of their employees have a PC, a Smartphone or write spreadsheets for work

The Outside World?

A large part of their customers / partners don't use Google Apps… they use phone and email

Young

Organizations choose Google Apps for Work

For their information and knowledge workers…

Google Apps for Work

Take Gmail to work

Store and share in the cloud

Meet face to face with anyone

Calendar, Docs and more

OpenTouch Suite offers Unified communications for all employee profiles

- Deskphones
- Mobile Handsets
- Unified Messaging

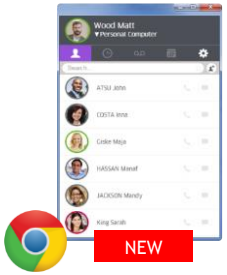
OpenTouch Suite offers Unified communications that care for business interactions

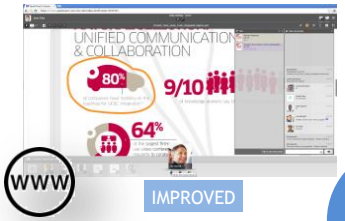
- Customer Services
- Professional Welcome
- Web Sharing

Young

OPENTOUCH CONVERSATION 2.1.1

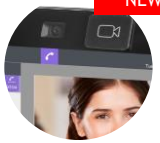
IN A NUTSHELL





OPENTOUCH 2.1.1 EVOLUTIONS

ON THE GO



AT THE DESK

ACROSS SITES

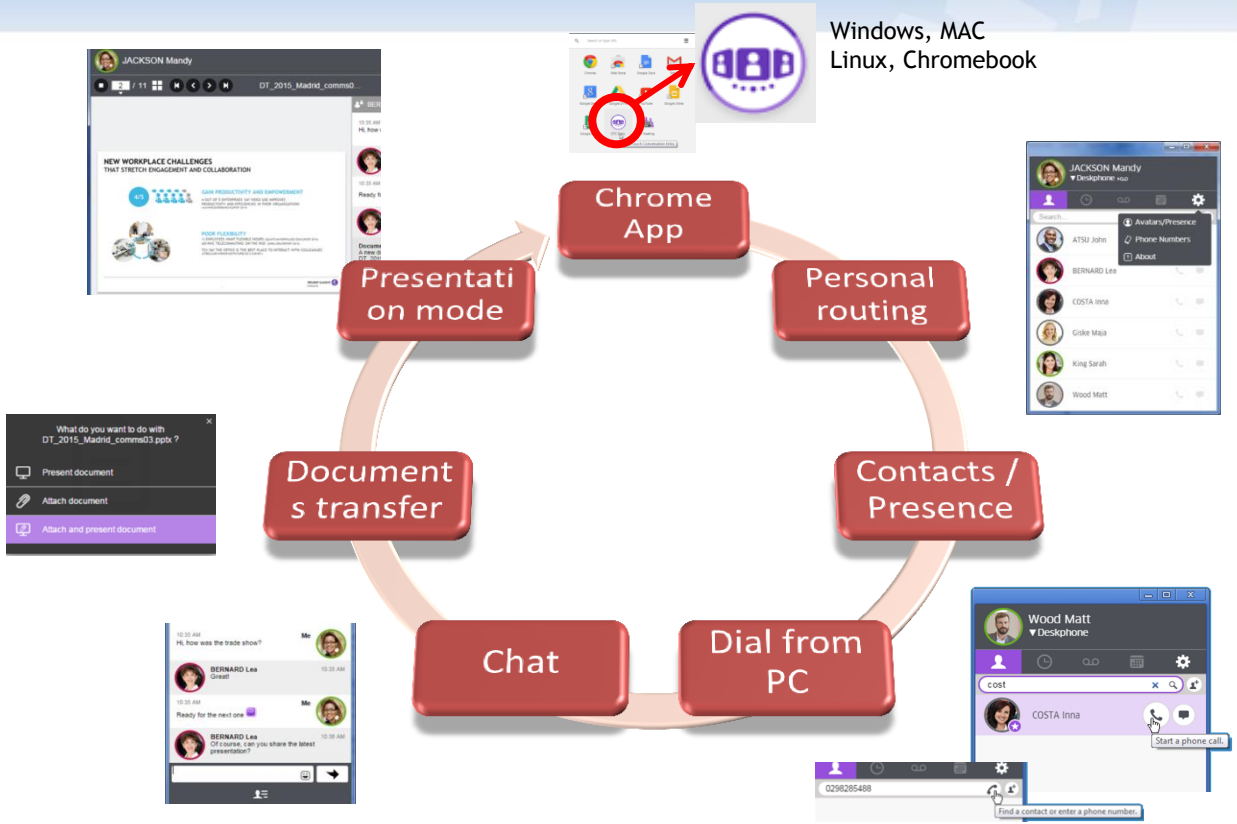
Young

OpenTouch® Conversation One

Mi is ez??

A ***web based*** application, available at ***no additional cost*** to all users that provides ***essential UC*** elements such as presence, instant messaging, click-to-call and document exchange & presentation.

It requires a supported OmniPCX Enterprise release, OpenTouch MS/BE application server and OmniVista 8770 NMS.



OpenTouch Conversation One

OpenTouch 2.1.1	Conversation One (User license)	Skype for Business (Standard CAL)
Platform	PC, MAC, Linux, Chromebook	PC (MAC planned)
Client licenses	User	Standard CAL
Contact lists, IM & Tel presence	●	◖ No deskphone presence
Instant Messaging Present and annotate	◖ Peer-to-Peer only	◖ Instant Messaging only
Search/Dial and call from all OmniPCX phones	●	◖ PC only - No deskphone
Multi-device routing and shift	◖ Select device / VM	
VoIP, Call history, Visual messaging	OpenTouch Clients (Universal license)	◖ PC-PC only
Video		◖ PC-PC only
Microsoft integration		●

Opportunities:

- ✓ Added value in OmniPCX Enterprise + OpenTouch MS transformations
- ✓ Added value for analog, DECT, TDM, IP phone users
- ✓ Addresses non-Microsoft customers with MAC, Linux, Google desktops
- ✓ Fight back Skype for Business “free” Instant messaging

Young

PRODUCTIVITY AT THE DESK
BENEFIT FROM 20+YEARS EXPERIENCE

EXPERT BUSINESS TELEPHONY

INTUITIVE EXPERIENCE

COST-EFFECTIVE TECHNOLOGY

BUSINESS

TDM IP GE XML

TDM IP GE XML

IP GE XML

IP GE APP TOUCH SCREEN

ENTRY-LEVEL

Open to 3rd-party devices

fax Analog SIP

SIP GE

SIP IP TDM

Young

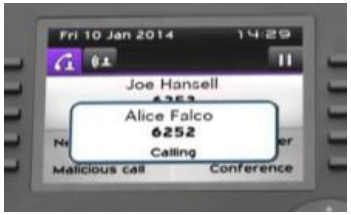
Focus on USER EXPERIENCE

Natural experience:
dynamic vocal and graphic guidance

Contextual keys

Call screening and monitoring at a glance

EXPERT COMMUNICATIONS



Name presentation and lookup

Call screening and delegation

Group filtering and call routing:
no missed calls

Openness to XML applications

Gigabit Ethernet PC ports
802.3 AZ Green Ethernet

High-quality audio and easy hands-free

HIGH-QUALITY EXPERIENCE

Vivid Backlit screen

Tilt as needed

Intuitive directory lookup

Bluetooth handset 10m range

Young

INCREASE MOBILE FLEXIBILITY FOR ALL USERS IN THE NEW OFFICE WORKPLACE

TYPICAL STATEMENTS:

FEWER SQUARE METERS IN MY NEW BUIDLING

COMMUNICATIONS IN A NOISY AND CROWDY ENVIRONEMENT

STAFF NEED TO GET CALLS IN ANY SITUATION

DESK SHARING

CALL SHIFT

10M

WIRELESS HANDSET

CELLULAR EXTENSION

8242

IP DESKTOP SOFTPHONE

CALL CONTINUITY

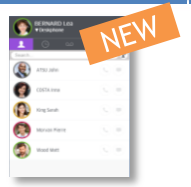
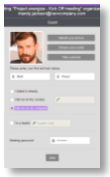
ON ANY MOBILE DEVICE

INSIDE AND OUTSIDE THE COMPANY

EXPERT TELEPHONY - SINGLE INTERFACE - MULTI-DEVICE FLEXIBILITY

Young

OpenTouch software client capabilities at a glance

	ALL STAFF MEMBERS	RESIDENT WORKERS, POWER USERS				CONFERENCE MEMBERS
	 One	Android, iPhone	Android Tablet, iPad (2)	PC (Connection)	PC (2)	 Web
VISUAL	Video			■ (3)			
	Share screen			■	■	■	■
	Present, annotate, comment	■ P2P		■	■	■	■
MOBILE	VPN-less connectivity		■	■	■	■	■
	Routing and shift		■	■	■	■	
TEAM	Supervision - Manager Assistant					■	
	Scheduled conferences		■	■	■	■	■
BUSINESS	Multiline		■	■	■	■	
	Personal call recording		■	■	■	■	
	IM/Presence	■ P2P	■	■	■	■	
	Deskphone control				■	■	
	Search and call	■	■	■	■	■	
	VoIP		■ (2)	■	■	■	■ WebRTC

■ Available
■ OT 2.1.1

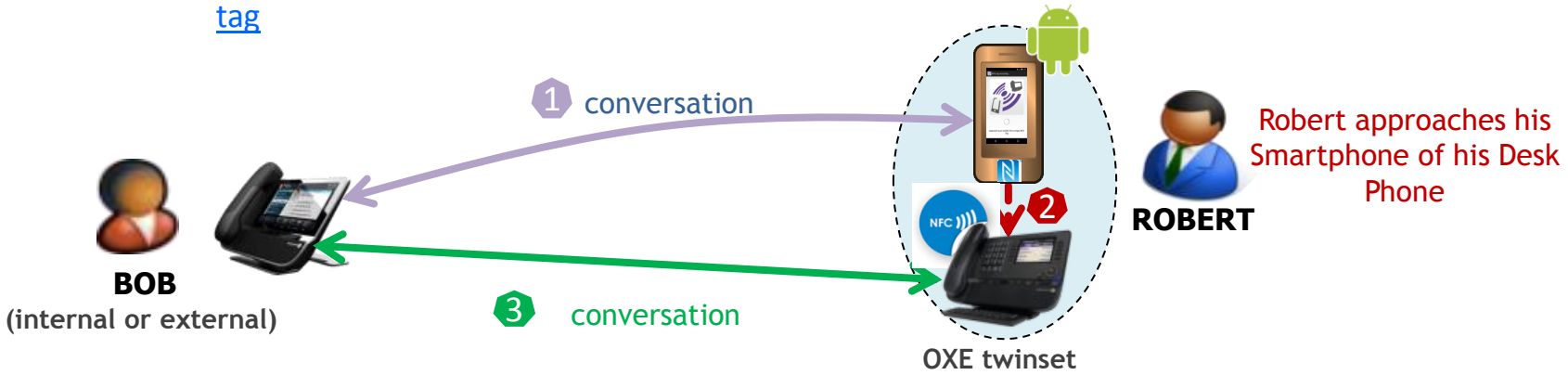
Young

UNIFIED INTUITIVE EXPERIENCE FOR ALL EMPLOYEE PROFILES

(1) Peer-to-peer
(2) Conversation profiles
(3) iPad

NFC Extended OXE Mobility

- **Rapid Call Shift triggered by approaching the 2 devices**
  - without pressing a key or dialing the TGC prefix
  - Performed thanks to the **NFC technology (Near Field Communication)**
  - Authorized sets in the TwinSet
    - Android cellular phone (>= 4.2) with NFC interface (ALE sourced or not) and ALE application
      - 40x8, 40x9, 80x8, 80x9 series, 8082 OT Connection desk set among equipped with an ALE NFC tag



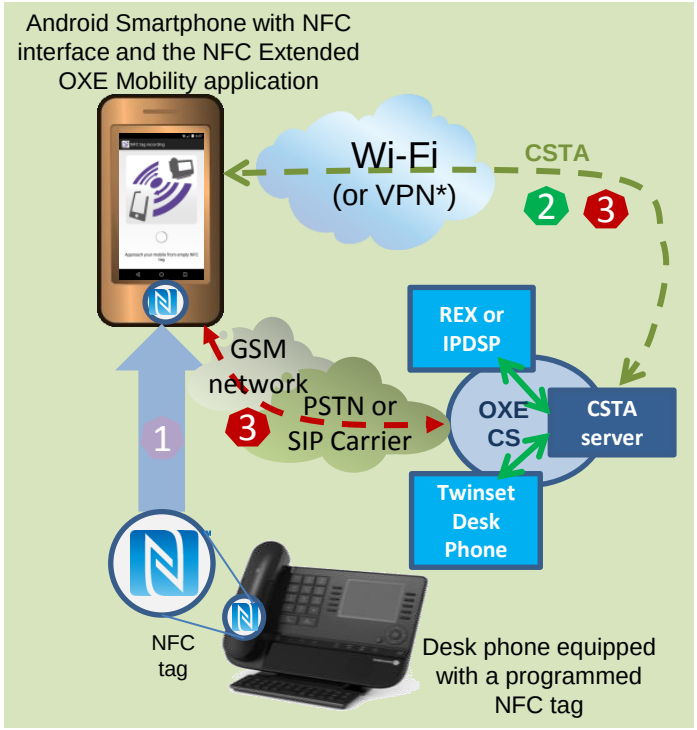
NFC Extented OXE Mobility example. The reverse case (desk set to mobile set) also works.

NFC Extended OXE Mobility (cont'd)

Call flows

1. **The application reads the content of the NFC tag**
   - Extension number of the desk set on which the tag is stuck
   - Role main addresses of its main and stand-by call server(s)
   - Port number of the CSTA server
2. **The application select the operation to be done through CSTA**
   - This connection is done through IP network, using Wi-Fi network (or mobile data through VPN*).
   - This CSTA connection is needed to monitor the desk phone and the mobile device itself.
   - Through this monitoring the application is able to select the correct operation requested by the user (call shift or forward operations):

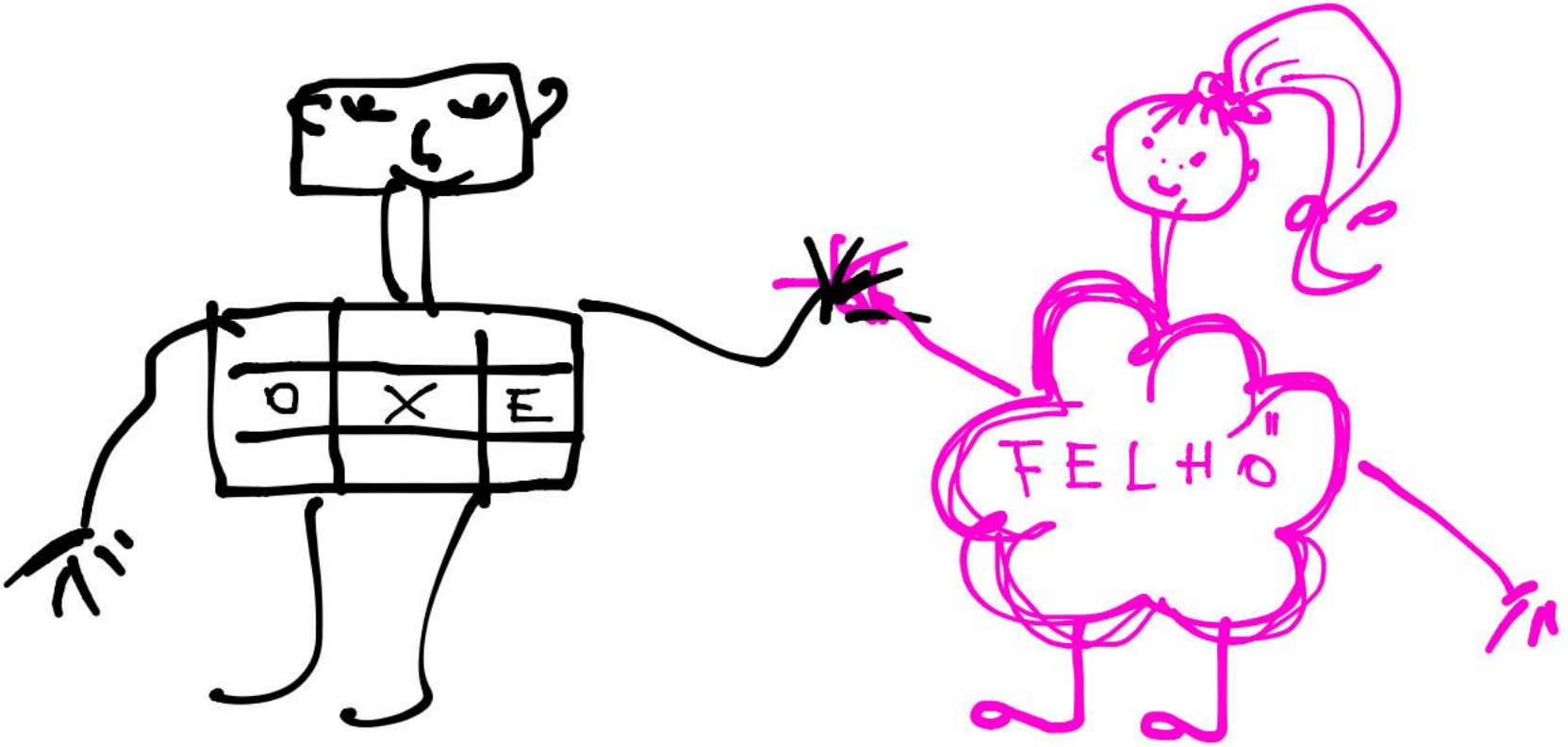
Mobile set \ Desk set	busy	idle
busy	nothing	Shift (M->F)
idle	Shift (F->M)	Forward (prog/cancel)



(*): CSTA connection via VPN is not convenient and therefore not recommended.
Data GSM access via Reverse Proxy is technically possible but not validated.

3. **The selected operation is sent via CSTA or dialing**

Az OmniPCX Enterprise kapcsolata a felhővel…..



Mészáros Tamás
meszaros.tamas@young.hu

Young

KOMMUNIKÁCIÓS RENDSZEREKBEN GONDOLKODUNK