

# White Paper

OpenPath: Migrate at your Pace

Your path to optimizing, enhancing and transforming your business communications

June 2011



## Executive Summary

In today's challenging business climate being more competitive means being more connected with colleagues, customers and partners. Truly connected enterprises are more collaborative, more productive and more likely to lead their markets.

They have Open Communication environments and are rapidly moving towards unified communications.

But all businesses are different; with different goals, different communications infrastructure, different vendors and different stages of technology migration.

Siemens Enterprise Communications understands your challenges and this white paper sets out to provide a comprehensive overview of how your business can maximize the potential of its existing communications environment while moving towards unified communications – at the pace and the price that is right for you.

It will identify key stages of communications technology maturity, and by mapping these onto your business, highlight where the opportunities and challenges lie.

At whatever stage of the journey you are on, Siemens Enterprise Communications can maximize the value and reduce the cost of your communications infrastructure – to make it fit for purpose in today's competitive world.

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# Evolution of Enterprise Communications

The enterprise communications market has been transforming since the late 1980s from a TDM-based distributed model to an IP-based centralized data center model. The TDM era was characterized by dedicated-networks and proprietary hardware and software with few open interfaces.

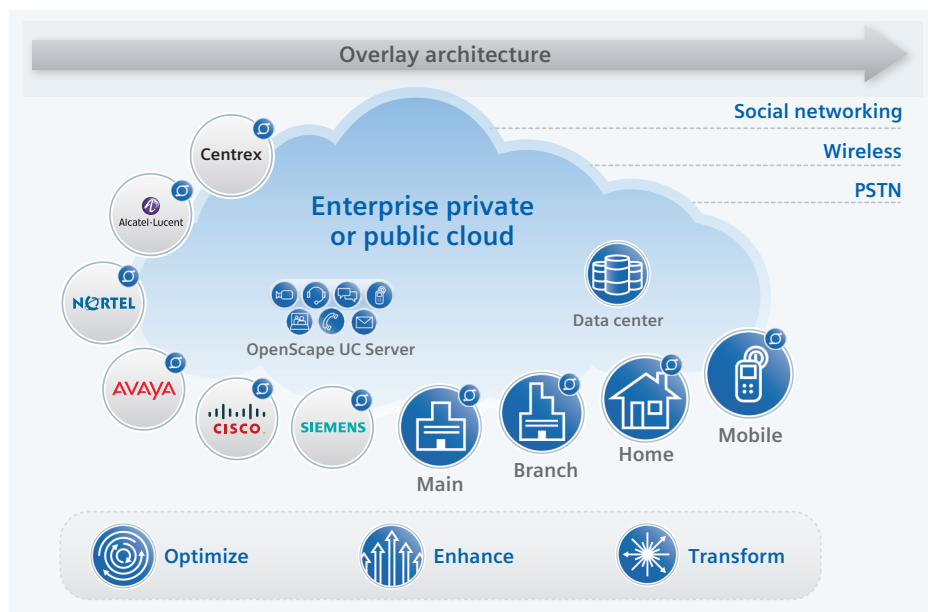
While the advent of Voice-over-IP (VoIP) enabled organizations to achieve some cost-savings – through a common IP infrastructure with IT applications and by using IP-WANs for inter-site communication – it did little to change the overall architecture. Proprietary hardware and a lack of open interfaces remained significant issues.

In recent years the focus has shifted to Unified Communications (UC) to offer increased worker-efficiency and productivity gains. This has also opened the door to the development

of Communication Embedded Business Processes (CEBP) to further streamline the enterprise by delivering more efficient and effective business processes.

Today we are seeing the advent of Cloud communications, allowing the enterprise to utilize data center resources to further support the changing needs of the business.

Of course, technology, business processes, services, strategy and organizations are all affected by any change in the IT landscape. And moving to unified communications is no different. The good news, however, is that in many circumstances this is one of the easiest changes to manage – and will deliver very real and very rapid organizational benefits. The key is being able to manage that change at a pace (and price) that is right for the business.



## Introducing OpenPath from Siemens Enterprise Communications

It is this need for intelligent migration that has led Siemens Enterprise Communications to develop OpenPath, a unique strategy for managing your transition to Open Communications – in an elegant and logical way. OpenPath has been carefully

developed to reflect the fact that different customers have different starting points and requirements in the change process. It is more than 'simple' technology migration and addresses every element of change from service and business process through to financing; to deliver the benefits of UC at a pace, and a price, that is right for your business.

# Addressing the Issues of Open Communications

In today's economic climate you are facing calls to reduce cost but also to deliver the tools to boost employee productivity. And that's highlighting areas of pain, but uncovering opportunity too.

## **Operational cost of managing distributed, multi-PBX networks**

If your business has grown through acquisition, you'll likely have multiple PBX's to maintain and service across multiple locations – possibly with solutions from several vendors and of different vintages. This leads to high local maintenance costs.

By centrally deploying voice in a data center as an overlay solution to the existing multi-vendor PBX environment, legacy PBXs can be phased out in an orderly fashion at your chosen speed. Some may even be redeployed as gateways to leverage existing investments.

The key benefits include TCO savings ranging from 20% to 30%<sup>1</sup>, and Green IT savings from reducing total energy costs (and CO2 footprint) by up to 90% compared to traditional PBXs.

## **Prohibitive toll charges across multiple business sites**

Your medium or large enterprise may be scattered across multiple sites, with PBXs and IP-PBXs interconnected via costly legacy links to the PSTN. Typically, sites will be connected via leased lines, with local PSTN connections for local calls, and each will have their own routing plans that require maintenance as users, sites and numbering plans change.

By leveraging SIP Trunking from a SIP Service Provider, you can achieve significant savings of up to 70% by reducing the total amount of Trunks across the entire enterprise and consolidating all your trunking assets into your centralized datacenter<sup>2</sup>. Additional cost savings can be garnered by using IP Least Cost Routing to route voice calls throughout the internal IP network.

## **Legacy communications reduces workforce productivity**

When your legacy solution was first installed most knowledge workers were bound to their desks in a single location. Today employees are now more dispersed, more mobile and increasingly working more flexible hours. And they are staying connected through a complex web of multiple devices, phone numbers and mailboxes. But even so, being out of the office often means being out of reach and that adds to human latency and lower productivity.

By taking advantage of a centrally deployed UC application, with built-in presence and instant messaging technologies, workers can easily find one another, see when contacts are available and communicate in their preferred method on their preferred device. You're no longer locked in 'voicemail jail'. No matter where your colleagues are located they're accessible and always-on.

The benefits are numerous; from increased productivity resulting in annual savings of \$6,000 to \$12,000 per employee to lower communications costs with in-house conferencing. Faster business processes, improved decision-making and more effective customer service can result too.

## **Limited scale, resilience and flexibility of legacy communications**

Your older PBX solutions are often site-bound with site licensing models and physical limitations on expansion. Adding new users means finding refurbished cabinets, line cards and phones – with all the associated risks and costs. Adding a new branch can mean a substantial investment. And with a highly distributed voice network, it is cost prohibited to provide voice and UC application resiliency for the entire organization.

Building scalability and reliability into the voice network means you'll enjoy flexibility for a wide range of future growth scenarios. You will achieve savings in operational costs from less maintenance and lower power consumption, and create an easier migration path to new UC applications.

<sup>1</sup> Forrester Research

<sup>2</sup> Sorrell Slaymaker, Unified IT Systems

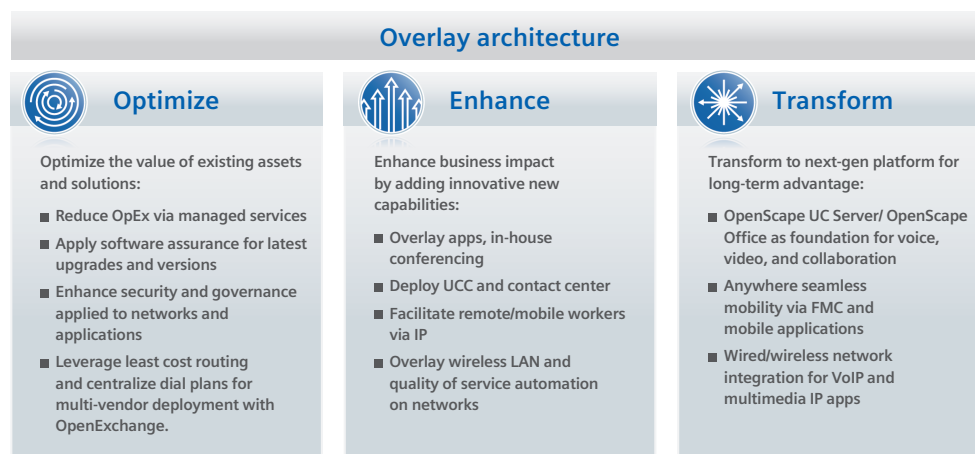
# Optimize, Enhance & Transform with OpenPath

Put simply, OpenPath lets you move your communications environment from where it is today to where you need it to be tomorrow. It provides an elegant and logical migration path from your current environment to a truly Open Communications architecture.

OpenPath gives you a series of options to use Siemens Enterprise Communications and third party products, solutions and services to achieve the full benefits of an Open Communications environment. It is an overlay architectural concept that you can deploy over time and at your own pace: e.g. one user at-a-time, one group,

one department, one branch, or the whole enterprise. Whatever pace you choose, Siemens Enterprise Communications can provide supporting services and financial options, as well as world-class technology, to achieve your goals.

To ensure the most appropriate migration for you, we have defined three possible routes or 'paths' that reflect the different drivers of our current global customer base and new Siemens Enterprise Communications customers: Optimize, Enhance and Transform.



## Optimize

The Optimize path allows your enterprise to maintain and maximize the performance and efficiency of its existing communications environment. This option acknowledges that while you may not see any immediate economic or operational reason to change today, you'll want to minimize cost and achieve the maximum value from current assets. This allows you to reduce your operational expenditures by leveraging managed services, implementing software assurance for the latest system upgrades and versions, and enhance the security and governance applied to your networks and applications.

Unlike most communication companies who want to 'rip and replace' your existing telephony infrastructure (so you'll use theirs), Siemens Enterprise Communications takes a different approach. We can help you fully understand your current environment to see how much of it will still be useable should you adopt Open Communications. We can help even if your organization does not want to change by providing a number of professional services including cost analysis, security assessments and technology audits.

## Enhance

The Enhance path is designed for organizations that wish to maintain as much of their current telephony environment as possible, but exploit innovation when compelling events occur. This lets you add incremental capabilities (e.g. Fixed Mobile Convergence, Session Initiation Protocol, Presence, Audio and Video Conferencing, Remote / Mobile workforce, SOA based applications) to your existing communications environment in a non-disruptive manner to add real and immediate value.

## Transform

Finally, for organizations that wish to embrace and immediately leverage Open Communications the Transform Path provides a full range of available components to transform your communications environment to achieve maximum competitive advantage and long-term operational and business benefit. This includes standards-based enterprise voice, video, and collaboration, anywhere seamless mobility via FMC and mobile applications, and wired/wireless network integration for VoIP and multimedia IP applications.

# OpenPath Migration Solutions

## The Optimize Path

### Who should Optimize?

If you are an existing user of Siemens Enterprise Communications legacy products or have a competitive 3rd party mixed telephony environment and want to implement innovation by overlaying next generation incremental capabilities in a non-disruptive manner – Optimize is the OpenPath to consider. This allows you to maintain as much of your current environment as possible but take advantage of new cost savings or productivity-enhancing solutions. Legacy products include the Hicom 300, Saturn, ROLM 9751, and HiPath 4000 Release 1.

### What do you gain?

Your organization will gain immediate value by overlaying solutions that allow you to leverage current voice infrastructure, including:

- A cost effective overlay solution that can leverage SIP Trunking and internetworking capabilities between multiple vendors. This centralized, software based data center deployment model delivers a low cost solution that simplifies the implementation of SIP Trunking consolidation
- Reduced toll charges by leveraging communications over the WAN using IP Least Cost Routing (LCR)
- Feature transparency for more controlled migration, which lowers cost and the impact on end users
- Centralized applications like voicemail to reduce hardware and maintenance costs
- The avoidance of an expensive and unnecessary 'rip and replace' strategy - and gradual migration to a fully fledged Voice over IP solution at your pace and price.



### Optimize

Optimize the value of existing assets and solutions

## VATTENFALL



### Vattenfall

#### Company Profile

- Largest heat generator in Europe
- Fifth-largest European power generator.

#### Challenges

- Needed a failsafe, future-proofed communications infrastructure for 72 production locations
- An up-to-date trading solution was required for grid control
- High cost for procurement and support services
- Many locations required cordless phone support.

#### Solution

- 2 redundant OpenScape UC servers in the administrative network
- Gateways at various locations
- A total of 80 HiPath 4000 communication systems with 4000 digital and 12,000 analog ports
- HiPath cordless solution at 60 locations
- HiPath Trading in the central grid control center
- 3-year framework agreement.

#### Benefits

- Migration to VoIP makes administration more straightforward and user-friendly
- Failsafe communications infrastructure in production areas
- Increased flexibility due to network maintenance using cordless telephony
- Framework agreement ensures cost savings and optimized support.

## What Siemens Enterprise Communications solutions enable optimized communications?

OpenPath provides a number of flexible and cost-effective solutions that can optimize your move to unified communications while maximizing your current telephony deployment. These include:

- OpenScale Exchange – Data center server providing IP-Least Cost Routing, overlay networking with SIP Trunking, and centralized routing to lower voice communications costs
- OpenScale Xpressions – Provides an open standards unified messaging platform that includes user based Presence, Voice and Web conferencing, IM, One Number Service
- RG 8700 Gateways – RG 8700 gateways allow a PBX to connect via SIP Trunking to lower cost IP Transport for basic level of legacy feature support
- RG 8300 Gateways – RG 8300 gateway allow a PBX to connect via SIP Trunking to lower cost IP Transport for highest level of legacy feature support
- OpenScale Common Management Portal (CMP) – Manage OpenScale resources (OpenScale Exchange, RG 8xxx Gateways, OpenScale Session

Border Controller) with a single management resource saving operational expense

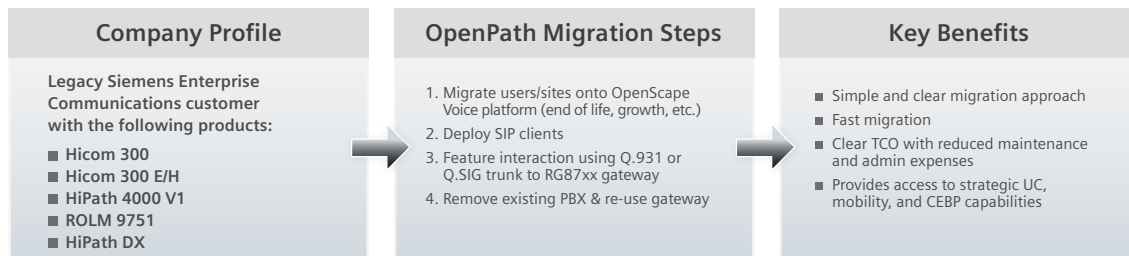
- OpenScale Professional Services – Strategic guidance and consultancy during the planning process, finding, tailoring (and custom designing) the most appropriate technology and working with your employees to maximize the benefits, thus ensuring total acceptance of new systems
- Enterasys – Verifies that your WAN/LAN meets requirements of moving to a VoIP solution.

## Recognize Your OpenPath Opportunity to Optimize

Because your business is unique, so is your Optimize migration path. We've created a set of scenarios that detail the environments we commonly encounter and have identified the specific migration steps and benefits for each.

For a full analysis of your specific environment and your business opportunity, contact your Siemens Enterprise Communications account manager or authorized Siemens Enterprise Communications channel partner.

### Scenario One: Legacy Siemens Enterprise Communications to OpenScale Voice (Basic)



### Scenario Two: Legacy Siemens Enterprise Communications to OpenScale Voice (Advanced)



### Scenario Three: HiPath DX to OpenScale Voice



## The Enhance Path

### Who should Enhance?

Some organizations have recently implemented IP-converged enterprise voice solutions and are looking for the next step towards communication transformation. Examples are organizations that have deployed HiPath 4000 with Release 2 or higher or new Siemens Enterprise Communications customer with a competitive telephony solution in place. They want to maintain and maximize the performance and efficiency of their environment while creating a pathway for future enhancements. If this is your company profile – the Enhance OpenPath is for you.

### What do you gain?

Similar to the Optimize option, your business will achieve immediate cost saving by leveraging current voice infrastructure while benefiting from extended capabilities, including:

- The ability to implement centralized, productivity-enhancing application solution bundles such as unified communications, conferencing and contact center with the current telephony deployment The addition of productivity enhancing UC applications without the proliferation of multiple servers
- Lower cost and higher interoperability by leveraging standard-based hardware servers and software
- The ability to address specialized applications/legacy requirements including high analog environment, multi-cell DECT, specialized financial trading applications
- Reduced environmental footprint through minimum amount of hardware, cables and power consumption and waste
- The provision of open standard Interfaces (SIP and PRI T1/E1) for ease of integration and compatibility with 3rd party vendors
- The avoidance of an expensive and unnecessary 'rip and replace' strategy and gradual migration to a fully fledged Voice over IP solution at your pace and price.



### Enhance

Enhance business impact by adding innovative new capabilities:



### Orlando Utilities Commission Company Profile

- Established in 1923
- Second largest municipal utility in Florida
- Provides electric and water services to more than 313,000 customers.

### Challenges

- Unified system with a single voice mail and dial plan
- Advanced communication and collaboration features including audio/web conf, fax to/from the desktop, IM, ONS
- Support for future point-to-point, desktop-to-desktop video conferencing.

### Solution

- HiPath 4000 and IP Phones
- OpenScape UC Application
- OpenScape Web Collaboration
- OpenScape Xpressions UM.

### Benefits

- Reduced lost productivity traveling between sites for meetings
- Reduced opportunities for safety incidents
- Made a positive effect on the environment
- Increased productivity and availability of mobile users
- Enhanced real time communications amongst individuals and groups
- Simplified moves, adds, changes.

## What Siemens Enterprise Communications solutions enable enhanced communications?

OpenPath provides a clear path to next generation solutions that will enhance your enterprise's move to unified communications. These solutions include:

- OpenScope Exchange – Just like the Optimize OpenPath model, OpenScope Exchange is a data center server providing IP-Least Cost Routing, overlay networking with SIP Trunking, and centralized routing to lower voice communications costs
- OpenScope UC – Take advantage of advance UC applications like conferencing to save money and increase employee productivity while laying the foundation to move to IP telephony
- OpenScope Mobility – Includes a wide range of solutions the mobile workforce for a rich and productive experience for mobile workers
- OpenScope Video – Enhanced collaboration with customers and teams that will help reduce the need for travel. The solution is deployed based on Open Standards (SIP)

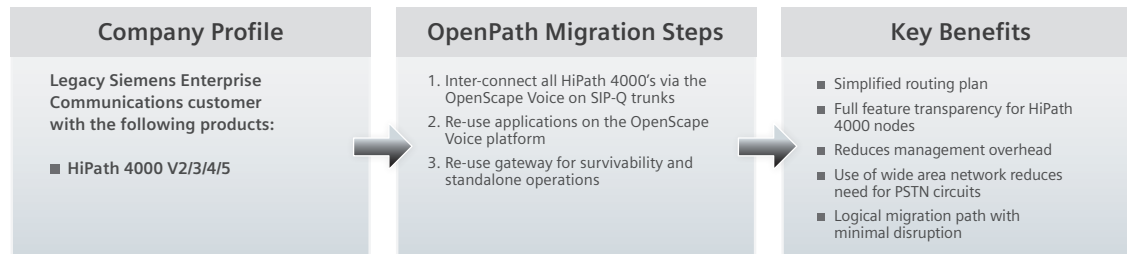
- SoftGate – Consolidate HiPath 4000 systems while preserving investment in analog equipment as well as important legacy applications, e.g. DEC
- OpenScope FlexLicensing – Provides for license portability from HiPath 4000 to OpenScope Voice
- OpenScope User Management – Ensures a smooth migration of subscribers from HiPath platforms to OpenScope Voice platforms by seamlessly migrating user data.

## Recognize Your OpenPath Opportunity to Enhance

Because your business is unique, so is your Enhance migration path. As with Optimize we have highlighted a set of scenarios that detail the environments we commonly encounter and have identified the specific migration steps and benefits for each.

For a full analysis of your specific environment and your business opportunity, contact your Siemens Enterprise Communications account manager.

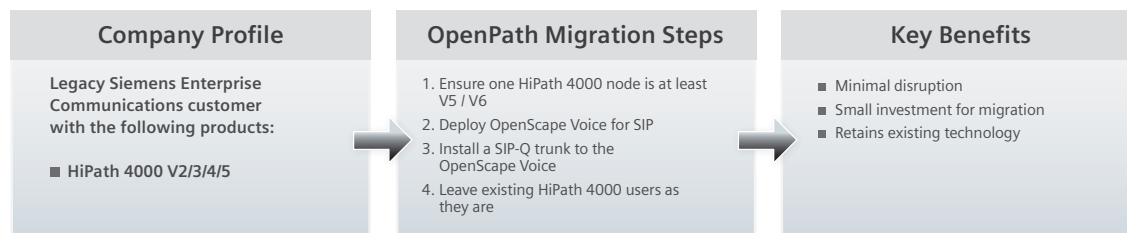
### Scenario One: HiPath 4000 to OpenScope Exchange



### Scenario Two: SIP Growth



### Scenario Three: HiPath 4000 Interconnect



# The Transform Path

## Who should Transform?

Finally, some organizations are ready to make the move to software-based, next generation Open Communications. If you are an existing legacy Siemens Enterprise Communications customer, a HiPath 4000 user or a new customer – and you want to gain long-term operational and business benefit as well as a tangible advantage over your competition by moving to a complete deployment of unified communications and collaboration – then the Transform OpenPath is for you.

## What do you gain?

Your enterprise will achieve the biggest benefits from making the full move to unified communications and collaboration, including:

- The ability to fully leverage unified communications applications for cost savings, increased productivity & collaboration
- The opportunity to embrace SIP open standards end-to-end for voice, applications, client devices, video and Trunking
- The ability to integrate UC with Communication-Enhanced Business Processes (CEBP)
- Provide anytime, anywhere on any device communications with FMC, PC and smart phone mobile clients and cost-effective, easy to deploy IP phones for remote workers and call center agents
- A more flexible, survivable, scalable, standards-based Open Communication platform
- The opportunity to extract business value and cost savings from Green IT and solutions
- The complete replacement of existing high cost and inefficient telephony infrastructure.



## Transform

Transform to next-gen platform for long-term advantage



## Town of Enfield CT Company Profile

- Population of 48,000
- 88 square kilometers
- 30 different locations including 2 emergency services locations and 12 public schools.

## Challenges

- No capability to share information and communicate across the town's services and schools
- Disparate phone systems made it difficult to transfer calls between municipality operations
- No local expertise to manage and move current telecom systems forward to a modern technology base
- No ability to manage city growth and planning of new schools or municipal services
- Had to achieve a proven return on investment for any new technology.

## Solution

- OpenScape Voice
- Enterasys Network solutions.

## Benefits

- Single platform for all IP communications
- Simplified administration
- Uniform feature/functionality
- Ability to easily transfer calls to anywhere in the township
- Cost savings from managed services
- ROI in less than three years
- Siemens Enterprise Communications – Enterasys partnership.

## What Siemens Enterprise Communications solutions enable enhanced communications?

OpenPath provides a complete portfolio of solutions that will transform the enterprise and make your business more agile, competitive and profitable. These solutions include:

- OpenScale Voice – Carrier Grade performance that scales to 100,000 users with robust resiliency for disaster recovery planning
- OpenScale Branch – All-in-one solution for branch office locations with Integrated Gateway, Analog Adaptor, Proxy and SBC, Media Server
- OpenScale UC – Take advantage of advance UC applications like conferencing to save money and increase employee productivity while laying the foundation to move to IP telephony
- OpenScale Mobility – Includes a wide range of solutions for the mobile workforce for a rich and productive experience for mobile workers
- OpenScale Video – Enhanced collaboration with customers and teams that will help reduce the need for travel. The solution is deployed based on Open Standards (SIP)

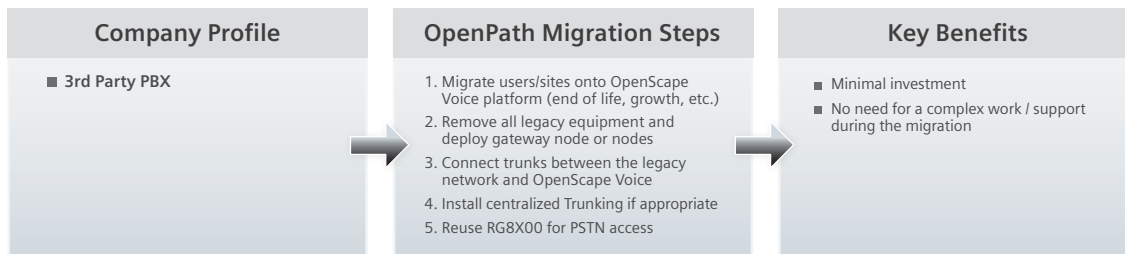
- OpenScale Contact Center – Scalable Contact Center solutions ranging from entry level to sophisticated CRM and Outbound calling solutions
- OpenScale Professional Services – Strategic guidance and consultancy during the planning process, finding, tailoring (and custom designing) the most appropriate technology and working with your employees to maximize the benefits.

## Recognize Your OpenPath Opportunity to Enhance

Because your business is unique, so is your Transform migration path. Here we have highlighted a set of scenarios that detail the environments we commonly encounter and have identified the specific migration steps and benefits for each.

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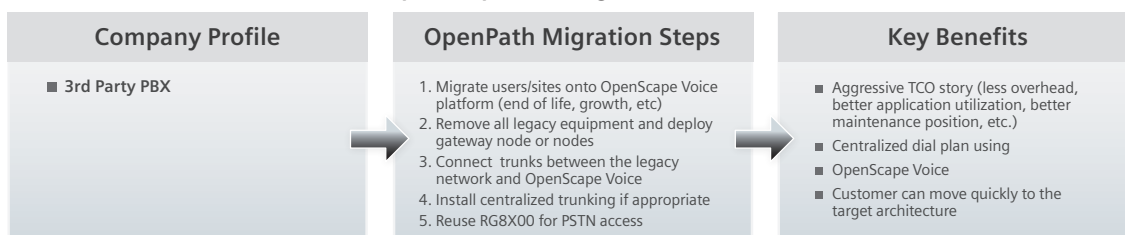
### Scenario One: New customer to OpenScale Voice



### Scenario Two: New customer to HiPath 4000



### Scenario Three: New customer to OpenScale Exchange



# Understanding OpenPath solution

Siemens Enterprise Communications offers additional complementary solutions that continue to deliver on the promise of OpenPath.

## **OpenScape UC Server – An ingenious approach to unified communications**

OpenScape UC Server is a revolution in communication design. It removes the artificial legacy barriers between traditionally separate voice, video and unified communications systems to support a comprehensive suite of UC applications.

This includes enterprise-grade voice with carrier-grade scalability and reliability, IP least-cost routing, video conferencing, role-based UC applications, and comprehensive mobility and contact center solutions.

OpenScape UC Server is an open and flexible software-based unified communications platform deployed on commercially available hardware. We use a completely open architecture which allows you to integrate your current systems, networks and infrastructure as part of the UC solution. Because OpenScape UC Server is an open software application, you are not tied to the inflexible structures and monolithic, purpose-built platforms of traditional voice.

## **HiPath 4000 Evolution – Best in class converged IP system**

HiPath 4000 is the leading converged communications platform for medium and large enterprises. It delivers business process and workflow integration, high availability, strong security, powerful performance and cost-effective communications.

Providing scalability from 300 to 12,000 users on a single system and up to 100,000 users in a network, the modern architecture supports a variety of flexible deployment models and offers standards-based integration and interoperability with business-critical applications and systems. HiPath 4000 supports analogue, digital, IP and SIP based users.

## **OpenPath FlexLicensing – Investment protection**

OpenPath FlexLicensing offers a simple and cost effective migration from HiPath 4000 to OpenScape Voice.

OpenPath FlexLicenses are available to move from any HiPath 4000 version to the current OpenScape Voice version. Additionally, OpenPath FlexLicenses can be used to move from OpenScape Voice to HiPath 4000 V6.

## **OpenScale Services – Flexible, reliable, proactive**

Siemens Enterprise Communications OpenScale Services provide comprehensive coverage that enables you to integrate your new Siemens Enterprise Communications solution quickly and with minimal risk of disruption. It protects your continuity and maximizes your ROI – and features with the lowest total cost of ownership on the market.

OpenScale Services provide a flexible array of Services for proactively looking after your communications environment. This includes break/fix maintenance, system backups, fault monitoring and performance checks. OpenScale Services enables you to cost effectively ensure that all the tasks for managing and monitoring your communications are taken care of, and Siemens Enterprise Communications expertise is available should you need it.

## **Subscription Licensing for the Enterprise – Pay as you go**

Subscription Licensing for the Enterprise gives enterprise customers access to the software products contained within the OpenScape UC Server Suite on a monthly subscription basis. Subscription Licensing for the Enterprise means you only pay for the software you use and the number of actual users.

Subscription Licensing offers a feature-based approach to building applications, allowing you to pick and choose the capabilities you need today, with the flexibility to change or add to them in the future.

## **Everywhere and Now Up There – OpenScape Cloud Services**

The flexibility, performance, and cost-saving potential of cloud computing technologies are shaking up the IT departments of countless large enterprises. Now, Siemens Enterprise Communications is bringing those benefits to smaller organizations. Built on our award-winning OpenScape UC Server platform, OpenScape Cloud Services offers you a flexible range of communications services ready to support your business with carrier-grade security and reliability.

# Why Siemens Enterprise Communications and OpenPath?

Every organization is different so it's critical we let you choose your own path to unified communications. OpenPath is our promise of an elegant and logical migration to Open Communications at a pace and a price that is tailored to the unique demands of your business and your infrastructure.

No matter where you are or how fast you want to travel down the road to Open Communications, we can support you; leveraging your existing investments with an open standards platform. It is a key part of what makes Siemens Enterprise Communications as unique as you are.

We offer an award winning, proven overlay approach with OpenScape Exchange and the OpenScape UC Server and suite of applications which enables you to easily migrate to unified communications one step at a time. And we deliver a full range of professional, managed and hosted services to assist you on your migration journey.

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**Siemens Enterprise Communications is the only global enterprise UC provider delivering this promise today.**

*We offer the choice of complete end-to-end, software-driven unified communications, based on open, secure and interoperable standards.*

*What does that mean for you?*

- *No single-vendor lock-in*
  - *No proprietary technology stacks*
  - *Driven by your goals, not our agenda*
- 

## Delivering OpenPath

Given the many pressures faced by telephony departments, it is little wonder that more and more enterprises are looking to external providers to deliver their communications services – from basic support through to comprehensive managed service offerings.

As the recognized global leader in delivering and managing communication and collaboration environments, you can have the confidence that we are always aligned to your business goals so you can focus on doing what you do best – running your business without being diverted by managing a world-class communications environment.

It is also possible to centralize communications and collaboration services into a data center or a hosted environment, implement these services in a distributed model or even transition from one to the other as and when appropriate.

Siemens Enterprise Communications has a range of transformation services that align with an organization's strategic planning cycle. These are designed to help your enterprise realize all the benefits of an open environment, while providing investment protection and the best possible return on existing assets.

These services can help optimize the quality of delivery while reducing risk during transformation, and can include options for technology refresh within the contract lifetime.

This phased approach ensures that operational costs can be managed on a predictable basis across the entire period of the contract or life of the technology.

It means you can transform where and when as necessary and appropriate; confident in the knowledge that your existing telephony environment is maintained, serviced and always fit for purpose.

## 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](http://www.siemens-enterprise.com) or [www.enterasys.com](http://www.enterasys.com)

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