

Freedom

Delivering on the Promise of Fixed Mobile Convenience and
Unified Communication Integration with OpenScape MobileConnect

Business issues

Businesses are under increasing pressure to improve the availability, productivity, and overall competitiveness of their mobile workers. Mobile communications technologies offer a way to achieve this, but doing so in today's environment of tighter operating budgets is challenging. Furthermore, IT departments expect that any new technologies integrate with the existing communications infrastructure without excessive complexity, disruption and compromise to the security of the enterprise network.

Business issues

By addressing the above issues, the following problems typically arise:

- High cellular usage, roaming, and long distance charges stem from workers' reliance on their cell phones or PDAs, even when they are on the corporate premises
- Mobile employees suffer from "human latency", whereby productivity and customer service are impacted by missed calls, checking multiple voicemail systems, searching for contact numbers, missing presence information and/or alternative communication like Instant Messages
- Mobile workers often lack the same enterprise communications features, capabilities, presences and security they have at the corporate site, once again reducing productivity
- Customer service – and thus the ability to close business – is impacted by dropped calls or poor coverage when users move between networks
- Today's cellular mobility and unified communication solutions are deployed and managed independently of the enterprise communications infrastructure, making solution management more complex and inefficient

Business impact

OpenScope MobileConnect is the industry's most comprehensive extension of enterprise communications into the mobile network, resulting in unmatched productivity enhancements and communications cost savings

Reduced costs

- Roaming between networks occurs transparently and automatically, resulting in higher savings. "Using VoWLAN can save between 15 and 40% on cellular and PSTN calls." (Frost & Sullivan)
- Deployment of a single telephony presence and device reduces management overhead and TCO
- The ability to eliminate roaming charges when mobile employees are working at branch offices reduces costs

Increased productivity

- Having a single number, client, voice mailbox, comprehensive enterprise feature-set, and secure VPN connection dramatically boosts mobile worker reachability and productivity
- Seamless roaming also increases customer service and user convenience as a result of fewer dropped calls and better coverage
- Having presence and instant messaging support helps mobile workers to stay efficiently connected independent of the network and the device or their location

Improved flexibility

- The complete end-to-end enterprise FMC/UC portfolio ensures robust interoperability and integration, as well as a wide array of deployment options

Solutions overview

OpenScape MobileConnect is an enterprise FMC and UC solution that seamlessly unifies fixed enterprise and cellular networks to uniquely resolve each of the aforementioned problems:

- Use the “free” corporate Wi-Fi network to place or receive calls whenever users are within range, cutting down on costly cellular usage and roaming fees
- A single, comprehensive enterprise telephony presence on users’ cellular devices cuts down on human latency by providing a single number and voice mailbox – regardless of whether they are on the corporate WLAN or on the mobile network
- A consistent telephony user interface that delivers
- All of the key enterprise calling features ensures that users can be just as productive on the mobile network as though they were at their desks
- Employees can carry on conversations with clients or partners even as they move between the corporate WLAN and the mobile network – without user intervention
- IT departments only need to manage a single mobile communications device and PBX entry for each user
- Integration of other applications via Click to Dial (e.g calendar, contacts, emails and local directories)
- Unified Communication Support of the instant messaging presence status via XMPP interface and instant message integration

Who can benefit

Executives – benefit from improved business processes and increased mobile worker productivity, resulting in greater organizational competitiveness and TCO savings.

IT Managers – benefit from more efficient, consolidated management of mobile users. Through our partnership with Sybase Afaria Device Management makes managing mobile devices secure and effortless.

End-users – benefit from having one number, one voice mailbox, and a full enterprise feature-set on a single, secure device UC Functions like Application Integration, Instant Messages and IM Presence that stays with them wherever they go.

Conclusion

OpenScape Mobility strategy provides your company with a smooth transition to seamless, intuitive connectivity. Using OpenScape MobileConnect is one step, but by taking advantage of our knowledge and expertise in mobility we can offer you a true and complete strategy for your mobile workforce:

- Seamlessly extend to the cellular network with OpenScape MobileConnect
- Extend your VoIP implementation across the enterprise with voice-over-WLAN options, making adding WLAN affordable
- Unify your communication with Mobile UC Integration to speed up your business

Siemens Enterprise Communications can help you understand you enterprise mobility requirements and can provide you with a mobility strategy that works for your organization. For further information on how we can help, please contact your Account Manager and begin to take advantage of our mobility solutions today.

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 or www.enterasys.com

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