

# OpenScape UC Server Hosted Edition

Hosted Communications Solutions for Service Providers





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**The ideal platform for Service Providers, the ideal solution for business today**

## Communications Today

Many Enterprise customers today are confronted with a complex web of new ideas, conflicting requirements, and inherited technology from a previous generation. Added to that are huge economic pressures to:

- reduce the cost of Communications
- add UC functionality for all employees
- support a more mobile workforce
- provide security against malicious foes
- be more responsive to their own customers
- embed communications into their business processes
- have it all operational yesterday.

That's why many Enterprise Customers are turning to Hosting Service Providers to provide comprehensive and reliable outsourced UC-based communications that they can buy on a monthly basis, without huge investments in capital and human resources.

## The Hosting Opportunity

Communication analysts and consultants have recognized that some enterprises require additional investment options for communications services. That's why they continue forecasting major growth for communication hosting services. At the leading edge of this trend for hosted services is a comprehensive unified communications solution.

For the Service Provider, differentiation is a must for success. To do that, a system which offers modular functionality, flexible feature packaging, and open interfaces to add additional functionality is a must.

## OpenScape UC Server Hosted Edition

OpenScape UC Server Hosted Edition is the only complete Unified Communications solution for Service Providers. It incorporates:

- OpenScape Voice
- OpenScape Branch
- OpenScape Messaging
- OpenScape Unified Communications Application
- OpenScape Session Border Controller
- OpenScape Contact Center
- OpenScape Deployment Service
- Open access to higher-level applications and for business process integration
- Value-added Support Services options (including transition plans from totally supported to totally independent)

OpenScape UC Server Hosted Edition comes from a company who understands the needs of the Enterprise, a company that continues to garner industry recognition and awards for innovation.

**Today, Hosted Communications Services is not just about providing more cost-effective communications; it's about transforming the communications experience for your customers and creating new and innovative value propositions for them and yourself.**

## Key Attributes of OpenScale UC Hosted Edition

### Comprehensive

- A complete and fully tested suite of communications applications that is proven in networks across the world
- Comprehensive Enterprise Feature Sets
- Supports Businesses and Branches of all sizes, anywhere the IP network goes

### Scalable

- Provides communications services to large numbers of businesses simultaneously, from local companies to global enterprises
- OpenScale Voice – up to 100,000 users per system, up to 6,000 businesses or business groups, up to 3,000 branches,
- OpenScale Xpressions – up to 80,000 voicemail boxes or 40,000 UC mailboxes
- OpenScale UC Application – 15,000 users per system, and 100,00 users per OpenScale Voice
- OpenScale Contact Center – up to 7,500 Agents per OpenScale Voice system
- Virtually unlimited capacities in a network

### Branch Solutions

- Integrated and scalable: 50, 250, 1000 and 6000 user variants
- Provides feature-rich Survivability
- Includes Proxy and SBC
- Includes Media Server to provide Local Tones, Announcements, Conferences
- Local SIP Trunking
- Local Firewall and VPN
- Integrated Management with OpenScale Voice
- Single-appliance/server - Integrated Gateway and Analog Adapter for small remote branches

### Mature, Proven and Innovative

- Mature and proven in service
- Reliable, resilient and with rapid recovery
- Innovative new network, user and management options in every release
- Core OpenScale Voice system independently Security-Certified

### Open for Integration

- Totally Standards-based architecture
- Open for interconnection with other communications systems
- Open for Integration with other Applications and Management Systems
- Published and supported APIs and SDKs available for both developer and customer use
- Pre-Integrated with IBM and Microsoft Business Applications
- Custom integration available with other business automation applications

### Services You Can Use

- Extensive OpenScale Service Portfolio to meet your individual needs, and transition your organization and operation over time
- Training, guided projects and independent projects
- Sales partner who needs extensive technical operational involvement
- Operations Partner who needs limited by critical support
- Independent Integration partner who needs only limited backup support
- Optional Professional Services too



# Subscription Licensing

Managing operations efficiently with the flexibility to grow services rapidly for your most important customers



Subscription licensing is an alternative to purchasing perpetual software licenses. This allows the Service Provider to manage customers based on monthly usage. Key advantages of this are:

- No large up-front Capital Cost in user licenses so you pay as you go – and earn as you go!
- Simple monthly reporting and accounting
- Add one user, customer, branch or location at a time
- Add Applications as you need them

## Subscription Licenses available from Siemens Enterprise Communications

Subscription licenses are not version specific, so you don't pay extra for them after an upgrade. Each subscription license from Siemens Enterprise Communications provides right to use, software updates, and software upgrades.

The granularity of our new subscription license structure makes it easy for you to create exactly the right solution to meet your business needs.

License Description	Calculated per
Voice	User
Mobile User	User
Voice Mail	Mailboxes
Unified Messaging	Mailbox
Unified Communications - packaged <sup>1</sup>	User
Unified Communications - integrated <sup>2</sup>	User
Unified Communications - Third Party <sup>3</sup>	User
Web Conferencing	Moderator
Fusion	User
Attendant Console (Concierge)	Attendant
Branch	User
Contact Center Telephony Agent	User
Contact Center Multimedia Agent	User
Contact Center Manager	User
Contact Center IVR	Port
<sup>1</sup> Unified Communications packaged - VM, UM, audio conference, CTI, IM	
<sup>2</sup> Unified Communications integrated - UC, includes customizable integration options	
<sup>3</sup> Unified Communications Third Party - integrate any UC solution with OpenScope UC Server	



With OpenScape UC Server Hosted Edition you get a comprehensive set of Voice and UC applications. And, with subscription licenses, you can mix and match capabilities to build the Unified Communications solutions your customers need, earn as you go and pay only for what you and your customers use.

## Conclusions

OpenScape UC Hosted Edition is the ideal platform for Service Providers who want to address the burgeoning hosted communication market. Hosted Edition is not only a communications tool; it's a business transformation tool, giving your company and your customers a sustainable competitive advantage, to achieve major cost savings and operational benefits. Our Service packages help make that transition easy for you too, with support tailored to your individual business needs.

Subscription licensing offers unbeatable elasticity; you only pay for what you and your customers use. You can easily and cost-effectively add new customers, users, locations, teams or branches as you launch new service offerings. Add new features and applications as you need them and have new software automatically included in your user licenses.

## Find out more about our Award-winning Products and Services

OpenScape UC Hosted Edition is built on our award winning Voice and Unified Communications applications. Get more details on our exciting products at [www.siemens-enterprise.com/openscape-uc-server/hosted](http://www.siemens-enterprise.com/openscape-uc-server/hosted)

## Ready to get started?

Take the next step in offering new Unified Communications services to your customers with OpenScape UC Hosted Edition. You can do so without spending a fortune, with the Subscription Licensing procurement option from Siemens Enterprise Communications.

Contact your Siemens Enterprise Communications Account Manager or fill in a contact request at [www.siemens-enterprise.com/openscape-uc-server/contact](http://www.siemens-enterprise.com/openscape-uc-server/contact).

## 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.

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