

 Unify OpenScape Voice

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# Your Voice is Critical



  
**AGC**  
Accelerating Business

 **BLACK BOX**

**Atos**

Trusted partner for your Digital Journey

# High quality reliable voice is business critical

Conversations involve real-time engagement across multiple communication channels. Virtual teams are across cities, and continents. The nuance of the human voice is still the most powerful business tool.

“Organizations using legacy systems are paying 38% more per employee versus an IP based system.”

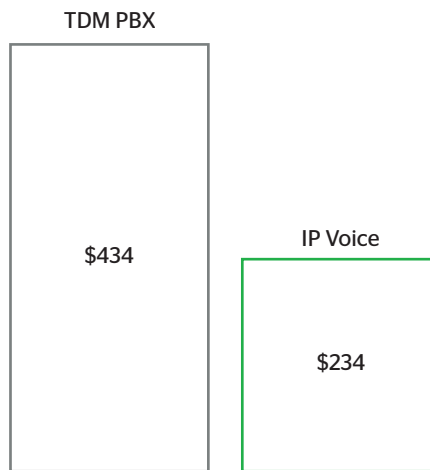
The State of Enterprise Communications 2012

## Business begins with a conversation

In this day and age, conversations between employees, customers, and suppliers are multi-media, providing rich, real-time engagement. Yet even as our definition of a “conversation” broadens to include instant

messaging, video, social networking and web collaboration, there is no disputing the powerful role of voice—and the power of integrating voice into all of the ways in which we now communicate.

## Annual Costs Per Employee



That's the power of Atos Unify OpenScope Enterprise Voice. Today approximately 79% of employees work in virtual or distributed teams. With Atos Unify OpenScope Enterprise voice solutions<sup>1</sup>, you'll empower these “anywhere” workers while unburdening your organization from the drag of legacy communications assets, which typically bear a higher cost (as much as 38% more per employee) versus an IP multimedia session based solution<sup>2</sup>.



<sup>1</sup>Unify® Global Research conducted Oct 2012. Sample size n=320, 95% confidence level within +/- 5.44% margin of error  
<sup>2</sup>The State of Enterprise Communications 2012. Unify Sponsored Research

## OpenScape Enterprise Voice Solutions - the equation for change

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The equation of change has many parts - addressing multiple priorities of investment protection, reducing operational expenses, and improving employee productivity. OpenScape Enterprise voice solutions find the right balance in solving this equation.

OpenScape Enterprise voice solutions deliver on costs savings with:

- Private Cloud deployment
- Virtualization Centralized network administration
- Zero touch network element deployment and maintenance
- SIP Trunking consolidation
- Lower PSTN charges

It all adds up to a faster return on investment with an OpenScape Enterprise voice solution.

“With applications such as the Atos Unify OpenScape UC Application and Atos Unify OpenScape Web Collaboration, the cooperation across sites has become much easier. It has additionally brought a competitive advantage due to less business travel, lower costs and a better CO2 balance.”

Christian Czech,  
Head of Network  
at STAHLGRUBER

## Customer Case Study: Stahlgruber

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When Stahlgruber wanted to modernize their communications infrastructure they turned to Atos Unify to deliver a solution that would meet requirements for improving customer service, reducing FAX transmission costs, and support a DECT wireless solution. Stahlgruber recognized the need to take advantage of new applications as well. Their targets—improve employee performance, reduce costs, and strengthen their ability to serve their customers better. Investment protection was another key as they wanted to maximize their current Atos Unify OpenScape 4000 investment.

OpenScape Enterprise voice solution was able to:

- Provide porting of OpenScape 4000 licenses to OpenScape Voice
- Re-use OpenScape 4000 systems as PSTN gateways

- Continue support of the Atos Unify OpenScape 4000 DECT solution for users in a manufacturing area

The added benefits were increased reliability and disaster recovery solution with OpenScape Enterprise deployed as geographically separated nodes, and OpenScape Voice providing centralized routing to reduce the overall communications costs.



# OpenScape Enterprise

## Reliable, Scalable, Secure

Real-time engagement and multimedia communications gives your team a more powerful voice—and more ways to be productive.

“With the upgrade to the current version of OpenScape Voice, cost savings of 20% were made possible due to the virtualization of the server environment.”

Klaus Richter,  
Head of Shared Service Center,  
Fujitsu Technology Solutions

### Giving power to voice

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Reliability. Scalability. Security. These are the keys to a strong voice solution. This is the foundation for all OpenScape Enterprise voice solutions. Atos Unify OpenScape Session Border Controller protects enterprise networks from the latest security threats. It also enables remote workers and branch offices to connect securely to all the services and applications provided from the corporate data center. Atos Unify OpenScape Branch provides a robust, feature-rich survivable

branch office solution allowing consolidation and retirement of legacy PBX systems. OpenScape Voice and OpenScape 4000 are industry leading voice solutions with over 8 million IP ports installed. And the investment is secured with lifetime license portability and Software Assurance.

It all adds up to a better way to deepen the conversation with customers, suppliers and employees.

### OpenScape Enterprise Voice Solutions - data center ready

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OpenScape Enterprise Voice uses VMware® hypervisor so it fits into any data center that uses a virtual architecture.

This results in better server hardware utilization (up to 70%) and lower energy and maintenance costs.

#### Extensive virtualization of OpenScape portfolio

Virtualization technology is employed across a wide range of applications in the Atos Unify OpenScape Portfolio:

- Voice
- Branch
- Session Border Controller
- UC Application
- Web Collaboration
- Contact Center
- Xpressions
- Common Management Platform
- User Management
- Fault Management
- Deployment Service
- Media Server
- Concierge
- Mobile Façade Server

## OpenScape Voice

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- Carrier grade reliability
- Unsurpassed scalability
- 100% call fail over support in the event of a single node failure
- Secure billing records
- Geographical redundancy for simplified disaster recovery planning
- Data Center ready, virtualized application deployed on commercial servers
- Industry leading scalability with up to 500,000 users
- Multitenant capable, supporting Hosted / Public Cloud offerings
- Subscription based licensing for “pay as you grow” strategy
- Security built in – 3rd Party verification against outside attacks

## OpenScape Session Border Controller

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## OpenScape Branch

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- Cost effective and feature rich survivable branch office
- Increased business continuity
- Industry leading survivable remote branch solution
- Feature rich
- Integrated firewall, encrypted SIP and management signaling
- Billing and call detail recording in Survivability mode
- Integrated media server
- Integrated analog adaptor
- Integrated PSTN gateway for PRI support
- Integrated firewall for security
- Integrated Session Border Controller for local SIP trunking
- “Zero Touch” maintenance security verified by an independent lab

## OpenScape 4000

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- Private Cloud deployment (VMware virtualization)
- Hybrid IP System
- Protected investment
- OpenScape Enterprise applications
- Secure billing records
- Addresses both traditional and advanced voice communication requirements
- Flexible deployment options (software only or hardware software)
- Part of the OpenScape Enterprise portfolio offering advanced communications and team applications
- OpenScape UC Application
- OpenScape Web Collaboration
- Atos Unify OpenScape Video
- Atos Unify OpenScape Contact Center
- Industry leading DECT solution
- OpenScape Flex Licensing allows portability between OpenScape Enterprise voice solutions (OpenScape Voice / OpenScape 4000)

“Taking your number with you is getting popular around the city. Being able to make and take calls anywhere, on their smart phones or at home offices has been convenient. Once they get it, they run with it”

Shannon Tolle,  
Communications Director,  
City of Scottsdale

# About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us  
[atos.net](https://atos.net)  
[atos.net/career](https://atos.net/career)  
Let's start a discussion together



For more information: [unify.com](https://unify.com)

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# About Black Box

Black Box® is the trusted digital partner. With more than 45 years of experience connecting people and devices, we are an organization of top technical professionals dedicated to delivering solutions and services that help organizations design, build, manage, and secure their communications and IT infrastructure and networks. Technologies include 5G/OnGo, connected buildings, digital workplace, multisite deployments, data centers, and IoT. We also design and manufacture award-winning products for Pro AV, KVM, cabling, and networking known for their advanced functionality, flawless performance, outstanding reliability and fail-safe security.

More about us  
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