

1- Alcatel **OmniPCX** *Enterprise*

Why is it the best solution?

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The Alcatel **OmniPCX Enterprise** portfolio addresses the current and future evolutions that are driving the rapidly evolving enterprise communications market today. The **OmniPCX Enterprise** portfolio has come of age on the following strategic poles of development:

- **Software suite** based on a client server model and totally independent of the type of hardware and network architecture. This software suite is built to operate on industry standard servers that can be connected to the data network. Furthermore, the software suite provides all the necessary communication services for the enterprise:
 - **Enterprise telephony** raised from long and rich experience acquired from the Alcatel OmniPCX 4400, which includes full mobility services (DECT, PWT, etc.), home-workers ...
 - **An Integrated Voice Mail** solution delivering messages management to users fingertips,
 - **PC desktop telephony** which eases access to Telephony services and provides integration within common business applications (e.g. Lotus Notes, MS Outlook),
 - **An Multimedia Contact Center** suite providing out of the box solutions for all needs,
 - **An Advanced Business Communication Suite** including Messaging, Softphone, PIM (Directory and Agenda) and Personal Assistant (Call routing) within the enterprise portal,
 - **Voice-Data network management**
 - A rich palette of open **interfaces** providing third party application development through the Alcatel Application Partner Program (AAPP).
- **Network architecture** allowing:
 - Total **connection flexibility** for the user, designed to provide multiple ways of connecting internally to the enterprise network and consequently adapting to each users needs:
 - Using traditional fixed telephony wiring
 - Using wireless connectivity
 - Using Ethernet data wiring (IP).
 - Total **service transparency** whatever the enterprise network configuration: multi-site, home-worker, satisfying employee mobility requirements and the different enterprise topologies encountered.
- **Common hardware platform** that can be populated by either the OmniPCX Office Software or the OmniPCX Enterprise software suite (optimized HW for Medium size configuration).

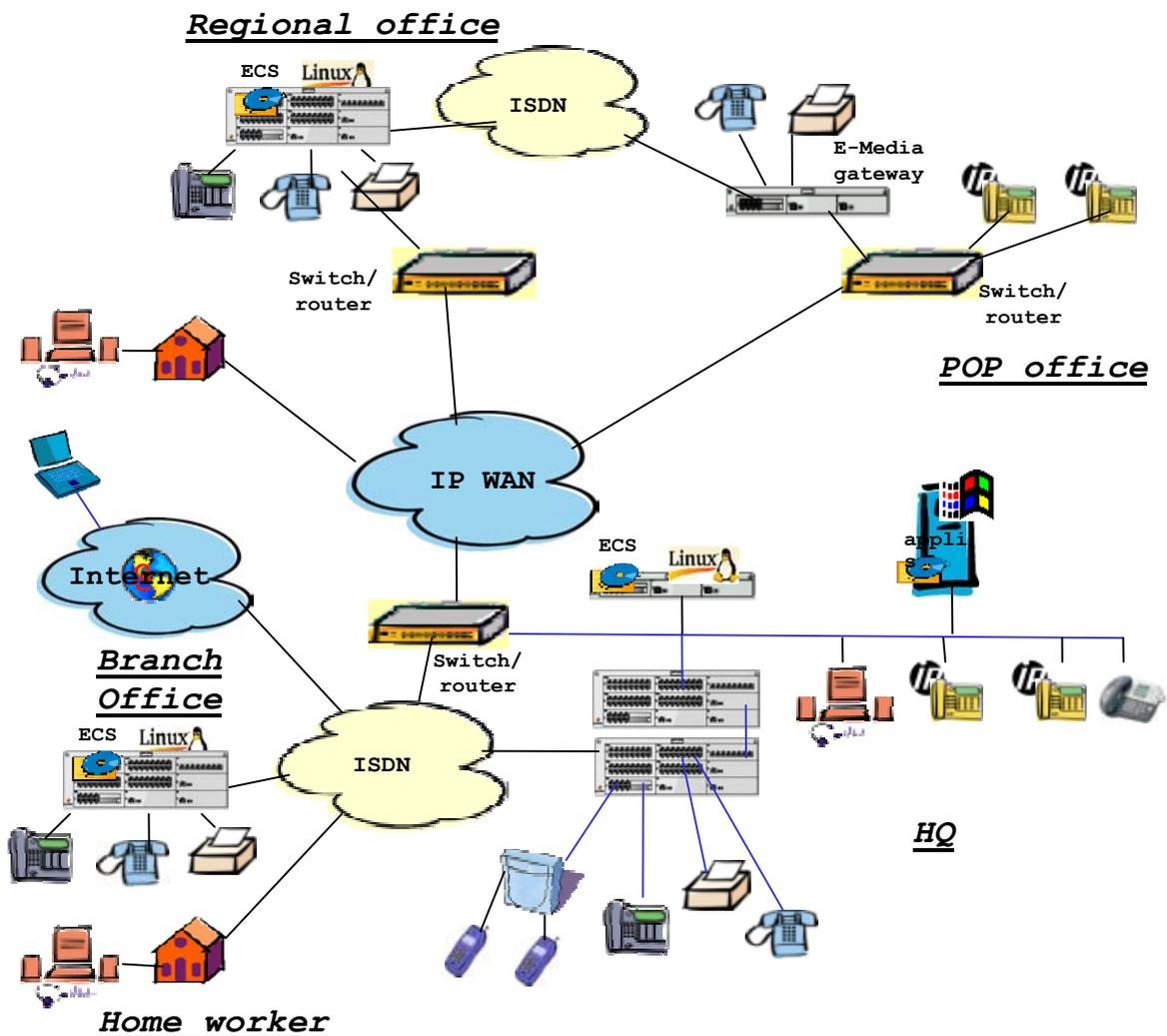
The following diagram illustrates the **OmniPCX Enterprise** portfolio and software suite implementation:

1. An enterprise consisting of a central headquarters and multi-site branch offices:
 - Two servers
 - A Linux server running the telephony applications, mobility, automatic call distribution, and call switching management: *The Enterprise Com Server* software
 - An NT server running value added applications
 - Mixed network connectivity: some traditional, and others over IP
 - Connection to PSTN, ISDN legacy networks
 - Connection to remote sites (Branch Offices)
 - Including all the necessary remote site connectivity for users in the Branch Offices

Why is it the best solution?

2. Different remote-site Branch Office configurations:

- Remote points-of-presence (very small Branch Offices – typically 2-30 users) where there is no need for a local telephony server (optional) but mixed traditional or IP connection are still required (traditional sets are connected through an e-Media Gateway).
- Medium sized Branch Offices (e.g. regional sales offices - typically 50+), equipped with a telephony server (Media Server) for autonomy and security reasons.
- Home worker solutions with traditional connection through a modem over ISDN or a full IP connection (security may be provided with VPN features).



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Enterprise Com Server software

The Com Server software is derived from the Alcatel OmniPCX 4400 software and has inherited the same pedigree of enterprise telephony applications and networking capabilities. It is designed to run on industry standard server platforms, connected to any enterprise LAN and provide user access to a variety of communication services, totally independent of the hardware required to connect the terminals; the only link required between the server and the rest of the enterprise environment is "IP" (Ethernet). To use an analogy, the Media Server can be compared to other application servers such as e-mail servers, database servers, or transactional servers where their "clients" have become veritable "work stations", analog or digital telephones, mobiles, palm pilots, and naturally the desktop or laptop PCs.

Alcatel **OmniPCX Enterprise compatibility and migration**

The **OmniPCX Enterprise** is composed with Com Server software embedded in any kind of hardware elements (see Architecture part for detailed presentation).

As for the OmniPCX 4400, three evolution paths are possible, providing homogeneous networking (ABC-F2):

- The use of the **OmniPCX Enterprise** Branch Office solutions connected to an OmniPCX 4400 central HQ running the Com Server software.
- The Com Server is loaded onto the OmniPCX 4400 CPU platform (inside the 4400 chassis)
- The Com Server, loaded on an appliance server (Alcatel or third party), drives the 4400 hardware platform being used as a Media Gateway (connected to INT-IP boards via an Ethernet link; R5.1)

Using the Alcatel **OmniPCX Enterprise Branch Office solutions**

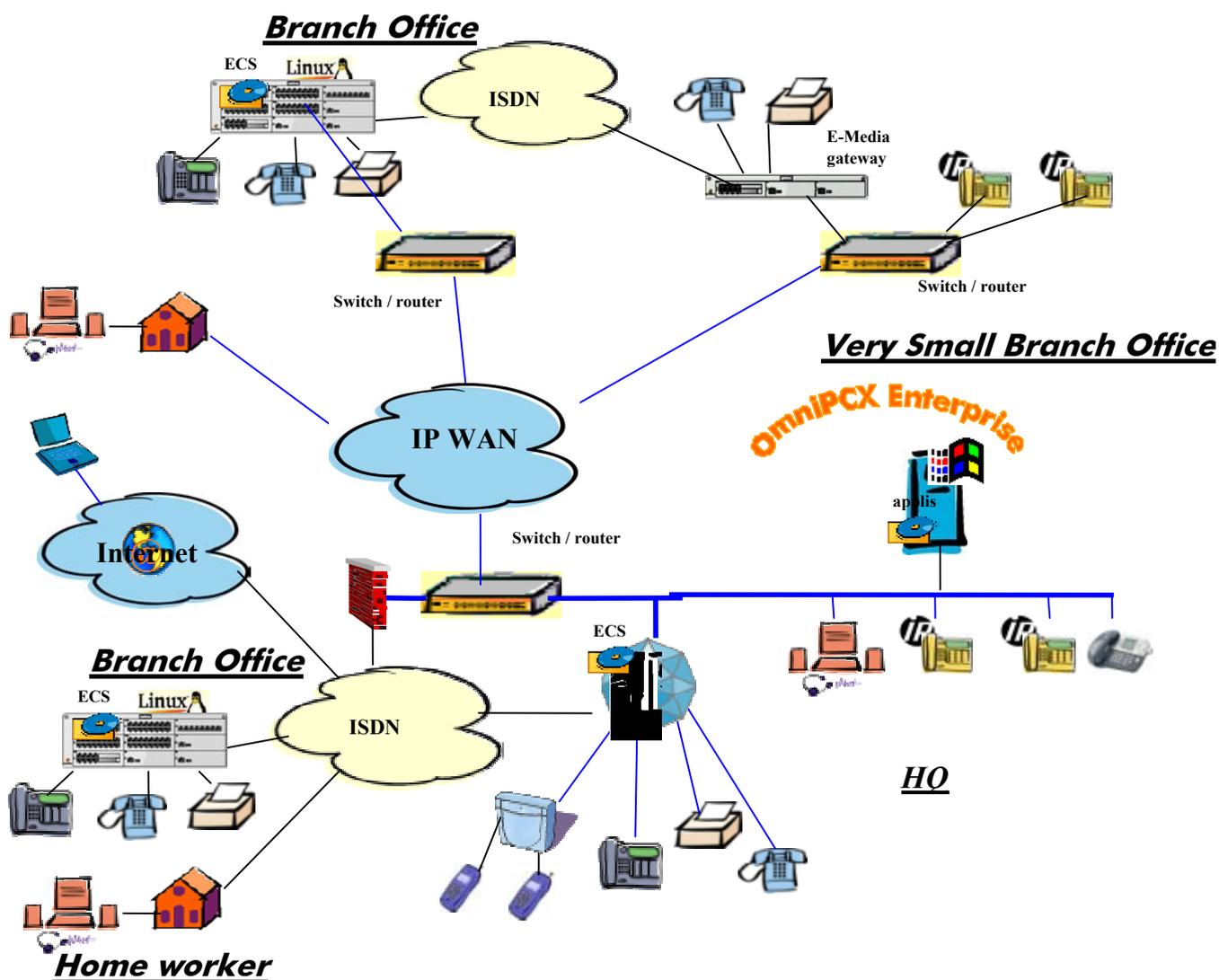
The OmniPCX 4400 is often found as part of a network.

The new **OmniPCX Enterprise** proposes a new set of cost effective telephony Branch Office solutions:

- Small Branch Office Media Gateways
- An optimized network node
- IP telephones.

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These solutions can also be used in conjunction with a central HQ already equipped with an Alcatel OmniPCX 4400. In order to offer the option of small Branch Office Media Gateways, the central Alcatel OmniPCX 4400 must be **upgraded to the Alcatel OmniPCX Enterprise software** (Com Server) as shown below:



Alcatel OmniPCX family: one step ahead... for a long time

The Alcatel OmniPCX 4400 is the most powerful Call Server in the world. In 2000, the US press and analysts honored the OmniPCX 4400 with the Internet Telephony Product of the Year award.

Alcatel OmniPCX 4400 has been named Product of the Year

The award-winning OmniPCX 4400 has been recognised in the LAN Telephony category as a best of breed Communication Server of tomorrow, available today.



The key to selling the OmniPCX 4400 is communicating a vision. How does the OmniPCX change people's lives?

"Alcatel's new end-to-end solution for LAN networking and IP telephony. My conclusion: All IP telephony installations should work as well as these."

Joel Conover reporting on June 26, 2000

**Network
Computing**

Despite claims of a communication revolution, the Internet was a maze of mysterious commands and codes eight years ago. Users just couldn't master it well enough to benefit.

Alcatel OmniPCX 4400 receives "*NetWORKS as Advertised*" award at COMNET 2001.

Delivered 100% of PBX features for Miercom tests.

"This product is a "recommend buy" by Miercom Labs"

Rob Smithers, President of Miercom



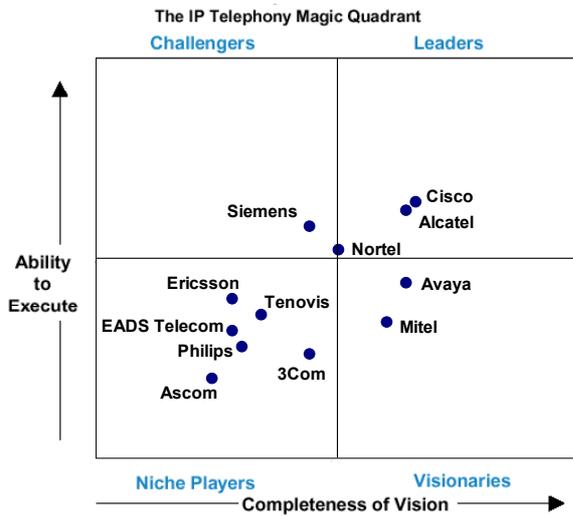
Today's PBXs reflect this situation. Theoretically you can do all sorts of things with them. But the reality is that most people learn, at most, a half dozen commands. The OmniPCX 4400 changes that. With soft keys on phones, with integrated PC applications, with custom toolbars for different kinds of workers, with voice guidance for traditional and cellular phones, Alcatel has made the power that's inherent in digital phone systems available to every user. The OmniPCX 4400 can make communications simpler and more powerful, for every person in the organization, every day.

Gartner Group put it very simply when they said that the OmniPCX 4400 "resets the standards for IP-PBXs."

Alcatel OmniPCX family: one step ahead... for a long time and it is still going on in 2002

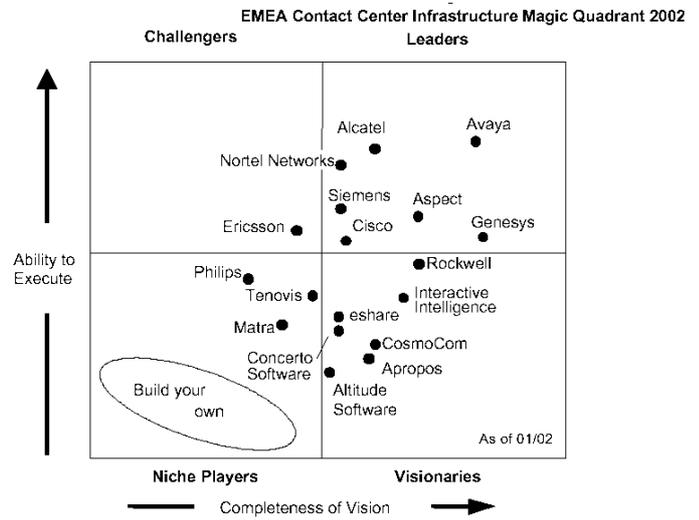
Gartner Groups quotes:

IP Telephony (Jun 02)



Source: Gartner Research

Contact center (Feb 02)



Source: Gartner Research

Mier Group tests



Review Of Systems Tested

Alcatel OmniPCX 4400: The system is now undergoing an architectural transition—away from its TDM-based past and towards a fully distributed, pure-IP future. Based on our lab testing of the latest 4.2 release, the OmniPCX retains some of the best aspects of its prior life—broad feature support, excellent reliability and top voice quality, to name a few—even as it moves to become a full IP telephony system.

IP Tel (BCR Jan 02)

Management (BCR Feb 02)

Compared Management features & capabilities

OmniPCX & OmniVista:	+++++
Cisco AVVID	++++
Siemens Hicom 150 H	++
Avaya Definity & IP 600	++

Alcatel 4980 softphone
(Network World Feb 02)

Alcatel e-ND's 4980 Soft Phone was clearly a **cut above** the others, earning our World Class Award.

In the features realm, this product supported 37 of the 41 features we deemed necessary for use in a corporate setting. Alcatel's product also topped the ticket in terms of installation, ease of use and configuration.

NetworkWorldFusion REVIEWS Testing enterprise products and services