

A better way to communicate



How productive are your virtual teams?

Today's reality - A mobile, global, distributed and virtual workforce. But face-to-face just isn't always possible. And it doesn't always make sense.

The vast majority of organizations rely on virtual teams in remote, distributed offices. Yet virtual teams struggle with staying on top of all the communications and information that comes their way, while remaining in control of project tasks and activities. Add more communications tools and instead of the problem being addressed it compounds it and teams work with primary modes of communications such as email, phone calls, and audio conferencing - none of which are interconnected.

Do these goals sound familiar?

Enhance team collaboration and productivity

Respond faster to customers, partners, and colleagues

Improve overall process and communications efficiency

Manage costs for communications, business travel, and real estate

What teams need most are tools that give them fast access to the right people on the first attempt, regardless of where they are, or what device they use or what network they are on.

That's where Atos Unify OpenScape comes in

We created Atos Unify OpenScape UC to empower your teams with the right set of communications capabilities - Helping them to stay connected, responsive, collaborate seamlessly within and beyond your organization - enabling a new way to work.

With OpenScape, your employees are in more in control of how, when and with whom they communicate. At any time during the day. Whether they are physically located in one place, in geographically dispersed offices, working from home, or traveling.

OpenScape brings rich federated presence, mobility, audio, web, and video conferencing capabilities to your teams, and that translates into better teamwork, lower costs, and less travel.

Communicate freely with choice and flexibility

Everyone has unique work styles. OpenScape provides multiple ways to communicate including a desktop client, a web client with integrated WebRTC functionality, a voice portal, and mobile clients that work on popular smartphones and tablets.

OpenScape has a flexible "per-user" licensing structure that makes it easy and cost effective to add or change users and capabilities. Simply add or remove functionality whenever it makes sense for your organization, your teams, or for a particular employee based on their role and responsibilities.

Give your teams a better way to meet

Why waste time and money traveling when you can meet from wherever you are, more productively and efficiently?

With just a few clicks, teams can initiate planned or spontaneous voice, web, and video conferencing sessions, using OpenScape UC's built-in conferencing.

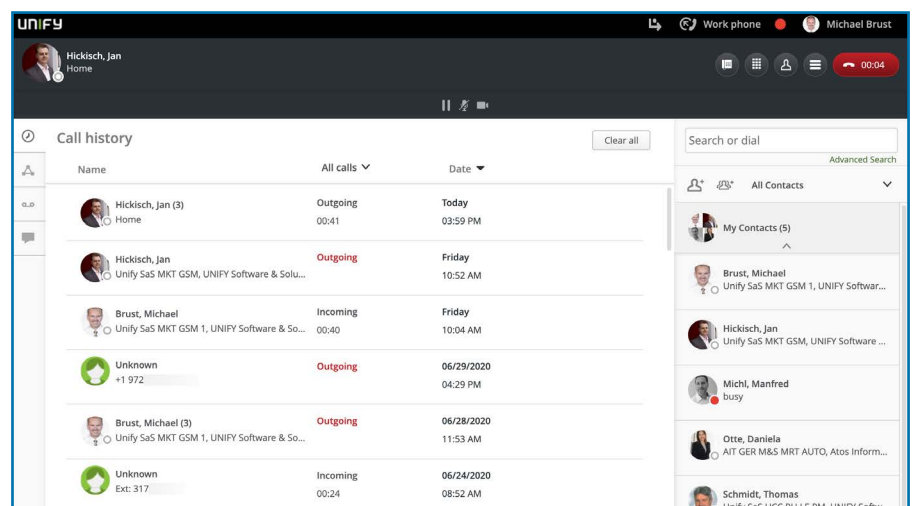
With "Presence" information, you can instantly see whether a colleague is available, allowing spontaneous, easily initiated conferencing calls.

In this way, your teams have a convenient way to instantly collaborate in real-time, reaching the most available people, to facilitate faster action and decision-making.

Intuitive audio conferencing

Setting up conferences in advance, makes it easier and faster for experts to be reached. With just two clicks the conference can be launched, out-calling all participants at their preferred device, and based on their availability.

For example, a utility company can reach "after-hours" or "incident" teams to address an emergency situation that requires immediate collaboration and attention.





The cost per employee of an out of town on-site meeting instead of using Web Conferencing:

585: travel

40: meeting room

270: downtime

The ROI of Web Conferencing,
Barry James Folsom

During the conference, all participants can see who is on the call and who the "active speaker" is, while the moderator can mute all or individual participants, and lock the conference for extra security if needed.

For added convenience, you can host or participate in conferences from either your OpenScape client, or your preferred client, e.g. Microsoft Office or HCL Notes.

Sharing documents and information online

Atos Unify OpenScape Web Collaboration, available for Windows and macOS Clients, enables your teams to share more ideas and information at a moment's notice, from wherever they happen to be.

It provides a cost effective and efficient way to host meetings with up to 1000 session participants, supporting webinars, training sessions, project meetings, sales meetings, product demonstrations, and even to deliver remote support to your customers and end-users.

From the OpenScape UC client or your email client, your teams can schedule combined audio and web conference sessions in a single step. Audio calls or conferences can easily be elevated to a web conferencing session with one click.

Once the session is launched, everyone has one-click access to a variety of features such as desktop and application sharing, document uploading, co-browsing, white-boarding, URL push, instant messaging chat, and full motion multi-party H.264 video.

If you are mobile with an iPhone, iPad, Android, or other smartphone or tablet devices, you can easily participate from anywhere via the OpenScape Web Collaboration Mobile Client.

OpenScape Web Collaboration also includes online support and remote control tools for administration, maintenance and desktop sharing on remote pc/servers, making it an excellent tool for facilitating fast problem resolution.

For your convenience you can jointly record audio, video and web collaboration streams from your desktop client into a standard a/v format, available via the Atos Unify OpenScape Media Server.

One more thing ... OpenScape Web Collaboration is easy to install with zero-touch client installation and can be deployed as a hosted solution via the cloud or on a local server. A dedicated on premise server can be installed in less than one hour by practically anyone.

80% of us work with remote teams. Let's get good at it.

Meeting face-to-face with video

For a more vibrant, personalized and natural collaboration experience, Atos Unify OpenScope Video connects your teams using the highest definition video streams available today.

"Continuous Presence" video views make sure that all participants in the video call can be seen on the screen at the same time.

"Voice Activating Switching", ensures that everyone can see who is speaking – even your mobile employees.

By the way, OpenScope Video also interoperates with room solutions and desktop video phones from leading video manufacturers.

"Rich Presence Awareness" of team members

Presence technology enables your teams to view each other's availability and status, saving time and improving responsiveness within your organization.

OpenScope offers a rich Presence view across multiple channels such as voice, instant messaging, and video. It provides you with "presence status" information about a person's availability, before you communicate, enabling you to choose the best method and time to communicate effectively on the first attempt.

You manage your own presence status, and decide when you are available, and over which media and device of choice.

With "Federated Presence" these capabilities are extended beyond your organization, to the community of people who work outside of your office.

For example, in a federated network, your teams can share their voice and instant messaging presence availability and exchange instant messages with people outside your organization who are using any XMPP-capable unified communications (UC) solution on the market today.

The screenshot displays the UNIFY user interface. On the left, a 'Call history' table lists recent calls with columns for Name, Call Type, and Date. On the right, a presence status dropdown menu is open, showing options like 'Available', 'Away', 'Do not disturb', etc. Below the menu is a list of contacts with their current presence status.

| Name | Call Type | Date |
|---|-----------|------------------------|
| Hickisch, Jan (3) Home | Outgoing | Today 03:59 PM |
| Hickisch, Jan Unify SaS MKT GSM, UNIFY Software & Solu... | Outgoing | Friday 10:52 AM |
| Brust, Michael Unify SaS MKT GSM 1, UNIFY Software & So... | Incoming | Friday 10:04 AM |
| Unknown +1 972 | Outgoing | 06/29/2020 04:29 PM |
| Brust, Michael (3) Unify SaS MKT GSM 1, UNIFY Software & So... | Outgoing | 06/28/2020 11:53 AM |
| Unknown Ext: 317 | Incoming | 06/24/2020 08:52 AM |
| Unknown Private | Outgoing | 06/18/2020 01:27 PM |
| Brust, Michael (3) Unify SaS MKT GSM 1, UNIFY Software & So... | Missed | 06/16/2020 01:54 PM |

Presence Status Options:

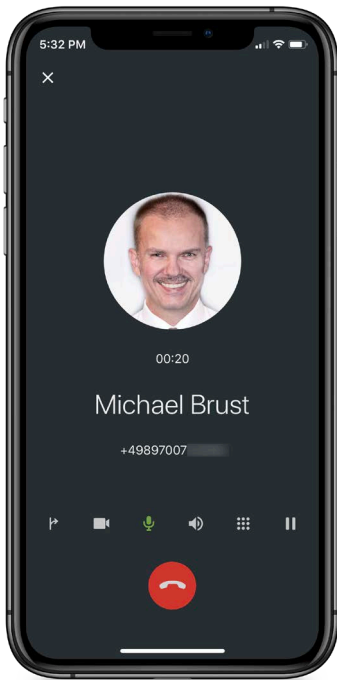
- Available
- Away
- Do not disturb
- Be right back
- Busy
- In meeting
- Change status text

Contact List:

- Brust, Michael (Available)
- Hickisch, Jan (Available)
- Michl, Manfred (Busy)
- Otte, Daniela (Available)
- Schmidt, Thomas (Available)
- Munich Team (2) Group (Available)

Presence ensures that your virtual teams stay connected, regardless of where they are or what device they are using.

Connecting your teams faster and more seamlessly means improved responsiveness, faster time to market, and better customer service.



Empowering your mobile teams

OpenScape ensures that your highly mobile employees stay connected and productive at the least possible cost.

One Number Service for example, allows employees to publish only one number, and be reached on the lowest cost network, anywhere, anytime, and on the device of their choice. Each person sets their preferred device (e.g. office phone, home phone, mobile phone, laptop) and OpenScape will forward all calls to that device. For additional convenience, your preferred device can automatically change based on your Presence status.

For example, your full-time tele-workers may want their preferred device to be their home phone whenever their Presence status is set to "Available".

Device Handover reduces mobile network costs by enabling users to easily "handover" an existing call from their mobile phone to their office phone when arriving to their desk while on a call.

With the Atos Unify OpenScape Mobile client, your mobile employees can benefit from video, IM/Chat, presence awareness of contacts, quick access to conferences, setting their Presence status and preferred device, among many other OpenScape features.

It also provides "voice over IP" capabilities, and its intuitive Call Swipe capability makes it possible to seamlessly transfer a call from the mobile device to any nearby direct-dial desktop phone – and vice-versa – with little more than a finger swipe across the touch screen. Call Swipe even enables you to move from the cellular network to a local WLAN, to avoid cellular usage and roaming fees.

The OpenScape Mobile Pro client is "app store" ready, and can run on the most popular mobile device platforms, including the iPad/ iPhone as well as Android tablets and smartphones.

And lastly, the DTMF and speech-enabled Voice Portal provides access to OpenScape from any phone, allowing your teams to retrieve and process email and voice messages from a single unified voice mailbox. The speech portal supports Natural Language Understanding which enables you to talk to the system as you would talk to another human being without having to follow or wait for prompts.

To help you quickly and cost-effectively integrate OpenScape with other applications, we offer Atos Unify OpenScape Fusion - our integration approach, ranging from no-charge pre-built application plug-ins, to integration services delivered by our Professional Services consultants.

Our developer program and software developer toolkits are available for customized integrations, which can be delivered by us, any of our certified developer partners, or your own in-house IT staff.

Intelligent access to all your applications

What makes OpenScape so attractive to many of our customers, is its ability to integrate with any other part of your communications system.

That's because we built OpenScape using industry standards such as Services Oriented Architecture, which provides easy integration into your favorite groupware solutions such as Microsoft Office 365, Office 2019, SharePoint or HCL Notes.

This enables your teams to seamlessly and spontaneously access key people and information without having to switch applications, or search endlessly for data or directories.

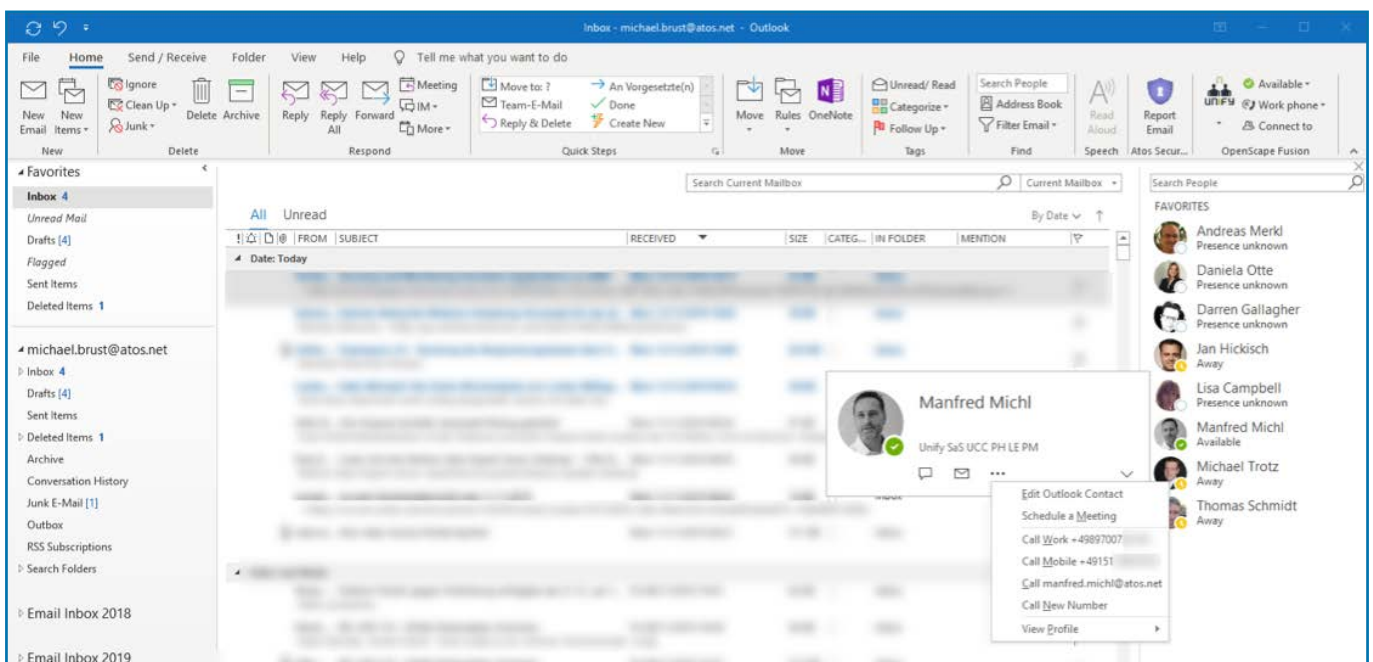
Perhaps your teams use Microsoft Office as one of their primary communications tools. We can interconnect OpenScape UC with your Microsoft Outlook, Skype for Business / Lync as well as your Microsoft Teams client so that all communications and collaboration can be initiated directly from within your preferred user interface, making it easy and intuitive to reach people quickly (e.g. via vCard in Microsoft Office).

Here's another example ...

OpenScape can be integrated with your preferred business applications to drive sales efficiencies or enhance customer service. In this case, teams can see the Presence availability of key people, displayed within the context of the account and workflow.

This allows a sales person or customer service representative to instantly reach out to a client, another team member, or a product specialist, to bring them into an impromptu conversation or an instant message consultation with just a few clicks.

Intelligent, context-driven and automated communications adds simplicity to the way you work, and enables your teams to have spontaneous access to crucial people and information, when they need it most.



Team collaboration is mission critical

Secure

Because your teams share and exchange information inside and outside your organization, it is critical that only “approved” people have access to your most sensitive and confidential assets.

Our solution includes a number of built-in security features, including password protection, session locking, encryption, authentication, replay protection, cryptography, and authorization and policy enforcement.

On top of that, all web collaboration sessions are temporary, and leave absolutely no residual data or entries in the registry.

Reliable

With its specialized software and hardware redundancy, OpenScape delivers superior availability and reliability for all your conversations.

Our audio-streams follow the OpenScape audio standard using our unique AudioPresence™ technology, enabling everyone to hear and be heard in crystal clear sound, minimizing echo, jitter, and any other bothersome noises.

Scalable

Whether you have 100 employees or 500,000, OpenScape’s modular and flexible design, makes it easy and cost-effective for you to add or change functionality on a per-user basis.

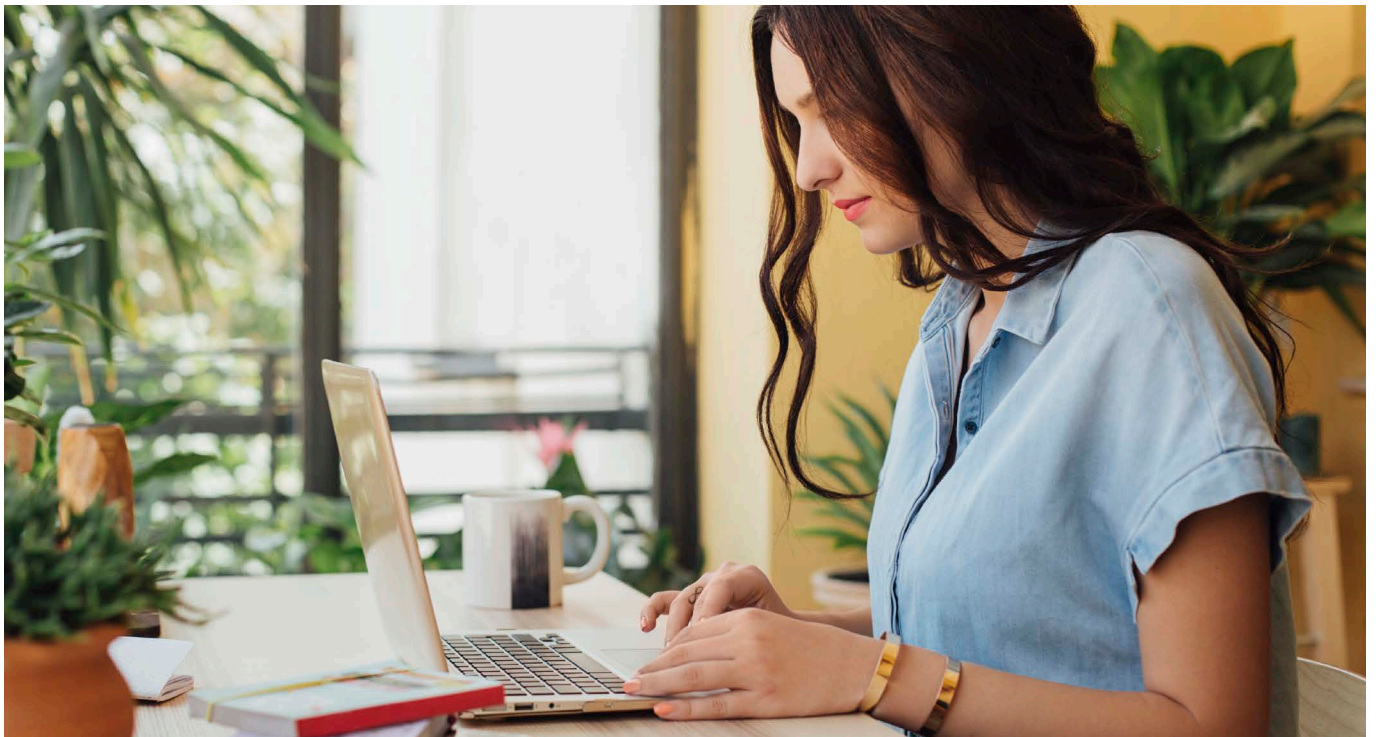
Plus, it can be deployed onsite at your own location, or as a hosted solution in a remote data center.

Who can benefit from OpenScape UC?

If you’re wanting to increase team productivity, improve responsiveness, and empower your mobile and home-based employees—all with reduced communications costs, OpenScape is the right answer to enable the Digital Workplace.

It’s the ideal solution for virtual teams and for decision makers dispersed geographically who collaborate on strategic, revenue impacting or time critical processes.

Many of our customers come from a wide array of industries including Financial Services, Pharmaceutical, Healthcare, HiTech, Manufacturing, and Public Sector/ Government.



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

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Let's start a discussion together



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