SMALL AND MEDIUM-SIZED **BUSINESSES**

Total communications
for **your** business provided by **Wired & Wireless Solutions International**

Alcatel **OmniPCX** *Certified Partner*

WITH EVERYTHING YOU NEED IN ONE BOX

Like the people in our two examples, you run a small to medium-sized company. You employ between 6 and 250 people. Approximately. And naturally communications are of vital importance to you. Nothing can be approximate about **them.**

*Not his real name.

Andrew Farley* runs a builders' supplies business in the United Kingdom. "I employ 60 people. We're moving. We need more space and we want to update our image and give our company a shot in the arm. Above all we want to answer customers' calls efficiently and professionally. The way we handle calls should communicate the kind of business we run. We're looking for a simple solution we can get up and running fast. It mustn't cost us an arm and a leg and when we grow, it's got to be able to grow with us."

Alcatel has the answer.
Including **voicemail** to make sure that when someone leaves a message it gets listened to. A **personal assistant** to ensure that the right person receives the message. A **mobile solution** to get through first time to people on the go. Customized music plus **company information on hold. CTI** to enable departments to deliver a personalized greeting along with customer information in real time. And **full IP** that's part of the package, ready to evolve to provide new features and functions.

In short, a cost-effective solution with built-in options that are easy to activate whenever Andrew is ready. Plus capacity that's ready to expand when he needs it.

MEETING YOUR COMMUNICATIONS NEEDS TODAY
WITH TOMORROW'S TECHNOLOGIES

AND WE DO MEAN EVERYTHING

You need two things. You need a telephone system that efficiently handles customer calls.

And you probably also need Internet and data capability–or will do soon– to enable you to manage an increasingly large flow of information from a variety of networks.

The beauty of Alcatel **OmniPCX** *Office* is that you only buy what you need. It's a flexible, modular, powerful and cost-effective all-in-one solution. Which means you don't have to opt for all of the solution until it suits you. It evolves as you evolve.

Alcatel **OmniPCX** *Office*

Modular, scalable, powerful, flexible, simple
It's modular: we customize the system to meet your needs. When your needs change, it changes.

It's powerful: it provides you with all the power you need now and will need tomorrow to manage all your company's voice and data traffic and run a host of applications. And to evolve as the technology evolves. So it's future-proof.

It's open: based on industry standards like Linux and Internet protocols with the designed-in flexibility to adapt to your existing environment.

And it's not only simple: everything's in one box…it's easy: easy to buy, easy to install, easy to maintain, easy to use, easy to see why Alcatel **OmniPCX** *Office* is the best solution for your business.

Peter Gibbs* is the director of a small medical specialties company near Detroit.
"I'm in charge of a team of 40 people. My problem is that my phone lines are jammed and we've got to trade up. Two of us have got Internet access–myself and the sales director. We need the Internet more and more to work with our customers and suppliers, and to tap into market information. I intend to provide Internet access to my staff but I don't want to see my costs go through the ceiling. Also, everyone talks about the need for security but we don't have an IT manager. We've got to rethink our total communications needs."

The Alcatel solution is the answer.
A **single solution** for everyone's needs. Voice + Data + Internet. **Simple** to set up and easy to run for a company with no IT specialist of its own. One **single Internet access is** shared by all the staff to keep down the costs and enable efficient management of Internet access for the whole workforce thanks to the **proxy server**. An **integrated firewall** to ensure secure access and **unified messaging** to boost productivity for those employees who make maximum use of the system's capabilities.

*Not his real name

VOICE: THE STATE OF THE ART

THE BEST VOICE SOLUTION
SMALLER COMPANIES CAN GET

Voice with Alcatel **OmniPCX** *Office* means if you need it, you've got it. All the regular telephone capabilities you could possibly want. Plus VoIP.
Everything it takes in terms of telephony to put you ahead of the competition. And to keep you there. On top of that, **it's** Alcatel **OmniPCX** *Office.* Which means you can move up to the Internet and data. Whenever you like.

The right welcome

**A highly advanced call server
covering all your needs**

• Personal assistant greets callers efficiently and professionally
• Automatic call distribution features put calls through to the right person automatically
• Voicemail and call screening fields filter your calls for you
• Calls can be recorded on-line for you

Exactly the right terminal for you

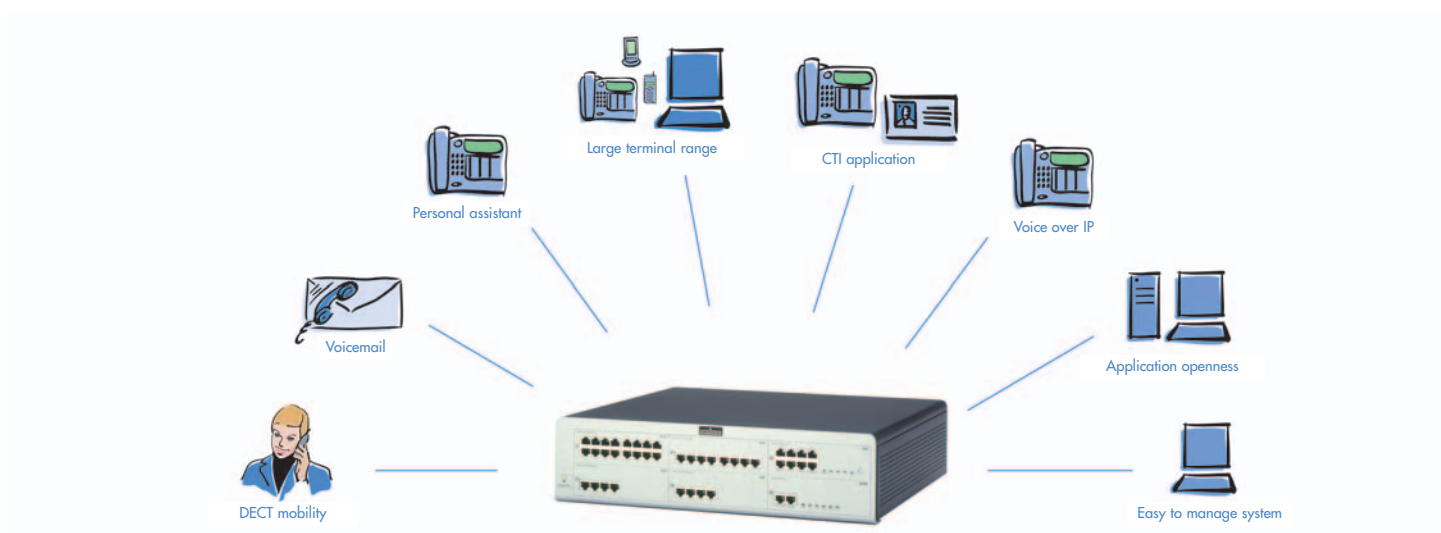**A wealth of models and interfaces:
analog, digital, IP, DECT, PC**

• Ergonomic and intuitive to make your life easier
• Icons that morph into other icons according to what you're doing and pop up on your screen to save you time
• Call management and teamworking with group supervision on your terminal or on your PC via PIMphony
• DECT handsets DriveKey™-equipped to navigate faster
• E-Reflexes™ IP phones that give you the same performance as standard Reflexes™

Up and away

**Total mobility around the office and
around the world**

• DECT wireless handsets so you're always in touch on site
• Remote Access Server–teleworkers can use their PC as a phone and enjoy all the advantages of being at head office

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RICH VOICE CAPABILITIES

Personal assistant

Large terminal range

CTI application

Voice over IP

Voicemail

Application openness

DECT mobility

Easy to manage system

Better management, highter profits

A host of powerful management tools to keep your costs down

• Wide range of metering solutions keeps you informed and in control

• Automatic Route Selection routes calls using the cheapest method every time

Head office, branch office… it makes no difference to you

Networking keeps all your sites connected

• All the solutions you need to keep you connected for less

• Your branch offices benefit from the same services as your head office

Minimizing your costs, maximizing your services

Voice over IP makes your communications more cost-effective

• Full IP–you'll save on costs by mixing voice and data over the same line

• Remote sites share head office capabilities

Making things friendlier

Linking PCs and phones to deliver a range of key services

• Standard CTI interfaces (CSTA and TAPI) are open to a whole raft of applications–enabling you to set up a contact center, for example

FROM VOICE TO INTERNET

WHEN YOU'RE READY TO MOVE ON TO THE NET, ALCATEL OMNIPCX OFFICE IS READY.

THE BEST TOTAL SYSTEM
SMALLER COMPANIES CAN GET

OK, so you want voice **and** data **and** the Internet. A converged solution that's simple to manage and use. But you don't want to spend a fortune. And you don't have a dedicated IT manager. Which means you want an all-in-one solution. And the world's best all-in-one solution, for a whole catalog of reasons, is Alcatel **OmniPCX** *Office*. The solution that delivers the widest choice of voice features combined with all the really exceptional services you get with the Net.

All the Data/LAN services you need

Transfer large files with no trouble

• LAN infrastructure connects your PCs with all the power of an integrated auto-sensing 100BaseT switch

• You get LAN services to run your LAN

• A DHCP server automatically configures the IP addresses for your PCs and IP phones

• A file server provides a common and private directory enabling your employees to share files and data
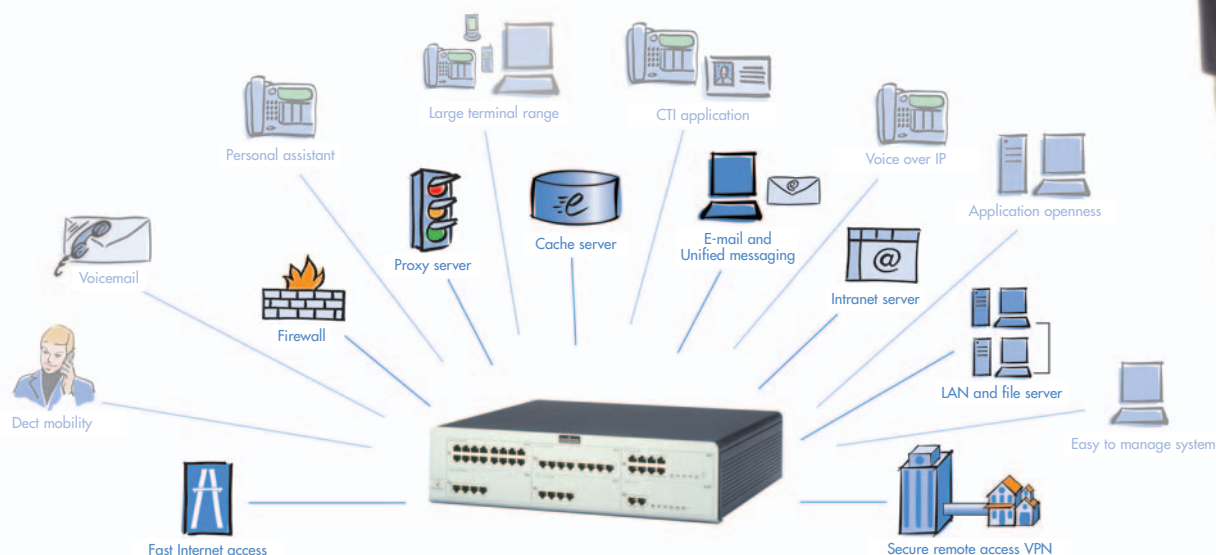
All the Internet you need

Move up to advanced business communications

• All your employees share a single fast Internet access

VOICE+INTERNET+DATA *All-in-one box*

Personal assistant

Large terminal range

CTI application

Voice over IP

Application openness

Voicemail

Proxy server

Cache server

E-mail and Unified messaging

Intranet server

Firewall

LAN and file server

Dect mobility

Easy to manage system

Fast Internet access

Secure remote access VPN

• All access functions are in the box: fast
Internet access router, firewall protection, proxy server
for control, Web and DNS cache for optimum
performance, remote access, intranet server–you name it
• It's open to a large number of applications–ready to
host services like fax and anti-virus detection and
protection, and with designed-in flexibility to adapt to
your existing environment
• VPN capability provides you with secure
communications between your main office and remote
sites/remote workers via the Net
• An intranet web server keeps your employees
up-to-date with company news and information

All the messaging convenience you need

Get a single in-box for everything
• Unified messaging: everything–voicemail, e-mail,
faxes–on just one easy-to-use user interface.
(Get e-mail and you can send and receive documents,
text, data and images around the office and around the
world–instantly.)
• Multimedia Web Messaging: Alcatel Web Communication
Assistant to access your voice messages and e-mails using
a regular web browser. This 'lightweight' solution can be
accessed from within the company as well as on the road.

OUTCOMPETE YOUR COMPETITORS.

The Alcatel **OmniPCX** family can offer you the communications
system to satisfy the needs of your company, whatever its
size or market sector. It is scalable all the way from 6 to
50,000 users in a stand-alone or networked configuration.
You get a full spectrum of capabilities–voice, data, Internet
and full IP capability–while the communication applications
running on Alcatel **OmniPCX** will help your business grow.
The Alcatel **OmniPCX** range is a versatile and affordable
solution, whether you need just a basic system or a full-featured
installation. It is dynamic and powerful, yet easy to deploy
and manage. And should you need further help and services,
there is a skilled Alcatel Business Partner nearby to guide
and support you.

Maximum capacities

Architecture

Operating system	LINUX
Rack 1/Rack 2/Rack 3	3 slots/6 slots/9 slots
Any combination up to 3 Racks	Up to 27 slots
Power back up	Yes

Call server

Voicemail	From 2 to 8 ports
Voicemail storage	Up to 200 hours
Automated Attendant	2 levels/10 choices per level & sublevel
Hunting Groups	Cyclical/parallel/sequential distribution
Greetings	Up to 8
Music on Hold	Up to 10 min
Languages	Up to 4
Directory entries	3,000
Automatic Route Selection (ARS)	500 entries

Terminals & workplace

Voice users (analog, digital, DECT and IP)	236
VoIP users (IP Phones & Softphones)	200
H.323 terminals (V2)	150

Mobility

Radio Base Station (IBS)	60
Mobile Reflexes™	120

CTI server

Integrated CTI server	CSTA/TAPI
PIMphony clients with Integrated CTI server	200
CSTA monitoring	Up to 236
CSTA sessions	Up to 25

Communication ports

Analog trunks (NDDI-DDI)	Up to 72
PCM Access	Up to 3
Primary rate access	Up to 9
Basic rate access	Up to 12
IP trunks	Up to 96

E-server

Shared Internet access	
• ISDN	Up to 128 Kbps (2 B channels)
• External ADSL modem or router	Up to 10 Mbps
Internet users	200
Firewall	Stateful/NAT
Proxy/cache	1.5 Gb for web caching
E-mail server	IMAP4/POP3/SMTP/MIME/ETRN
E-mail boxes	200
E-mail storage	10 Gb
VPN remote worker (PPTP/IPSec) connections	50
VPN LAN-to-LAN (IPSec) connections	50

LAN infrastructure & services

Embedded LAN Switch	Auto-sensing 10/100BaseT
Available	Up to 168 ports
LAN services	DHCP/ DNS
File server	4 Gb