

eZuce openUC™

Introducing Release 4.6

*Today's Enterprise Communications.
Simple. Cost Effective. Collaborative. Integrated.*



eZUCE

open communication.



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A New Approach to Social Business

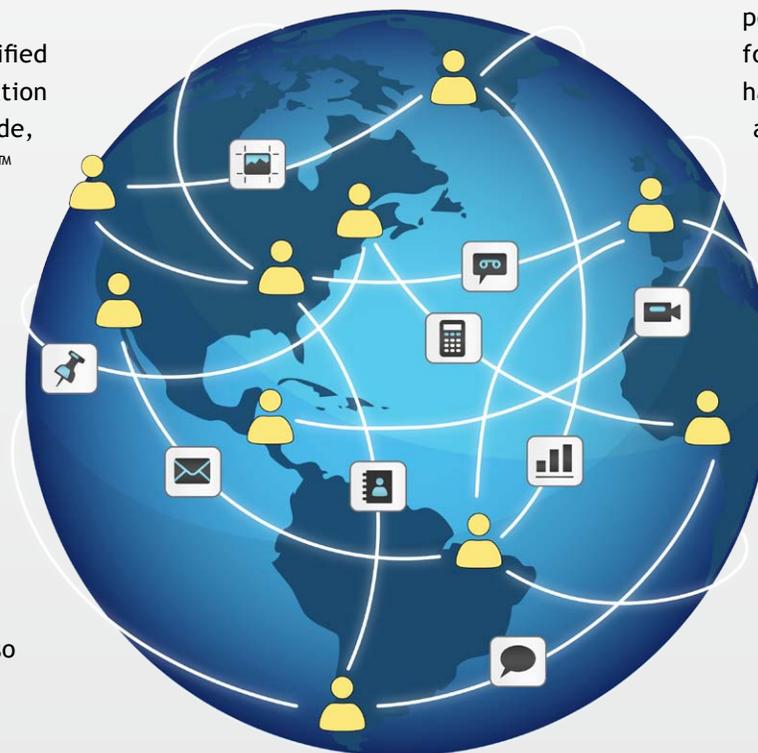
eZuce delivers an open software platform designed to provide virtualized communications. For companies looking for an IT and cloud solution to fulfill all their communications and collaboration needs, eZuce provides users the ability to communicate openly and globally in the most cost-effective way available.

eZuce provides UC cubed, the transition of unified communications into a software and IT application that is open, standards based, enterprise-grade, and socially-enabled. Our openUC™ and Unite™ solutions are leading the move of communications from a hardware based and vertically integrated solution to one that's software-based, open, and owned by IT. eZuce openUC™ and Unite solutions are transformational, enabling companies to become social organizations, improve productivity, and lower costs by communications-enabling and integrating business-critical applications and functions across multiple platforms. It enables IT to successfully manage the transition not only to the Cloud and Communications-as-a-Service (CaaS), but also

to embrace the even more challenging reality of Bring-Your-Own-Device (BYOD). eZuce openUC™ offers ease of use for the IT team, extreme flexibility, scalability, resiliency, and security, with the lowest total cost of ownership (TCO).

eZuce openUC™ is spearheading the transition to a software (CaaS) model by enabling multiple deployment options (premise, cloud, and hybrid), and the move of communications into the IT environment to address the urgent need of enterprises to consolidate operations into centralized data centers. With openUC™, customers can now support their user's choice of devices, clients, platforms, and environments in order to deliver an enhanced user experience, which results in critical and substantial operational efficiencies.

With the release of eZuce openUC™ 4.6, eZuce delivers on the promise of its SSOA architecture enabling enterprises to deploy global load-sharing clusters with ease. The results are significant and obvious, allowing an enterprise to reduce required hardware footprint by up to 80%. With its all-inclusive per user licensing model and its fully centralized and automated provisioning and administration, openUC™ delivers significant cost savings.



We've added new capabilities and enhanced user functionality to help lower TCO even further and maximize your return on IT investments. Enterprises can develop into social organizations by leveraging the new features and technology innovations we've introduced in openUC™ Release 4.6, which include:

- Global load-sharing clusters with up to twelve geographically distributed nodes serving up to 100,000 users and eliminating the need for independent regional clusters
 - Cloud deployment options leveraging Infrastructure as a Service with industry leading small resource footprint as a lean application
 - Further reduction of administrative overhead through complete automation of the installation, provisioning, and administration overhead allowing a small remote team to administer large and global clusters with ease
- Extended redundancy and geographic load-sharing to include media services with the possibility of leveraging existing storage backend systems for media files, including Amazon S3 cloud storage and GridFS
 - Security and integration capabilities to deliver a better user experience through single sign on (SSO)
 - Platform for application integration to consolidate user profiles, social graphs, activity streams, and presence as the major elements of a modern application integration strategy



eZuce openUC™ is more than a social communications productivity tool; it's the catalyst for embracing the reality of how users choose to work anytime, anyplace, and anywhere. eZuce openUC™ is what you need to effectively bring your communications into the world of social networking and collaboration, where users can freely interact and correspond with customers, partners, and colleagues to share information and exchange ideas freely between each other using different media thus promoting a social environment.

Product Features

openUC™ introduces IT organizations to UC cubed, a full featured unified communications and collaboration solution that runs in a unified cloud infrastructure also called Infrastructure as a Service (IaaS). It enables enterprise customers to easily transition away from legacy PBX systems and into a standardized IT environment following IT best practices.

openUC™ offers so much more than an old PBX: it's designed around a robust, scalable architecture that enables users to redefine their collaboration and communications needs by leveraging the power of software.

- Private cloud or customer premises deployment allows for optimum flexibility and reduced cost, introducing communications and collaboration as an IT-provided software application. Specific customer deployments demonstrated up to 80% less hardware required compared to the traditional solutions from companies such as Cisco® or Avaya™.
- SSOA architecture provides the communications backbone for your enterprise, deploying into global clusters and allowing integration of existing applications, thereby communications-en-

abling business processes. Built on standards and as an open system openUC™ is built for IT people by IT people.

- Centralized Provisioning and Management for all aspects of system configuration, operations, backup & restore, and software maintenance leads to unprecedented ease of use, reducing overall management overhead. Clusters can be repartitioned or be entirely rebuilt in days instead of months.
- Software based Unified Messaging to replace legacy voicemail while saving cost and improving user experience with an integrated and modern messaging solution.
- High performance Conferencing solution that offers a personal conference bridge to every user with high-definition audio and Web based user controls. Integrated with the Instant Messaging system for easy group chat escalation to conference and mobile conference management using your smartphone or tablet. Personal conference bridge improves productivity and the overall user experience thus reducing in-house conferencing costs.



- Enterprise Instant Messaging (EIM) based on standard XMPP (Jabber), allows for a secure and connected enterprise with the option to federate with the 100 million plus other Jabber users seamlessly.
- Single Sign-On and integration into a centralized Active Directory or other LDAP based directory service, enabling secure user and credentials management across all applications.
- Improved audio quality as compared to legacy PBX systems, providing high definition audio with a significantly improved user experience.
- Video communication as part of a modern business processes, provides seamless video communications.
- Business Process Integration with simple Web Services based integration of communications capabilities into other applications and processes.
- Enterprise Social Media is the place where work gets done. Supports work groups and project teams with instant communication, creating buddy lists with presence and increasing team performance.
- Enterprise level Security to provide an enterprise level experience and peace of mind for the administrator.
- Seamless integration of the mobile experience for presence and instant messaging, single number reachability, internal dialing, and mobile corporate phonebook access.
- Reliable and flexible emergency calling options with redundancy, combined with internal notification based on email and SMS. Alarms are sent out when an emergency number is dialed with the necessary information for emergency personnel to react quickly.
- Branch Office Survivability eliminates the need to deploy application logic outside your datacenter. Local gateways route emergency and other calls directly to the PSTN in case the datacenter service is unavailable. Automatic trunk failover routes calls around network trouble spots.



Benefits

openUC™ takes unified communications to the next level today introducing UC cubed and virtualized communications to enterprise customers looking to benefit directly from:



User Friendly Experience

- It is easy to use – chat, call, video, conferencing and messaging seamlessly flows as you communicate.
- It allows you to use the client you like – openUC™ is uniquely different giving you a choice of client on your desk, laptop or mobile smartphone and tablet.
- It includes everything you need – in the office or on the road, at home or in a hotel.



Green IT Initiatives

- openUC™ saves energy. It reduces a rack full of proprietary hardware with two redundant standard servers.
- Private cloud hosting enables an enterprise without physical infrastructure.
- Branch offices no longer require a (IP) PBX, but are serviced from a central data center.



Compelling Economics

- openUC™ prices per user with no additional charges per feature, per port, or other complicated metric.

- openUC™ costs significantly less per user as compared to legacy (IP) PBX systems.
- openUC™ reduces operating expenses as it integrates into the IT infrastructure and management processes.
- openUC™ provides an open alternative to single vendor solutions which results in lower cost and more flexibility and freedom of user choice.

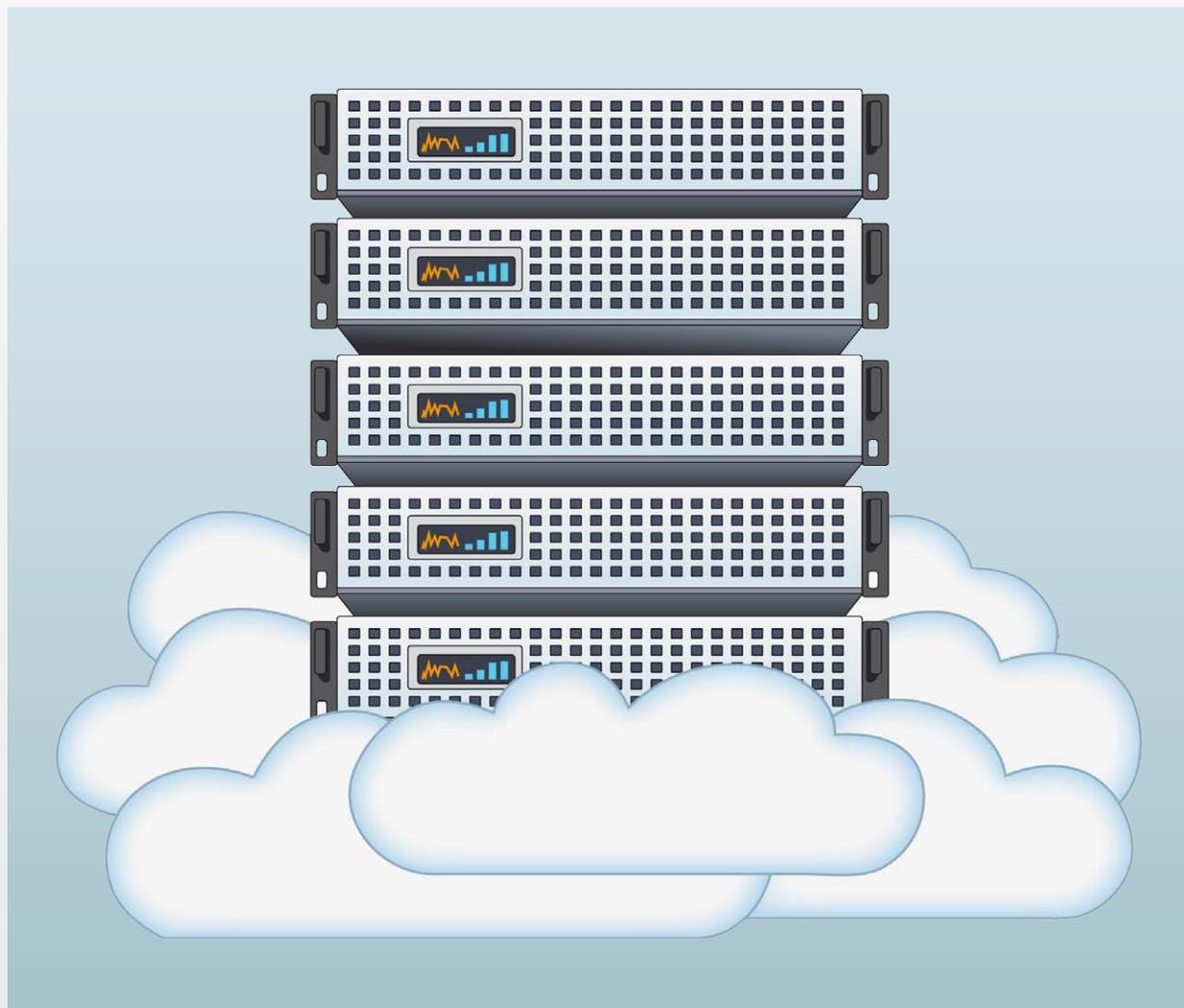


Minimized IT Risks

- Adds, moves and changes no longer require costly external help as openUC™ makes you self-sufficient.
- Seamless integration into the IT environment reduces costs and IT best practices can now also apply to your communications solution.
- openUC™'s SSOA™ architecture enables business process and application integration using Web Services. This reduces the cost of establishing and maintaining integration.

System Requirements

openUC™ runs in your data center, using standard servers from your preferred vendor, and following already established IT best practices. Redundant servers and additional servers deployed to scale media services are typically of the same hardware specification. An openUC™ system requires a minimum of only one server. The maximum number of servers used depends on deployment options, redundancy requirements, geographical distribution, number of users served, as well as the expected usage of media services as all servers are centrally managed. In all cases, the number of servers required is substantially lower than integrated proprietary solutions such as those offered by Cisco® and Microsoft™ — indeed, an up to 80% reduction in servers has been realized.



Architecture

eZuce's innovative SIP Service Oriented Architecture (SSOA™) offers a modern, highly scalable and resilient communications, collaboration and social networking infrastructure built with native Session Initiation Protocol (SIP) and Extensible Messaging and Presence Protocol (XMPP) at its core. SSOA introduces an IT based software solution that communications enables an enterprise's IT infrastructure, eliminates hardware dependency, and offers a groundbreaking order-of-magnitude reduction in complexity and operating costs. SSOA addresses the need for scale, resiliency, operating practice, and functionality for the enterprise market, on premises or in the cloud. Global and georedundant clusters are deployed with ease, with low complexity and cost, as SSOA is built for the cloud from the ground up.

- It requires up to six times fewer servers as compared to solutions from Cisco, Avaya, or Microsoft
- It is unique in offering seamless global redundancy and failover
- It auto-installs in just hours from bare metal into a full cluster
- It is centrally managed for industry-leading simplicity of administration, and
- It automatically reconfigures in case of failure

By leveraging SSOA, eZuce's openUC™ breaks from the pack and offers a true IT application, running on a Linux software stack and a scalable NoSQL database, requiring no specialized skills or staff to operate.

SSOA allows enterprise to easily build a global, fully-redundant system at the highest standard and lowest cost. Performance, resiliency, and scale are combined with ease of installation and administration to render the most flexible of IT solutions. SSOA combines critical technologies such as SIP and XMPP to provide:

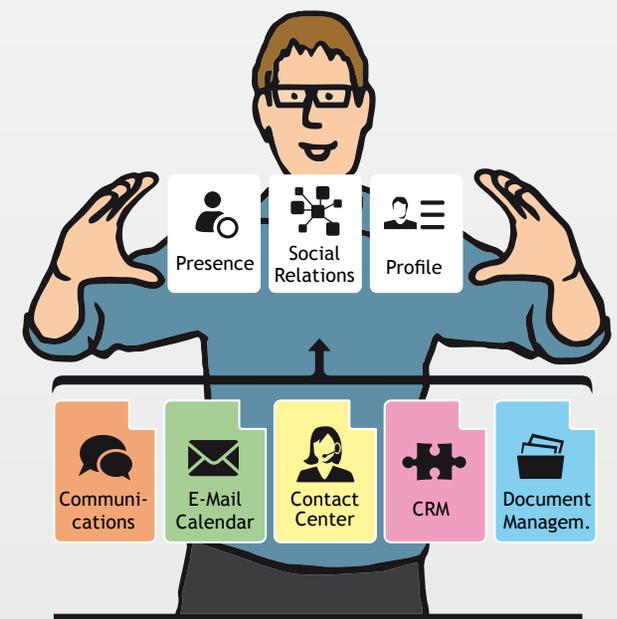
- Efficient, flexible session routing
- Load sharing and load balancing
- Seamless redundancy with best-in class ease of use, and unprecedented management and operating efficiency.

Built for large enterprise, SSOA offers a software-based communications and collaboration solution, integrated into a company's existing IT infrastructure. It provides a proven, rock-solid dial tone platform, along with

- Unified Presence with presence-based user experience
- Enterprise Instant Messaging (EIM)

- Unified Messaging
- Global extension mobility
- Conferencing
- Mobility
- Rich user profiles
- Social relationships

and many other services at an industry leading total cost of ownership (TCO), allowing an enterprise to transition successfully into the post-PBX era.



Client Support — Built for BYOD

eZuce openUC™ is an open and standards based solution. It supports a broad variety of clients for voice, video and instant messaging from a portfolio of today's industry-leading technology solution providers. This is a key advantage to the user, reducing cost, accelerating innovation, and allowing users to use their favorite client on their platform of choice. We support enterprise social networks and cross-functional collaboration through our advanced communications and instant messaging & presence client designed for the openUC™ system. It has been localized to a multitude of regions and languages and supports a powerful and very complete set of features, including profiles, avatars, group chat, file transfer, chat history, and many more.

We are dedicated to providing customers with freedom of choice when it comes to their desired clients and devices, platforms, and operating systems so that the user experience remains intact and positive at each touch point.

eZuce openUC™ is fully compliant with today's relevant device protocols and standards, including SIP Session Management and eXtensible Messaging and Presence Protocol (XMPP) compliance. Interoperability is our core strategy and not an afterthought.

Solution Partners

eZuce works with leading hardware and software solution providers that enable us to deliver advanced enterprise communication solutions for customers; leading the marketplace with an open scalable solution that provides better performance, superior architecture, and proven reliability. We continue to expand our technology solutions portfolio by identifying innovative, complementary, and proven technologies that are compatible with our openUC™ platform thus enhancing the overall user experience.

The eZuce technical team conducts interoperability testing and offers support for our solution partners to ensure our users receive maximum performance from their eZuce openUC™ environment. We are actively replacing the old vertically integrated system with a standards based and interoperable solution that returns the freedom of choice back to the customer and user where it belongs.



Product Testimonials



Patrick Burns, VP for IT and
Dean of Libraries,
Colorado State University

“Our campus has selected eZuce openUC™ as a strategic direction to replace our existing telephone switch, but more importantly as a scalable, open, full-featured communications platform to enhance communication and collaboration among our users. We have such confidence in the product that we have deployed it at our CSU Dean’s office. We now have a robust system in place, thanks to the great support provided by eZuce who performed the installation. We are experiencing both reduced costs and enhanced functionality, definitely a winning combination!”



Chris Wasp, President,
Ronco, Communications and
Electronics Inc.

“eZuce provides a software-only platform that enables Communications-as-a-Service based on deep-rooted experience and technical expertise in delivering flexible next-generation voice, video and data communications at competitive costs.”



Lee Congdon, CIO,
Red Hat CIO

“An open source SIP communications platform is an important element of our corporate collaboration and communications strategy. We expect to improve our associate’s productivity and improve their ability to communicate across virtual teams by enabling them to use any SIP compliant device to interact. This should result in faster response times for our product and support teams and ultimately our customers. In addition, when openUC is fully deployed globally, we expect to have roughly 80% less hardware to manage when compared to our current telephony infrastructure, with an associated reduction in support costs.”



Glenn Johnson, CTO,
Stalwart

“I’m impressed with the changes in openUC™ V4.6 as I feel it addresses the scalability and usability requirements we have today.”



David Rotman, Chief Information Officer,
Cedarville University

“I highly recommend eZuce open communications to any college or university looking to upgrade an existing PBX system with the goal of reduced communication costs and a better user experience. We selected eZuce for a variety of reasons including a firm commitment to the open approach, the modular nature of the code base, and the scalability of the solution.”



CRN Magazine Top 10 Hot
Emerging Vendors

“eZuce’s UC offering – an open software package, deployed on-premise or as a managed service in a private cloud, designed to help businesses migrate from traditional PBX infrastructure – offers everything from IM and video conferencing to call center and mobility features through its SIP technology.”

Contact

About eZuce, Inc.

eZuce delivers an open platform designed to provide virtualized communications. For companies looking for an IT and cloud solution to fulfill all their communications and collaboration needs, eZuce provides users the ability to communicate openly and globally in the most cost-effective way available. And, because eZuce is a software solution built for the cloud, IT best practices apply, making this the easiest platform to operate available today.

The company also built the largest and most successful open source unified communication community known as the sipXecs solution from SIPfoundry, underlining its commitment to open standards. eZuce counts as its customers some of the largest and innovative Fortune 500 companies as well as leading system integrators and partners. For more information about eZuce please visit our website at www.ezuce.com.

For more information on eZuce openUC™ solutions please visit www.ezuce.com/openuc-enterprise or contact eZuce today at +1 978.296.1005 or info@ezuce.com

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