



# Alcatel-Lucent Business integrated Communication Solution (BiCS)



## A Comprehensive Communication System on a Single Server

One of your objectives is to grow while competing with larger rivals. You require all the advanced functionality, reliability and sophistication of larger organizations' IT tools, while optimizing your budget and simplifying implementation and maintenance.

The Alcatel-Lucent Business integrated Communication Solution (BiCS) is specifically designed to address the needs of **enterprises up to 1000 employees, requiring cost-optimized and flexible advanced communication features**. The BiCS is an integral part of Alcatel-Lucent Business Communication Solutions offer.

It combines, in a **single industry standard server**, all the necessary software and licenses for a comprehensive, application-enabled communication system. This innovative, all-in-one approach delivers all the benefits of a versatile communication environment in a **cost-optimized** platform.

The single-server design is key for those enterprises that want to reduce the cost and effort of provisioning, testing and managing new servers, and don't want to install more software every time they need to deploy a new communication application.

## Integrated Base Solution with User-Centric Options and Full Services

As one of the base solutions in the Alcatel-Lucent Business Communication Solutions offer, the BiCS provides an integrated alternative so you can easily expand your communications capabilities as you grow or your business models evolve.



## On the BiCS, all optional applications are PRE-INSTALLED AND READY FOR USE.

### ■ No need to install a new server!

Access to applications just requires the appropriate user licenses, which can even be **activated remotely**, simplifying provision of any new application or users.

### ■ No need to pay for evaluating new features!

Free licenses are provided to enable you to **"try before you buy"** any of the integrated applications available, including the innovative **My Instant Communicator**.

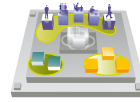
### ■ No more compatibility issues!

Pre-integration ensures inter-working between applications, simplifies integration and management, **speeds time-to-operation** and provides a versatile and future-ready platform.

## 1 Technical Features



## 2 User-Centric Options



## 3 Services



<b>Telephony</b> <ul style="list-style-type: none"> <li>Up to 1000 users on Alcatel-Lucent OmniPCX Enterprise Communication Server</li> <li>Extended call log and telephony presence</li> <li>Support for any combination of IP, SIP, VoWLAN, TDM and DECT technologies</li> </ul>	<b>BiCS TDM 10-user pack</b> All required licenses for: <ul style="list-style-type: none"> <li>User management</li> <li>Unified messaging</li> </ul>	Alcatel-Lucent and its global network of Business Partners provide a full range of services throughout the full lifecycle of your communication solutions. Our highly-skilled and highly experienced professionals deliver customized services, including: <ul style="list-style-type: none"> <li>Audit and design</li> <li>Integration and deployment</li> <li>Maintenance and operations</li> </ul>
<b>Unified messaging</b> <ul style="list-style-type: none"> <li>Alcatel-Lucent 4645 VMS voice mail</li> <li>Full-featured desktop GUI access to various clients, including Microsoft Outlook/Exchange and IBM Lotus Notes/Domino</li> </ul>	<b>BiCS IP 10-user pack</b> All required licenses for: <ul style="list-style-type: none"> <li>User management</li> <li>My IP Touch Communicator pack</li> <li>Unified messaging</li> <li>XML basic service</li> </ul>	
<b>Greeting center</b> <ul style="list-style-type: none"> <li>Automated call distribution with customizable greetings, voice guides and directory access</li> <li>Quality greeting with announcement, call queuing, voice guides and five agents</li> </ul>	<b>High availability</b> <ul style="list-style-type: none"> <li>Passive communication server</li> <li>Uninterruptible power supply (UPS)</li> <li>Spatial redundancy</li> </ul>	
<b>Directory</b> <ul style="list-style-type: none"> <li>Extended directory management</li> <li>Universal directory access and calling</li> </ul>	<b>Contact center</b> <ul style="list-style-type: none"> <li>Contact center for up to 50 agents, plus team leaders and supervisors</li> <li>PC-agent softphones and connectors to external customer relationship management (CRM) systems</li> <li>Telephony presence</li> <li>Call center reporting and statistics</li> </ul>	
<b>Reporting and user management</b> <ul style="list-style-type: none"> <li>Detailed call reporting, enhanced accounting</li> <li>User self-management through Web-phone programming</li> </ul>	<b>Collaboration</b> <ul style="list-style-type: none"> <li>Embedded instant messaging</li> <li>Multimedia presence status: PC and telephony, including chat.</li> </ul>	
<b>Computer telephony integration (CTI) application-enablement services</b> <ul style="list-style-type: none"> <li>Web Services, CSTA/XML with a partner solution extension enabled at no extra cost</li> </ul>	<b>Integrated fax server</b> <ul style="list-style-type: none"> <li>Support for up to four simultaneous fax ports</li> </ul>	
<b>Six-party audio conferencing</b>		



## Features Aligned with Your Needs

YOUR NEED	OUR SOLUTION	THE BENEFITS
<ul style="list-style-type: none"> <li>Cost effective yet full featured and flexible telephony solution</li> </ul>	<ul style="list-style-type: none"> <li>Key features of OmniPCX Enterprise pre-installed on a <b>single server</b></li> <li><b>Comprehensive support for international SIP standards:</b> SIP endpoints to use entry-level IP phones or deploy dedicated phones to meet the needs of a particular vertical market segment</li> </ul>	<ul style="list-style-type: none"> <li>Access to large enterprise telephony features at mid-sized enterprise prices</li> <li>Single server to purchase and maintain</li> <li>Reduced time to operation</li> <li>Reduced maintenance costs</li> </ul>
<ul style="list-style-type: none"> <li>Add communications applications as your business needs evolve</li> </ul>	<ul style="list-style-type: none"> <li>Pre-installed advanced communications applications with <b>free trial licenses</b></li> </ul>	<ul style="list-style-type: none"> <li>Try and buy new applications without installing new software or purchasing time-limited trial licenses</li> </ul>
<ul style="list-style-type: none"> <li>Reliable telephony solution</li> </ul>	<ul style="list-style-type: none"> <li>Single server design</li> </ul>	<ul style="list-style-type: none"> <li>Redundancy through hard disk drive mirroring</li> <li>Simplified management</li> <li>Easy backup and restore</li> <li>Supports passive communication server (telephony service redundancy) and full spatial redundancy (telephony)</li> </ul>
<ul style="list-style-type: none"> <li>Quickly add new users</li> </ul>	<ul style="list-style-type: none"> <li>Remote license activation</li> </ul>	<ul style="list-style-type: none"> <li>Time from your need to user activation reduced to hours</li> </ul>

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