ezuce
open communication.

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eZuce openUC Product Brochure

Intoducing your new enterprise communications system.

Sounds easy? Now it is!

eZuce openUC Overview

eZuce openUC™ is a complete solution for enterprise communications including voice, video, instant messaging, presence, conferencing, collaboration, unified messaging, call center, and mobility. openUC targets mid-size to large enterprises with many users in a distributed environment. It provides communications services out of a centralized datacenter to the entire enterprise with high-availability you can rely on. openUC includes the leading and most advanced SIP session manager with all features and call routing capabilities being implemented in native SIP, which eliminates the need for a complex and costly external feature server.

eZuce openUC Features:

openUC™ is a full featured unified communications solution that enables enterprise customers to easily transition from legacy PBX systems and has a robust, scalable architecture that enables users to redefine their collaboration and communications by leveraging the capabilities of

- **Centralized Management** - for all aspects of system configuration, operations, backup & restore, software upgrade and troubleshooting.
- **Single Sign-On** - centralized into Active Directory or other LDAP based directory services enabling secure user and credentials management across all applications.
- **Business Process Integration** - Simple Web Services based integration of communications capabilities into your business processes.
- **Security** - Secure password management, call authentication, and TLS based trunking.
- **SSOA architecture** - Allows integration of your existing applications as it communications enables your Web infrastructure, automates internal processes, and lets you connect with your partners and supply chain.
- **Instant Messaging** - Based on standard XMPP (Jabber) it allows for federation and integration.
- **Unified Messaging** - Software based voicemail and messaging integrated with email offering high-definition audio, seamless scalability, along with Web integration.
- **Mobility** - Seamless integration of the mobile experience for single number reachability, internal dialing, mobile corporate phonebook access, and mobile instant messaging and presence.
- **Emergency Calling** - 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 call around network trouble spots.
- **Conferencing** - High-definition audio conferencing bridge with Web based user controls. Integrated with the Instant Messaging system for easy group chat escalation to conference and mobile conference management using your smartphone. Personal conference bridge improves productivity and the overall user experience thus reducing in-house conferencing costs.

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eZuce openUC Benefits

openUC™ delivers the promise of unified communications today to enterprise customers looking to benefit directly from:

User Friendly Experiences

- 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
- It includes everything you need - in the office or on the road, at home or in a hotel

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 also apply to your communications solution.
- openUC's SSOA architecture enables business process and application integration using Web Services. This reduces cost to establish and maintain integration.

Green It Initiatives

- openUC saves energy. It reduces a rack full of proprietary hardware with two redundant 1U standard servers.
- 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 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.

eZuce openUC System Requirements:

Hardware Requirements: Standard server certified for RHEL Linux | **Recommended configuration:** Dual redundant power, RAID-1 disk | **Memory:** 2GB ECC DRAM minimum (up to 150 users), 4GB to 8 GB recommended | **Disk:** 250GB sufficient for about 4,000 hours of voicemail message storage | **Network:** 1 Gbit/s Ethernet | **Operating system:** RHEL 5 or CentOS 5, 32 bit or 64 bit versions

In addition, redundant servers and additional servers deployed to scale media services are typically of the same hardware specification. An openUC system requires a minimum of 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.

eZuce openUC Architecture:

The eZuce SIP Service Oriented Architecture (SSOA) is a native Session Initiation Protocol (SIP) architecture for a modern, highly scalable and resilient communications infrastructure. SSOA is based on a distributed network of SIP proxy servers, a model very similar to how the Internet Engineering Task Force (IETF) originally envisioned the SIP standard to be implemented, and enhanced with critical elements to provide efficient and flexible call routing, load-sharing and seamless redundancy, extension mobility, ease-of-use, and unprecedented management and operating efficiency.

SSOA is fundamentally different in its basic concepts as compared to the architecture of typical legacy PBX systems and first generation IP phone systems. Legacy and first generation PBX systems were not designed as native SIP systems, but instead SIP capabilities were added later to an already existing design. This resulted in systems whereby SIP is primarily used as a message transport protocol alongside other proprietary IP protocols such as Nortel Unistim and Cisco Skinny, and in addition to TDM transport still available in hybrid systems. Communication features for the most part remained implemented in a legacy feature server, a new term for an old PBX, and not using the SIP standard. Therefore, such legacy systems have very different scalability and redundancy characteristics, and the enormous level of complexity of such legacy hybrid systems makes them costly to own and maintain and undesirable for a modern IT environment.

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SSOA also redefines telephony's five nine reliability and how it can be accomplished and puts it in the context of an IT application. While reliability is as important as ever, a Service Oriented Architecture tackles this problem in a very different way as compared to a legacy (IP) PBX design. Instead of building a very resilient vendor specific box with hardened hardware and a hot-standby for redundancy, SSOA leverages SOA concepts creating a load-sharing and distributed architecture that can tolerate server outages without causing downtime.

SSOA is designed as a Service Oriented Architecture extended to SIP and real-time communications, leveraging Web Services interfaces for all communication between components. Because of this innovative new approach to communications systems design, SSOA injects unprecedented simplicity, flexibility and scale at significantly lower cost as compared to legacy PBX communications systems.

SIP Services Oriented Architecture represents the state-of-the-art architecture for a scalable, highly-available, and modern unified communications system. It optimally uses available resources given its load-sharing redundancy, offers best possible audio and video quality, integrates all relevant modes of communications, and provides an attractive end user experience.

SSOA is designed as a system that is easy to manage, avoiding any hierarchy between components with element managers and managers of managers. A cohesive web based administration interface allows centralized management of all components and powerful Web Services APIs allow for application and business process integration.

SSOA is the new standard blue-print for how software based unified communications systems are built as an IT application. SSOA is the foundation of the eZuce openUC™ software communications system, and made available by eZuce in open source at SIPfoundry under the name sipXecs.

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eZuce openUC Client Support:

openUC is an open and standards based solution and as such it supports a broad variety of clients for voice, video and instant messaging. As an open solution openUC supports many clients. This is a key advantage to the user as it reduces cost, accelerates innovation, and allows users to use their favorite client.

eZuce Communicator is a powerful and user friendly Instant Messaging & Presence client for the openUC system, based on the XMPP (Jabber) standard. It is localized to a lot of regions and languages and supports all the usual IM features including profiles, avatars, group chat, file transfer and chat history.

eZuce Communicator is a fully featured multi-platform IM client offering:

- Chat
- Group chat
- Federation
- Chat history
- File transfer
- Profile management and lookups
- Avatars
- Flexible authentication mechanisms including LDAP / AD
- Easy mass deployment
- Localized
- Derived from the widely used open source Spark client

eZuce openUC supported platforms include: Windows, MAC, and Linux

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eZuce Solution Partners:

eZuce works with leading hardware and software solution partners that enable us to deliver advanced enterprise communication solutions for customers; leading the marketplace with an ‘open source' scalable solution that provides better performance, superior architecture, and proven reliability.

The eZuce technical team conducts interoperability testing for our solution partners to ensure a positive user experience every time. We guarantee eZuce solutions will perform to the highest industry standards by partnering with our best-in-class solution providers.

AudioCodes

COUNTERPATH

PartnerWorld

JoHeR

Microsoft BizSpark™

OX open-xchange

POLYCOM®

SIP PRINT LABS SIP Certification™

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eZuce openUC Product Testimonials:

“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 source approach, the modular nature of the code base, and the scalability of the solution.”

David Rotman,
Chief Information Officer,
Cedarville University

“With eZuce open communications our Nortel customers can now afford to easily upgrade their existing IP PBXs and leverage the advanced unified communication features their users have been requesting. We view eZuce as the forward migration path for many of our Nortel customers and this has led to several migration opportunities for our company”

Gary Scroggs,
Managing Partner,
Innovational IP Solutions LLC

“eZuce’s UC offering -- an open-source software package, deployed on-premise or as a managed service, designed to help businesses migrate from traditional PBX infrastructure -- was fully baked and available at launch. Intended as a midmarket enterprise offering, the eZuce UC package is sold at $65 a seat, offering everything from IM and videoconferencing to call center and mobility features through its SIP technology.”

CRN Magazine
Top 10 Hot Emerging Vendors, 2010

For more information on openUC™ Enterprise please visit ***http://www.ezuce.com/openuc-enterprise*** *or contact eZuce today at* ***978.296.1005*** *or* ***sales@ezuce.com***

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