



Alcatel-Lucent Enterprise OpenTouch Suite for SMB for Garages

Seamless mobile
communications
for better
client service

The **Alcatel-Lucent Enterprise OpenTouch® Suite for SMB** for Garages is a customizable communication solution designed for small- and medium-sized garages. The **OpenTouch Suite for SMB** provides on-site and external mobile communications across devices and locations, improves responsiveness, and increases staff productivity with a flexible, expandable system that is simple to use and easy to learn.

TRENDS IN THE AUTOMOBILE REPAIR SECTOR

Faced with continued economic uncertainty and increasing ownership of used cars (Auto Industry Trends for 2013, Edmunds, December 2012), garages are competing to provide reliable repair and maintenance services – all at affordable prices.

CHALLENGES FOR SMB IN THE AUTOMOBILE REPAIR SECTOR

Car owners want to use trusted local garages for their automobile repair needs, but the business is increasingly competitive with the proliferation of global parts suppliers and do-it-yourself repair information. In a busy garage, the communication system must be able to route calls efficiently to the appropriate front counter, repair shop and parts staff, especially when call volumes are high during the busy morning and evening hours. Mechanics and staff need to be reachable anywhere as they move around inside or outside the garage. You must be able to forward calls to voice mail and check voice mail remotely, and the system must handle call overflow when you are talking with a client, colleague or supplier.

ALCATEL-LUCENT ENTERPRISE OPENTOUCH SUITE FOR SMB TO THE RESCUE

The Alcatel-Lucent Enterprise OpenTouch Suite for SMB for Garages tailors the communication system to your unique needs, whether your garage is a single-owner business or part of a large franchise operation. The OpenTouch Suite for SMB reduces costs and provides the following services:

- + On-site and external mobility: Stay connected anywhere, indoors or outdoors on the premises or off-site
- + Professional, efficient handling of client, staff and supplier calls
- + Streamlined Smart Call Routing and end-to-end communications
- + A range of powerful wireless DECT and WLAN phones and infrastructure products with industrial environment features

MOBILITY AND ADVANCED COMMUNICATION FEATURES

- + One phone number across devices, with calls automatically routed to your smartphone, mobile device or voice mail
- + Call management from a smartphone or mobile device: voice mail, call transfer, call forwarding and a centralized address book
- + Robust DECT and WLAN handsets, so you are always connected wherever you are inside or outside the garage

IMPROVED CLIENT SERVICE AND STAFF COLLABORATION

- + Easy handling of incoming calls, with a professional welcome and forwarding to the appropriate garage staff
- + Easy-to-use interfaces for connecting with contacts and receiving notifications
- + Faster collaboration among staff, for increased productivity and profitability

REDUCED COSTS

- + Automated Attendant: a combination receptionist and answering service without a salary
- + Cost-saving infrastructure for consolidated voice/data services and efficient business communications
- + Complete, customizable solution that is easy to install and simple to use

OPENTOUCH SUITE FOR SMB: A COMPLETE SOLUTION

The Alcatel-Lucent Enterprise OpenTouch Suite for SMB provides a complete solution for garages of all sizes.

- + Alcatel-Lucent Enterprise OmniPCX[®] Office Rich Communication Edition (RCE), a flexible communication server for SMB
- + Alcatel-Lucent Enterprise OmniSwitch[®] 6450 Light Stackable LAN Switch to optimize voice and data interworking
- + WLAN infrastructure: OmniAccess[®] 4005 Branch Office WLAN Switch, RAP-3WN(P), RAP 108/109 Remote Access Point and AP103/205/275/324/325 Wi-Fi[®] access points
- + DECT infrastructure: Alcatel-Lucent Enterprise 4070 Remote Base Station and 8340/8340-C IP-DECT Access Point
- + Wireless phones: Alcatel-Lucent Enterprise 8212, 8232, 8242, 8262, 500EX DECT Handsets and Alcatel-Lucent Enterprise OmniTouch[®] 8118/8128 WLAN Handsets
- + Wireline phones: Alcatel-Lucent Enterprise Premium DeskPhones and DeskPhones
- + Alcatel-Lucent Enterprise OpenTouch Conversation for iPhone, Android and Windows Phone and VoIP using SIP Companion option



OpenTouch Conversation for Android



8039 Premium DeskPhone



8242 DECT Handset

Our company is a leading provider of enterprise communications solutions and services, from the office to the cloud, marketed under the Alcatel-Lucent Enterprise brand. Building on our established heritage of innovation and entrepreneurial spirit, we operate globally with 2700+ employees in 100+ countries worldwide, with headquarters near Paris, France.

With communications, networking and cloud solutions for business of all sizes, our team of technology experts, service professionals, and 2900+ partners serves more than 830,000 customers worldwide, tailoring and adapting our solutions and services to local requirements. This provides tangible business outcomes through personalized connected experiences for customers and end users.

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