Alcatel-Lucent Enterprise OpenTouch Suite for SMB for Public Administration

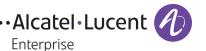## Serve the public better and improve efficiency

The **Alcatel-Lucent Enterprise OpenTouch® Suite for SMB** for Public Administration enables busy staff to better serve the public with an efficient, feature-rich communication system. The **OpenTouch Suite for SMB** provides end-to-end call management, seamless, flexible services and on-site mobility.

TRENDS IN PUBLIC ADMINISTRATION

Public servants are dealing with increasing complexity and pressure to promote growth, stability and jobs in uncertain economic times (Autumn 2012 Standard Eurobarometer, December 2012) – all while ensuring information security and privacy.

CHALLENGES FOR PUBLIC ADMINISTRATION

To serve the public, you need to focus on client satisfaction and always be reachable, at your desk or on the move. If you leave your office, you must be able to forward calls to voice mail and check voice mail remotely while maintaining privacy and a professional image. The communication system must handle call overflow when you are busy serving a client. The system must provide end-to-end call management, with a professional welcome and efficient call routing to the right destination. To increase staff productivity, the system needs to be integrated with administration operations.

Alcatel·Lucent
Enterprise

ALCATEL-LUCENT ENTERPRISE OPENTOUCH SUITE FOR SMB **TO THE RESCUE**

OpenTouch Suite for SMB for Public Administration tailors the communication system to the unique needs of your organization, whether it is a small town hall or a government ministry, by providing:

+ Feature-rich applications that keep you connected and improve call handling

+ A flexible communication server and network infrastructure with powerful embedded features

+ A range of wireless and wireline digital and desk phones for professional IP or digital telephony

ANYWHERE, ANYTIME AVAILABILITY

+ One phone number for your office phone and mobile device

+ Call management from your mobile device: voice mail, call transfer, call forwarding and a centralized address book

+ Advanced business telephony services for improved efficiency and collaboration

BETTER CLIENT SERVICE AND END-TO-END CALL MANAGEMENT

+ Easy handling of incoming calls, with a professional welcome and Smart Call Routing

+ Multiple Automated Attendant (MLAA) with automatic answer and efficient, direct forwarding to the right destination

+ For larger administrations, end-to-end call management and dispatch with Automatic Call Distribution (ACD) to Call Center Office agents

+ Secure receipt and transmission of faxes and centralized fax management

REDUCED COSTS

+ A combination receptionist and answering service without a salary

+ Complete, scalable solution that is easy to install, maintain and expand

+ Single infrastructure for voice/data services, with a simple management interface and low power consumption

OPENTOUCH SUITE FOR SMB: **A COMPLETE SOLUTION**

The OpenTouch Suite for SMB provides a complete communication solution for public administrations of all sizes.

+ OmniPCX® Office Rich Communication Edition (RCE), a flexible communication server for SMB

+ LAN infrastructure: OmniSwitch® 6450 Light Stackable LAN Switch to optimize voice and data interworking and multisite networking

+ WLAN infrastructure: OmniAccess® 4005 Branch Office WLAN Switch, RAP-3WN(P), RAP 108/109 Remote Access Point and AP103/205/275 Wi-Fi® access points

+ DECT infrastructure: 4070 Radio Base Station and 8340 & 8340-C Smart IP-DECT Access Point

+ Wireless phones: 8242 DECT and 8232 DECT Handsets and OmniTouch® 8118/8128 WLAN Handsets

+ Wireline phones: IP and Digital Premium DeskPhones and 8012 desk phones

+ OmniVista® 8770 Network Management System, for accounting and control of communications costs

+ For larger administrations, we can supply a LifeSize® video solution for cost-effective videoconferencing over the Internet with up to three distant parties.

Callers

Alcatel·Lucent Enterprise