# Alcatel-Lucent OpenTouch Enterprise Cloud

Boost enterprise productivity and agility, and improve your bottom line with communications delivered from the Cloud

Enterprises are being asked to address increasing communication demands while stretching their dollars further. They need a creative solution to address employee demands, improve productivity, and reduce their Total Cost of Ownership (TCO). The answer – the Cloud.

## COMMUNICATION TRENDS

The traditional workplace – where employees commute to a fixed location for a set length of time during business hours – is disappearing. Workers now expect to use the same devices and applications at home and at work, and have their IT department support them seamlessly.

Communications delivered from a Cloud Service Provider let enterprise employees use their devices to share documents and applications, participate in virtual meetings and conferences, and access all-inclusive applications and services anywhere, anytime. Additionally, businesses can enjoy the benefits of improved agility, enabling them to respond to rapidly changing business demands. They can also manage costs and focus on growing their core business.

## TACKLE THE CHALLENGES

Businesses or technologies that are a "sure thing" today may be forgotten or surpassed tomorrow. Enterprises need to anticipate the rapid shifts in their business environment and adapt quickly to scale up to support new technologies or new resources, and scale back in other areas as required.

A Cloud Service Provider can help enterprises achieve their business objectives. Resources can be added or removed almost instantaneously, and they can be accessed from almost every location and device. A cloud architecture can offer advanced security and redundancy features and can significantly reduce the enterprise's TCO.

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# DELIVER POWERFUL SOLUTIONS

### AN END-TO-END COMMUNICATIONS SOLUTION

From small- to large-sized enterprises, OpenTouch® Enterprise Cloud delivers unprecedented openness across technologies, applications and platforms. It can be deployed in any scenario including, pure IP or TDM-based infrastructure, in a private cloud, or in an overlay installation, as a migration to a new platform, or as an upgrade to existing technology.

### A SCALABLE AND RELIABLE CONTACT CENTER SOLUTION

OpenTouch Enterprise Cloud includes the Alcatel-Lucent OmniTouch® Contact Center Standard Edition. This solution is ideal for contact centers with up to 5000 agents. The fully packaged solution includes supervision, call distribution, interactive voice response, desktop agent and outbound calling features. As well it includes enhanced wallboard features that allow enterprises to customize functionality according to their specific requirements to enhance productivity and increase customer satisfaction. As for Unified Communications, this complete contact center solution is also available as a service (CCaaS).

# REAP THE BENEFITS

### BOOST PRODUCTIVITY

The new workplace is a mix of open spaces, huddle rooms, remote workers, and highly mobile users. It demands borderless interactions between employees, enterprise customers, and partners. OpenTouch Enterprise Cloud, based on the award winning OpenTouch Suite for MLE, lets enterprises optimize their communications and benefit from improved productivity.

With cloud-based, a-la-carte options, Cloud Service Providers can offer communications and collaboration that best suit the enterprise user's preferences or context. This includes deskphones and computers, mobile phones and tablets, and video conferencing. At the heart of the user-focused experience is the OpenTouch Conversation® Client, which enables enterprise employees to communicate with maximum efficiency and effectiveness.

### INCREASE AGILITY

Adapting to rapidly changing business demands is key to success. OpenTouch Enterprise Cloud can adjust on the fly to meet the needs of any organization. New capabilities or increased capacity can be added in the network, without requiring additional hardware to be installed on site.

Cloud-based communications ensures the quick execution of Move-Add-Change-Delete operations. Depending on the Cloud Service Provider, enterprises can self-manage through their WebPortal to address these daily operations. Capacity can also be increased or decreased any time, to respond to business changes and dynamics.

### GROW YOUR BOTTOM LINE AND THEIRS

Cloud-based delivery ensures organizations are always running the latest software, and it eliminates maintenance and upgrade costs. It lets enterprises reduce their capital outlay, and re-assign resources to focus on growing their business. It is a true 'pay-as-you-grow' solution.

Cloud Service Providers and enterprises also benefit from elastic licensing models. With OpenTouch Enterprise Cloud, organizations pay for services that are actually consumed. This enables enterprises to better align their costs with their requirements, for example in the hospitality industry where usage fluctuates depending on occupancy rates. Elastic licensing models also create an opportunity for Cloud Service Providers to grow their bottom line as service consumption increases.

# IT'S TIME FOR THE CLOUD

With OpenTouch Enterprise Cloud organizations can boost productivity, address dynamic business demands, and improve collaboration with rich, context-based information anywhere, from any device. It's time to move to the Cloud.

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**Alcatel-Lucent Enterprise** solutions and services are available on-premise or from the cloud, and are marketed under the Alcatel-Lucent Enterprise brand. From the smallest startup to the largest multinational Alcatel-Lucent Enterprise solutions help enterprises benefit from a secure, high-performing communications infrastructure.

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