

Information

OpenScape Web Collaboration V7

OpenScape Web Collaboration V7 is a scalable, reliable, and highly secure web conferencing solution for enterprises of all sizes.

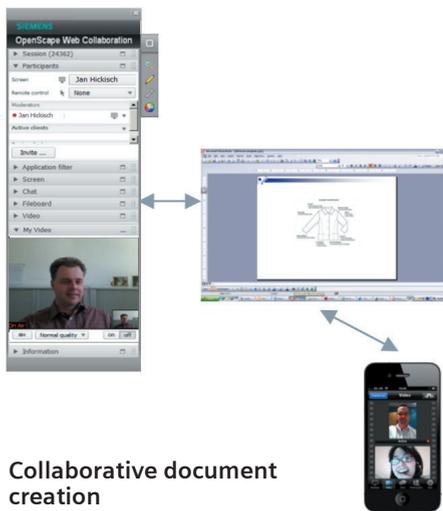
It provides a cost-effective and efficient way to deliver meetings with up to 1000 participants, such as webinars, training sessions, project meetings, sales meetings, product demonstrations, and basic remote support to customers and end users to both internal and external participants.

Rich Multimedia Collaboration

OpenScape Web Collaboration helps companies reduce overspending on business travel and third-party web conferencing services, while enabling employees, partners and customers to share more ideas and information – at a moment's notice and at a fraction of the cost.

Portfolio

Instant Meeting



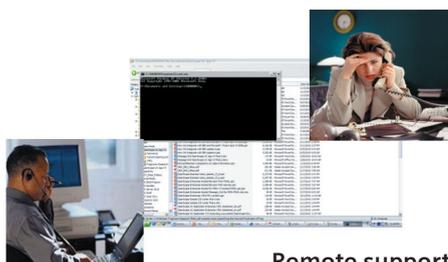
Collaborative document creation

- Facilitate important meetings when travel is not an option
- Collaborative document/content creation and sharing
- Excellent for geographically-dispersed teams and mobile people

Benefits

- Successfully and professionally engage your customers from preliminary negotiations through implementation, down to post-sales activities
- Clarify detailed customer inquiries in the shortest possible time
- Improve telesales, customer relationships and communications
- Demonstrate software products to your customers remotely
- Effectively deliver webinars

Secure Advisor



Remote support

- Impress customers with fast and efficient remote support
- Shorten the duration of problem solving and increase the resolution rate
- Excellent training tool for dealing with user error issues

Benefits

- Minimize on-site visits to diagnose and solve problems
- Work on remote computers without the need to have someone on the other end
- Install updates and patches in off-hours to reduce disruptions
- Monitor statistics on devices to avoid potential problems with CPU utilization, databases and applications

Usability

The solution provides the following usability features:

Simple and intuitive

The OpenScope Web Collaboration client is as intuitive that it doesn't require end-user training.

Automatic language recognition

OpenScope Web Collaboration automatically recognizes the language of your operating system.

Multi-screen capability

Enables users to access computers with several monitors. The user decides whether to see one or all of them.

Application selection

Enables users to choose applications which can be presented to other users.

Automatic reconnection after lost connection

If users experience a network problem, the OpenScope Web Collaboration session is automatically reconnected when the network is recovered.

No installation or configuration

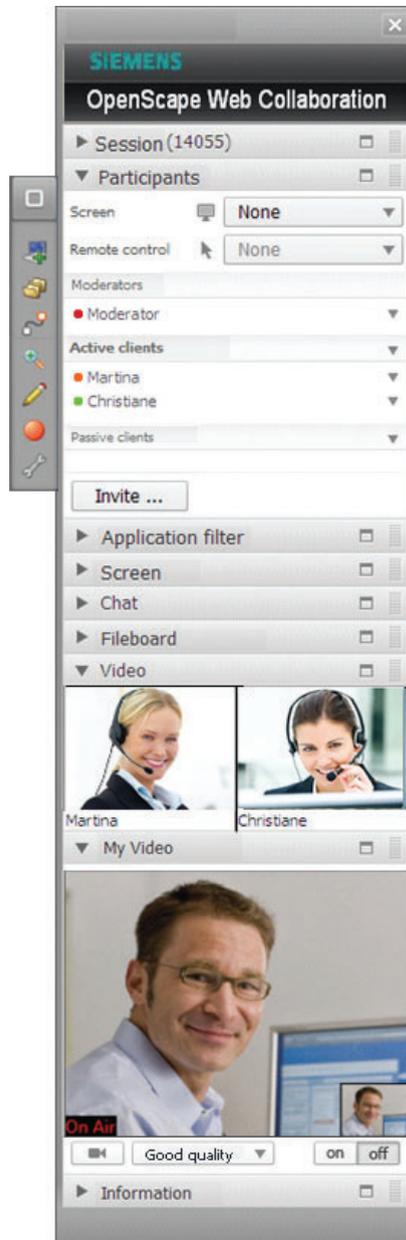
No installation or configuration is required. The user just starts the module and participates in the session.

Changing viewing direction

The user is able to change the viewing direction and decide whether he is the presenter or the viewer.

Workplace-independent license model

OpenScope Web Collaboration licenses are based on the number of concurrent conference rooms.



Desktop client

Features

The solution provides the following technical features:

True color mode

The true color mode enables users to present their screen without loss of quality with 16 million colors.

Video capability

Up to 8 video participants per session are supported. OpenScope Web Collaboration users are able to send their webcam image to other participants in the session. The video technology is based on the H.264 codec which provides an outstanding video quality with very low bandwidth consumption.

File exchange

Users can upload documents to the file repository and define the participants who are allowed to download these files.

Chat function

Chat enables participants to communicate to each other or to all participants via text messages.

Mobility

Enables mobile users of iPhone, iPad, Android, or any smartphone device to actively participate in a web conferencing session. Companies accelerate responsiveness and improve productivity by providing employees a convenient way to instantly collaborate in real-time from anywhere.



Mobile client for iPhone/iPad and Android devices

Whiteboard

The whiteboard feature enables users to create sketches on a virtual flip chart, which can be saved as a bitmap file for later use.

Remote control

Includes online support and remote control tools for administration, maintenance and desktop sharing on remote PCs and servers, making it an excellent tool for facilitating faster problem resolution and improving customer service.

Session recording

The web conferencing session can be recorded and stored utilizing very secure mechanisms.

Technology

Automatic read-out of proxy settings

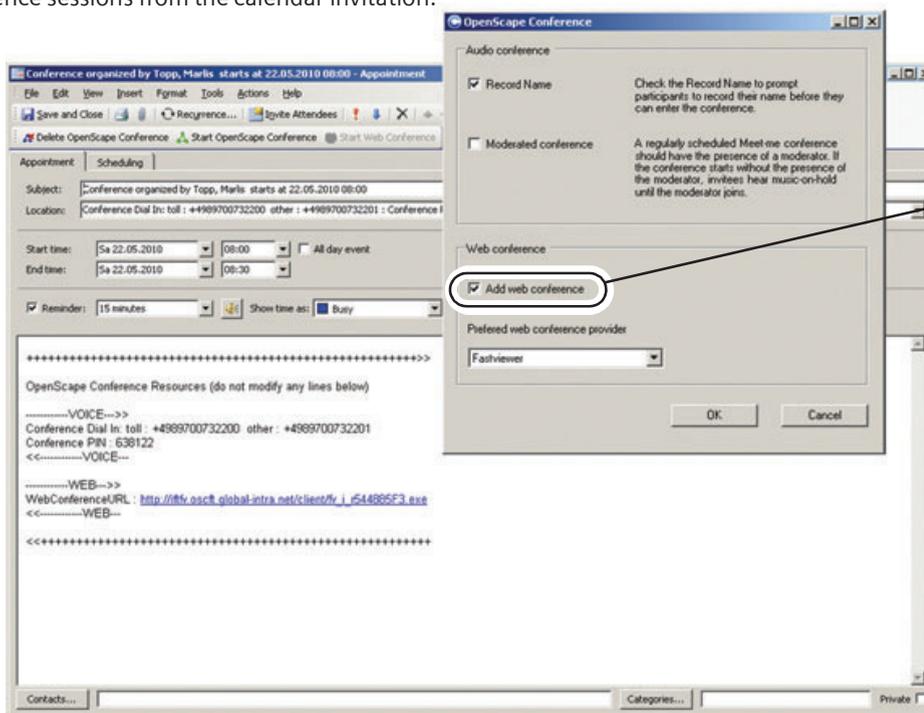
OpenScope Web Collaboration automatically reads the proxy settings so that a configuration is not required.

Residue free

When the session finishes, no backlogs or entries in the registry are left.

Integration into Microsoft Outlook

OpenScope Instant Meeting Pro easily integrates Microsoft Outlook enabling users to schedule and start audio and web conference sessions from the calendar invitation.



Session password

Sessions can be set up to require a password. To join a secure session, the participant must always enter the correct password for the session.

Blacklist and whitelist

Users can define access rights to allow the opponent to run applications, write texts, or just passively point at something.

Tamper-proof recording

Tamper-proof recording enables users to record sessions and play them back later. The session will be recorded in a proper format that remains secure from distortion and manipulation.

Security

Certified security

OpenScope Web Collaboration was certified for its functionality by TÜV Süd: ISO/IEC 25051:2006 (Functionality) PPP 13011:2008 (Data Security)

TÜV IT (http://www.tuev-sued.de/home_en) offers certifications in the field of IT security and IT quality in accordance with European and international standards, and also in accordance with specific security criteria.

256-bit AES encryption

256-bit AES encryption provides the strongest encoding mechanism available in the market place.

HTTP protocol with SSL encryption

Mobile clients/web browsers are secured using the SSL encryption.

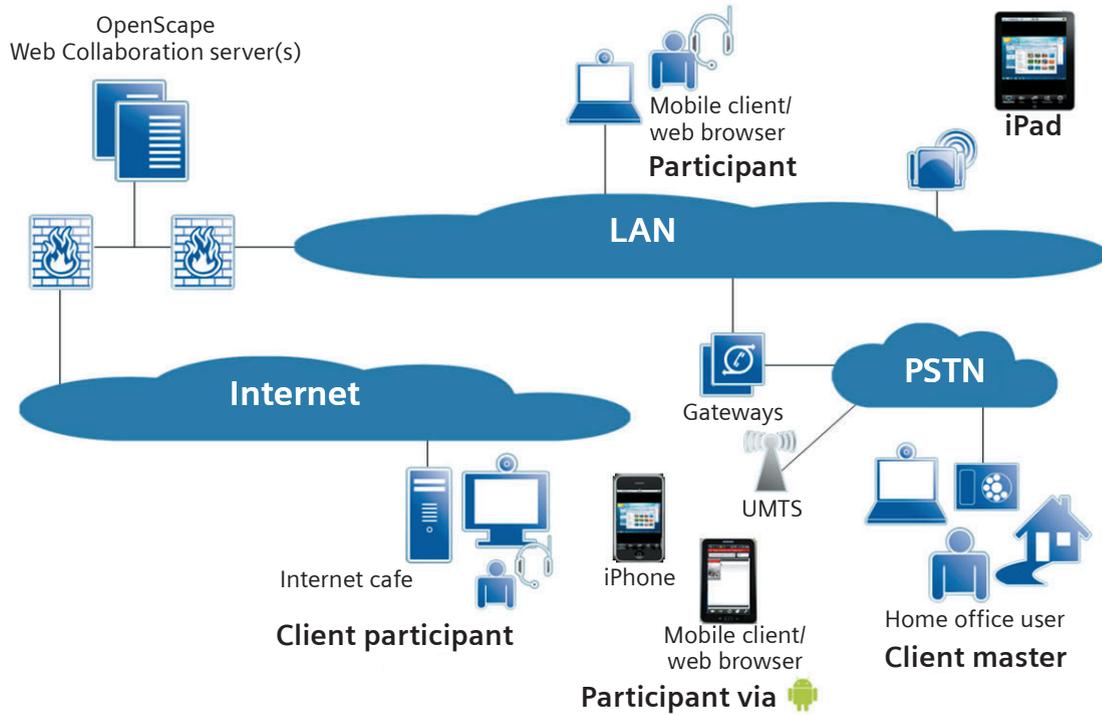
Microsoft Outlook calendar invitations for voice conferences can easily include web conferencing.

The solution includes click-to-conference integration plug-ins to both Microsoft and IBM groupware clients.

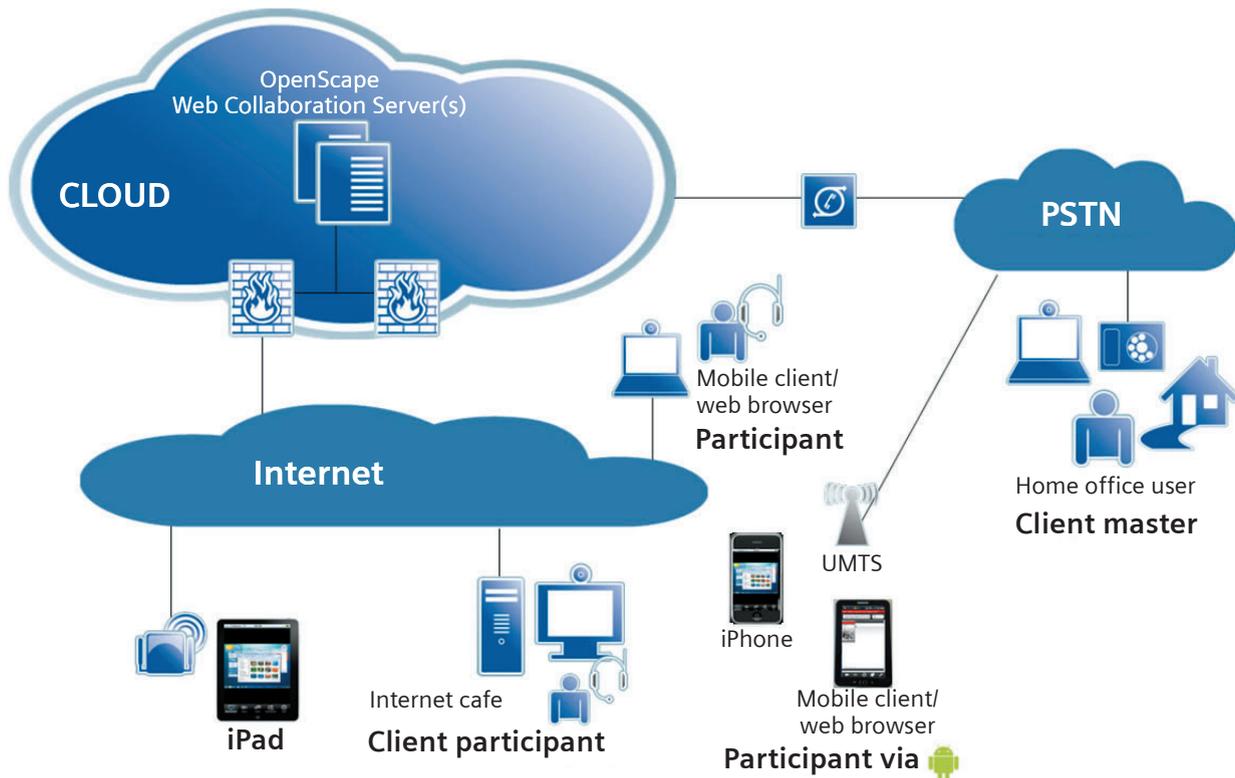
Invitation for a web conference in Microsoft Outlook

Architecture

Deployment scenario on premise (own server solution)



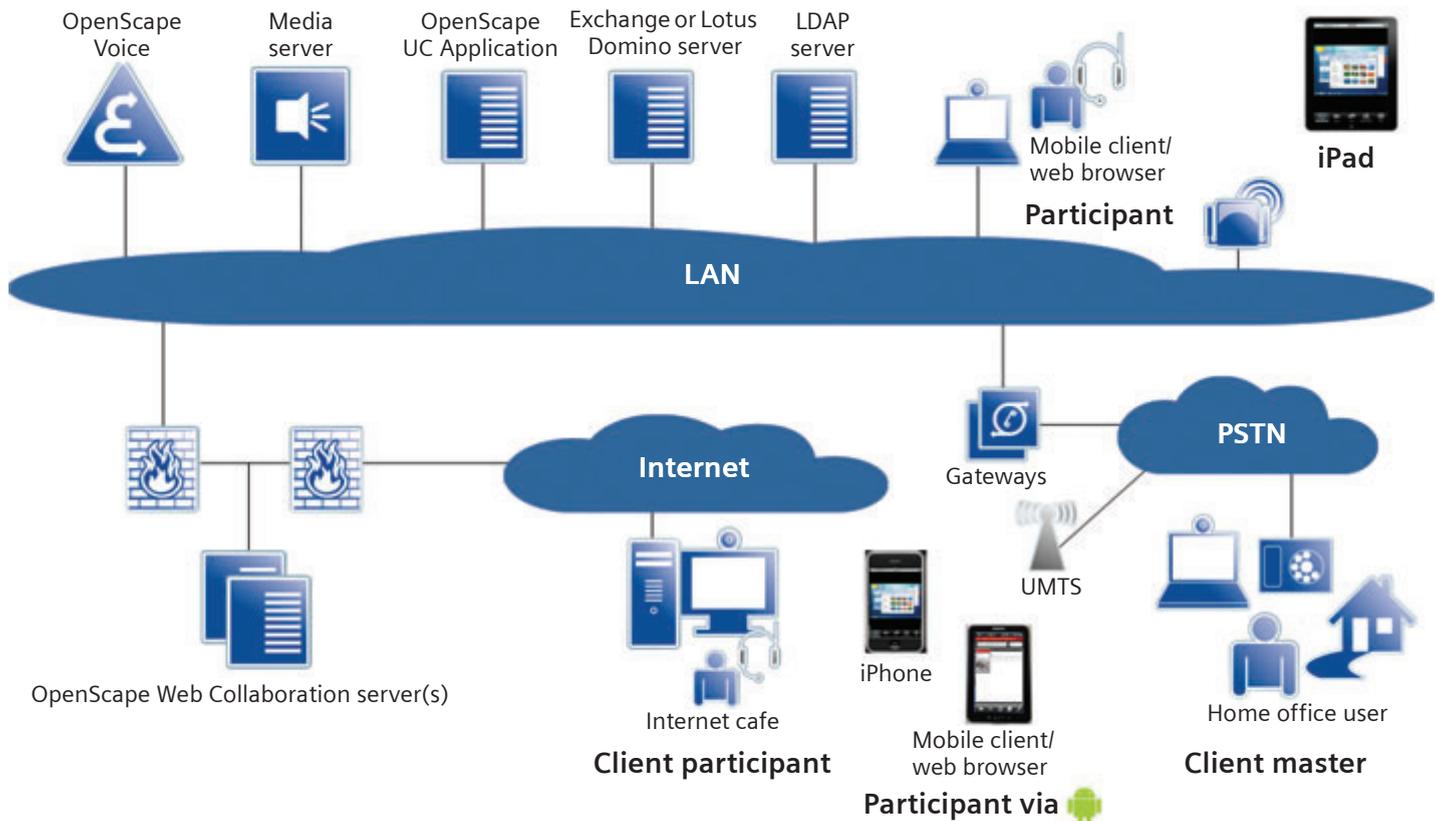
Deployment scenario hosted (hosted server solution)



Deployment scenario with OpenScape Voice

The following diagram depicts an example topology for OpenScape UC Application, OpenScape Voice and OpenScape Web Collaboration, which also indicates the concept of "participants" and "masters", as well as other solution components.

The OpenScape Web Collaboration web conference server would be located within a firewall DMZ in order to provide sufficient security and support for either internal or external participants.



System scalability and characteristics

- High scalability – virtually unlimited via cascading server architecture
- The OpenScape Web Collaboration solution supports up to 250 concurrent users per server and up to 1000 clients/users (native, mobile, web) on a single server.
- Warm standby redundancy can be implemented in the host server.
- The OpenScape Web Collaboration server can be installed in a VMware ESX(i) 4.x environment.

Languages

All languages are possible through Unicode support. Depending on the language of the operating system, automatic language detection is available for the moderator and the client.

The following languages are already available in OpenScape Web Collaboration:

- English
- German
- French
- Italian
- Spanish

- Dutch
- Polish
- Greek
- Russian
- Turkish
- Japanese

Hardware/Software requirements

Minimum requirements for the OpenScape Web Collaboration V7 server

OpenScape Web Collaboration server	
Software requirements	Microsoft Windows 2003 or 2008 with the latest service pack
Hardware requirements for up to 150 parallel conferences	<ul style="list-style-type: none">• Xeon processor• At least 2.5 GHz• At least 4 GB RAM• 1000 Mbps network cards• At least 30 GB of free disk storage space

Desktop client

OpenScape Web Collaboration requirements for running the moderator's and the participants' client programs	
Software requirements	<ul style="list-style-type: none">• Microsoft Windows 98, ME, NT, 2000, XP, Vista, 7• Microsoft Windows Server 2000/2003/2008
Hardware requirements	<ul style="list-style-type: none">• Internet access (can be through proxy)• Processor speed at least 300 MHz• At least 64 MB RAM

Mobile client/web browser

OpenScape Web Collaboration – Mobile client/web browser	
Tested browsers	<ul style="list-style-type: none">• Internet Explorer• Firefox• Google Chrome• Safari• Opera Mobile
Features	<ul style="list-style-type: none">• List of participants• Desktop sharing• Chat (to all participants)• Receive video

Mobile client for iPhone, iPad, and Android devices

OpenScape Web Collaboration – Mobile client for iPhone, iPad, and Android devices	
Features	<ul style="list-style-type: none">• List of participants• Desktop sharing• Chat (to all participants)• Receive video• Send video (requires iPhone 4)

Copyright © Siemens Enterprise
Communications GmbH & Co. KG, 08/2012
Hofmannstr. 51, D-80200 München

Siemens Enterprise Communications GmbH & Co. KG
is a Trademark Licensee of Siemens AG

Reference No.: A31002-S2470-D100-1-7629

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Availability and technical specifications are subject to change without notice.

OpenScape, OpenStage and HiPath are registered trademarks of Siemens Enterprise Communications GmbH & Co. KG.

All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.