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Unified Messaging – What for?

"Any authorized employee shall be able to send and receive any necessary information from any place with any device", the CIO of a company with more than 4.200 employees and 30 locations explains one of the main targets of the modernization. And thereby describes, what unified messaging from serVonic offers: innovative and efficient communication possibilities for modern requirements.

The Most Important Advantages of IXI-UMS Unified Messaging Server

"In this branch of industry, fast decisions are enormously important. That is why we try to catch up with the tremendously fast technological development, to be able to offer innovative communication possibilities to our employees", an IT-manager in a financial enterprise gives reasons for the application of IXI-UMS Unified Messaging Server.

Saving time, saving money, increasing efficiency are the slogans. What does that mean?

One device: The PC is the universal device for the means of communication: e-mail, fax, answering machine and short message.

Saving time: The user saves time and the company saves money: different sorts of messages do not have to be worked on with different devices. All the IXI-UMS messages are e-mails: faxes are e-mails with graphical file attachment, voice mails are e-mails with WAV-file attachment, and short messages are e-mails with text in the e-mail body.

Reach ability: The user does not have to think about the way one wants to reach him and vice versa. He receives and sends all messages – e-mails, faxes, voice mails, short messages – within the e-mail system he is used to, e.g. MS Outlook or Notes Client.

Easy administration and organization: Because all the IXI-UMS messages are e-mails, the possibilities of the available e-mail client, e.g. MS Outlook or Notes Client, can be used for the administration and organization of the messages: storing, archiving, deleting, answering, forwarding, commenting, setting up rules. All the messages – e-mails, faxes, short messages, voice mails – can be integrated into document management systems or connected to archiving systems.

Efficient working: All sorts of messages can be included in the workflow. E-mails, faxes, short messages and voice mails can be forwarded, deposited in public folders or archived.

Rule-based message administration: Rules that can be set up with the respective e-mail client can also be applied for faxes, short messages and voice mails, e.g. forwarding of messages when being absent.

Intuitive handling: The user can handle the new IXI-UMS unified messaging features intuitively. He works with the e-mail interface he is used to, e.g. MS Outlook or Notes Client. He receives and sends all sorts of messages with the usual e-mail client, he does not have to learn a new program.

Mobile on the way – being informed any time and anywhere: The user can be informed automatically, rule-based about new messages – e-mails, faxes, short messages, voice mails. The user can access his messages from anywhere, by mobile phone, phone, Web or WAP. He can listen to the messages and work on them, e.g. forward, answer or delete them.



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The Advantages in Detail

Fax

"The possibility to receive faxes directly in our accounts system saves us a lot of time. Instead of sending the documents by an analogue fax device – like we did before – and scan them afterwards to store them electronically, we now send documents to the contract department by fax, where they can be stored directly", says an IT-manager in a financial enterprise.

Saving costs: If you use IXI-UMS for Fax, you can spare the purchase of fax devices and fax paper.

Saving time: The way to the fax device as well as the distribution of the faxes lapse.

Personal: Every user has his own fax extension and receives his faxes directly in his inbox.

Easy administration and organization: The available e-mail functions can also be used for faxes, e.g. forwarding, storing, deleting, archiving. E-mail search functions can be made use of for faxes: With the OCR function (optional), the graphical fax attachment is converted into text in the e-mail body.

Fax cover sheets for the whole company, for departments and for individuals: Individually designed fax cover sheets can be set up. The respective cover sheet is deposited at the Render Connector as html-file. When the user sends a fax, the cover sheet including dynamic parts, like e.g. out of mail fields or the Vcard, is inserted. The fax heading contains a fixed and a dynamic part that is filled with the individual data of the user. Any signature can be integrated into the fax heading as well. The fixed part of the fax heading can be deposited for the whole company, for single departments or for every individual user.

Least Cost Routing: For outgoing faxes, Least Cost Routing can be made use of.

Answering Machine

Individual answering machine: With IXI-UMS Voice, serVonic offers the users an individual, personal answering machine with remote enquiry. The user can deposit an individual announcement and change it any time – also from on the way. He can listen to his messages at the phone discretely.

Remote Enquiry: The user can listen to and work on new calls any time and anywhere. He can forward, answer or delete them.

Easy administration and organization: Incoming answering machine messages are stored in the inbox as e-mail with WAV-file attachment. The messages can be administered, stored and forwarded like e-mails. E-mail rules, e.g. forwarding when absent, can also be applied for answering machine messages.

Integration into the working processes: Voice mails can be integrated into the electronic working process: The messages can be forwarded, e.g. with an additional comment, or deposited in a public folder.



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Short Messages

"This comfortable possibility to send an important message quickly to a mobile phone is used very often among our employees," a responsible system engineer of a computer center reports about the application of IXI-UMS SMS.

Fast and comfortable: By using the IXI-UMS SMS service, you can send short messages from the PC fast and comfortable. You just give in the message at your PC keyboard, what is much more comfortable and faster than the typing at a mobile phone.

SMS via PSTN: A user on the way can reach an IXI-UMS user at his workstation by sending a short message, that is directly delivered as mail text to the electronic inbox of the recipient. For this, the user on the way only has to type in the short message at his mobile phone and state the number of the IXI-UMS user as recipient. The text message is delivered to the IXI-UMS Server via mobile communications first and then via ISDN.

Easy administration and operation: Incoming short messages are delivered to the inbox of the user. He can also make use of the e-mail functions like forwarding, answering, deleting, storing.

Information on the way: When being away from the office, the user can be informed about new messages in his inbox via short messaging service.

Alert-Function: In case of an emergency, e.g. a system disruption, an automatic notification is sent to the mobile phone via short messaging service.

Mobile on the Way: Being Informed Any Time and Anywhere

"With IXI-UMS, we rounded off our mobility strategy", the CIO of a company with more 4.200 employees and 30 locations summarizes contentedly. "I have my faxes and e-mails read by my personal answering machine when I am on the way. Thereby, I am always informed about important things – even without PC – and I can react quickly"

Currently informed – any time and anywhere: When being away from the office, the user can be informed about new messages in his inbox. Messages can be forwarded rule-based, automatically.

Access and handling on the way: The user on the way can dial into his inbox by mobile phone, WAP-phone or Web and access all his messages – e-mails, faxes, voice mails and short messages. He can work on the messages, e.g. answer, forward or delete them.