OpenScape Web Collaboration

Give your teams a better way to meet
Enabling the Bring-Your-Device-to-Work era

OpenScape Web Collaboration is a scalable, reliable, and highly secure web conferencing solution for enterprises of all sizes. It helps teams collaborate more efficiently and cost-effectively – reducing overspending on business travel and third-party web conferencing services..
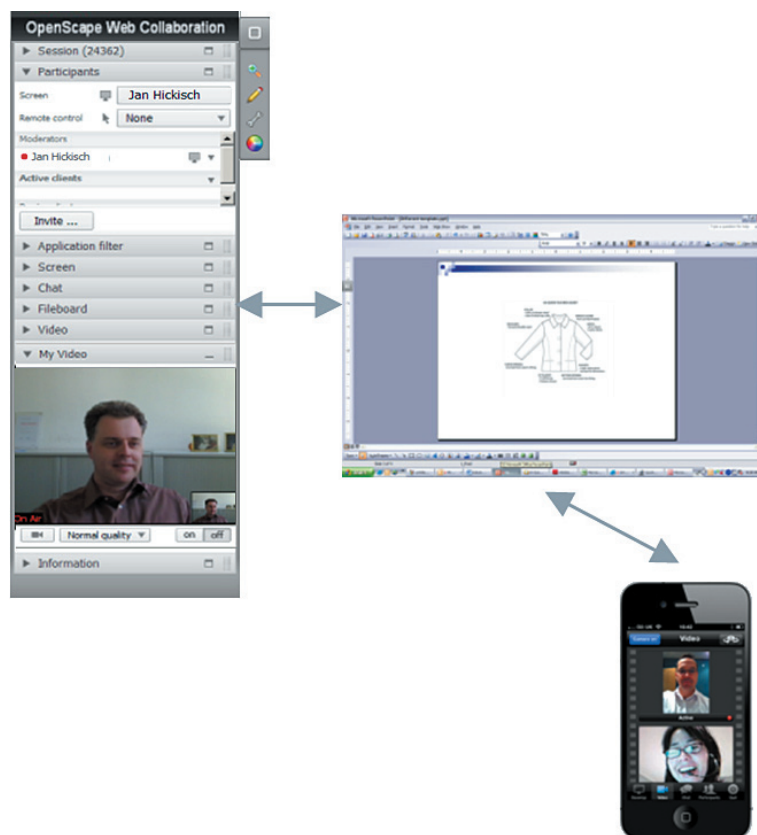
With OpenScape, you can deliver meetings with up to 1000 participants, such as webinars, training sessions, project meetings, sales meetings, and product demonstrations. You can also deliver remote support to customers and end users by remotely accessing and controlling their computers.

Instant Meeting

The Instant Meeting module enables your teams to collaborate online, in real time from anywhere, enabling employees, partners and customers to share more ideas and information, at a moment's notice, and at a fraction of the cost of on-site meetings.

You can:

· 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

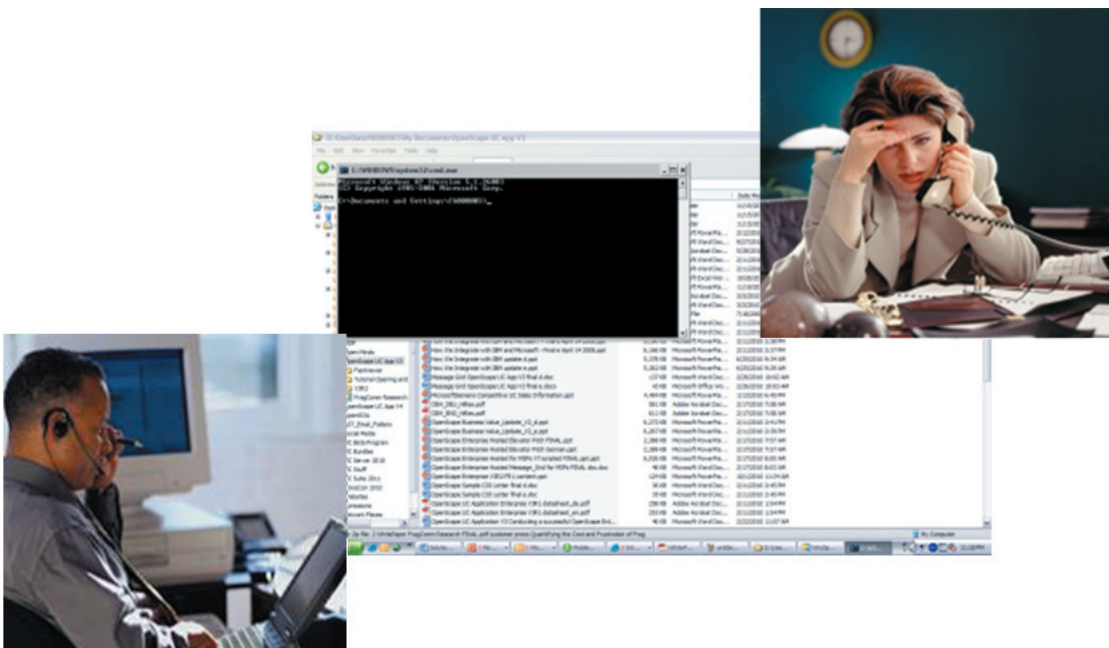**Document and content creation and sharing**

Secure Advisor

The Secure Advisor module enables you to provide IT technical support or resolve customer service issues. Your technical support or customer service personnel have remote access and control of the remote user's computer, enabling them to easily resolve issues by remotely controlling the computer, and by viewing the remote user's screen to help them with user errors or application questions.

You can:

• Shorten the duration of problem solving and increase the resolution rate

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

Remote support

Instant Meeting – Key features and capabilities

Usability

Simple and intuitive

The client user interface is so easy to use that it doesn't require end-user training.

Automatic language recognition

OpenScape 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.

True color mode

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

Application selection

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

Automatic reconnection after lost connection

If a network problem occurs, the collaboration session is automatically reconnected when the network is recovered.
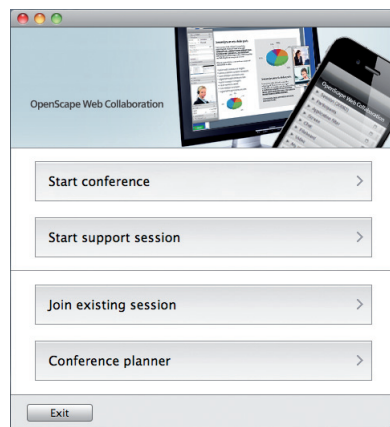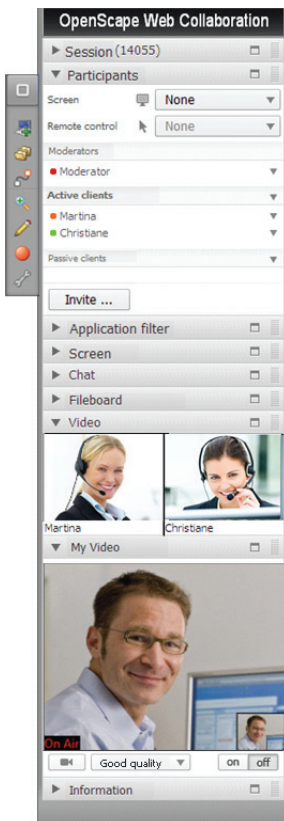
No installation or configuration

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

Software licenses are based on the number of concurrent conference rooms.

Desktop client for Windows and MAC PCs

Real-time collaboration

The solution provides the following technical features:

Video

Up to 8 participants can send their webcam image to other participants per 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 fileboard, enabling all participants to securely download the files.

Chat function

Chat enables participants to communicate to each other or to all participants via text messages. Urls can also be sent via the chat window that can be directly clicked by active participants from their local PC or device.

Mobility

Mobile users of iPhone, iPad, Android, or any smartphone device can actively host and participate in a web conferencing session.

Whiteboard

Users can 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.

Session recording

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

Mobile client for iPhone/iPad and Android devices

Technology

Automatic read-out of proxy settings

OpenScape 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, making all sessions extremely secure.

Security

Certified security

OpenScape 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 (Secure Sockets Layer) encryption.

Session password

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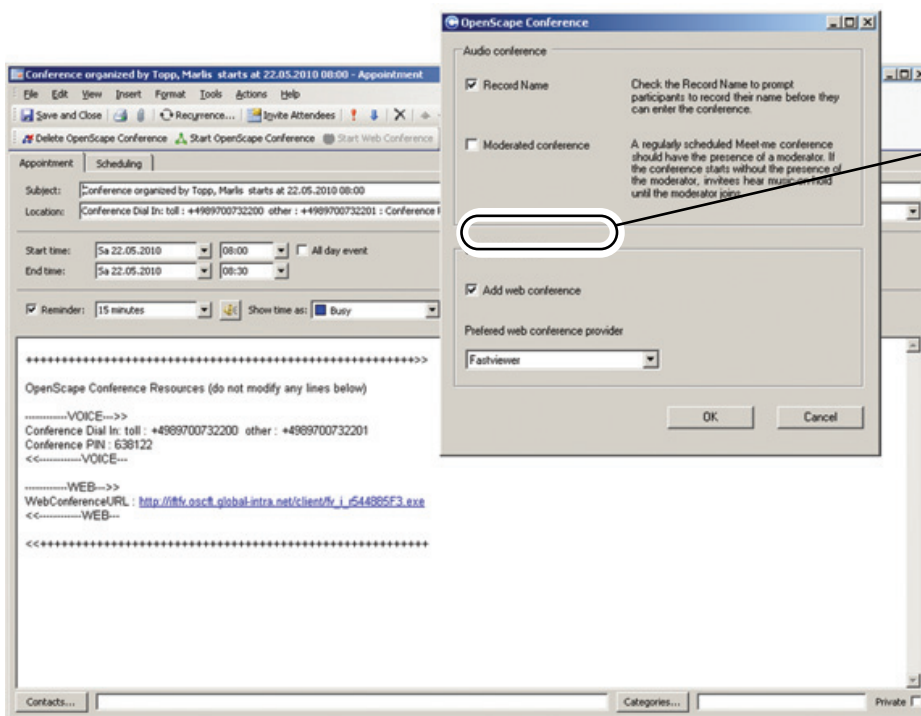
Blacklist and whitelist

Users can define access rights to allow participants 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.

Integration with e-mail and calendar applications

OpenScape natively integrates with Microsoft Outlook enabling users to schedule and start audio and web collaboration sessions from the calendar invitation.

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

Invitation for a web conference in Microsoft Outlook

Secure Advisor - Key features and capabilities

Remote access

Your technical support staff can connect from anywhere to access individual PCs as well as several thousand unattended PCs for maintenance and administration.   No session number needs to be entered on the remote client, but the remote client must have a "Remoted" setup installed so that it can be managed remotely.

Depending on the number of licenses purchased, any number of remote clients can be remotely accessed and controlled.

Remote control

Your technical support staff can start a session in just a few as if they were on-site

Access and transfer files

You can also access and transfer individual files and folders or synchronize entire folder structures remotely.

Perform installations

With Secure Advisor, you can remotely configure and install software.

Remote maintenance

During a connection, you can provide support and maintenance on the "remote client" PC

Customer Portal

The Customer Portal allows your IT staff to administer, manage, and customize the solution to better meet the needs of your business and your users. Key capabilities include:

Settings and Profiles

You can change your settings and manage your profiles to meet your requirements.

Download

You can download the latest versions of the software modules and documentation.

Functions

You can configure the functionality of your OpenScape Web Collaboration modules. For example: provide various options for the master and/or the participants, lock and unlock functions, or completely remove them from your modules.

Display

You can change the user interface of your modules by adding individual tabs, such as chat, video or audio - to the sidebar or by removing them from the sidebar.

Logo

You can add your own company logo to the user interface

Text

You can change the text displayed for session invitations and user messages

System scalability and characteristics

- High scalability - virtually unlimited via cascading server architecture
- On a single session, OpenScape Web Collaboration by default supports up to 100 participants - regardless of whether participants are joining via desktop client, mobile client, or browser – and with an enhanced mode up to 1,000 participants
- Maximum of 8 video participants per session
- Display resolution and transfer rates:
  low: 128x96 / 15 Kbps,
  medium: 256x192 / 40 Kbps,
  high: 320x240 / 60 Kbps
- 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 and 5.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 available:
- 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	As server operating systems: Microsoft Windows 2003 or 2008 R2 (Standard or Enterprise) with latest service pack
Hardware requirements for up to 250 parallel users	• 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	As client operating systems Windows: • Microsoft Windows XP, Vista, 7, 8 • Microsoft Windows Server 2000/2003/2008 • MAC: • MAC OS X 10.6 (Snow Leopard) • MAC OS X 10.7 (Lion) • MAC OS X 10.8 (Mountain Lion)
Hardware requirements	• Internet access (can be through proxy) • Processor speed at least 300 MHz • At least 64 MB RAM

Web browser

OpenScape Web Collaboration – Web browser Mobile client (non-iPhone, iPad and Android)	
Tested browsers	• Internet Explorer (32-Bit) version 8/9/10 • Mozilla Firefox (32-Bit) RAPID RELEASE • Google Chrome (32-Bit) version 24 and higher • Safari (only Mac OS X) RAPID RELEASE
Features	• View list of participants • Desktop sharing • View whiteboard • Remote Control • URL push • Chat (to all participants) • Receive and show video (requires front camera) • Viewer window

Mobile client for iPhone, iPad, and Android devices

OpenScape Web Collaboration – Mobile client for iPhone, iPad, and Android devices	
OS version	• min. iOS 4.3 or higher • min. Adroid 2.2 or higher
Features	• Host and moderate session • View list of participants • Disconnect participant (as moderator) • Desktop sharing • Control and view whiteboard • Chat to all participants • Receive and send video (requires front camera) • Remote Control • URL push • Viewer window

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