



SIP@Net iS3000 Mobility Access

At a Glance

- Lower mobile extension costs
- Customer friendly
- Improve efficiency
- Corporate network features
- Single voicemail box
- Easy control over reachability

Imagine how simple it would be if all your contacts could reach you any-time and anywhere, via a single telephone number? Add to this the ability to use all the functionalities of your company's PBX, even when you are out of office. This is what SIP@Net Mobility Access offers.

SIP@Net Mobility Access (SMA) means that employees need only include a single telephone number on their business cards to receive calls via any phone of their choice: desktop, mobile or home phone. Moreover, calls made via the PBX from any remote location are supported by the same important facilities that are available when making calls in the office. These facilities may include operator assistance, chief-secretary functionality, group functionality, single voicemail box and voice-dial functions.

SIP@Net Mobility Access is the ideal solution for mobile employees, including home workers, remote office workers and 'road warriors', such as sales representatives and field engineers.

It is also ideal for campus roamers, working from several locations. A user-friendly interface ensures easy access to the corporate PBX. Users can activate and deactivate SIP@Net Mobility Access via a telephone or web interface.

SIP@Net Mobility Access is entirely software based and does not require any additional hardware to be included in the company's PBX. It enables companies to increase their efficiency while making significant savings on their communication costs. And by making use of least-cost call-routing facilities, communication costs can be reduced even further.

General description

SIP@Net Mobility Access makes an employee's mobile phone a true extension of the iS3000 Hybrid Communication System. All calls, both incoming and outgoing, are routed through the company's PBX, making sure that employees are reachable anywhere and anytime via a single telephone number and decreasing corporate communication costs significantly.

Today's employees are increasingly mobile, but no matter where they are, communication is a critical factor in their performance. The ability to call or be called while on the move improves productivity. And when your employees can be reached immediately, decisions can be made faster.

Employees also need to manage their time efficiently and flexibly. They need the ability to work at the office, on the road or at home, and also at various times of the day. They also need to be reachable, to make their daily communications as effective as possible.

SIP@Net Mobility Access allows employees to be reached by all their contacts anywhere and at any time. Whether they want to receive calls on their office, mobile or home phone, they only require a single number on their business card. This can be the same number as the office phone, making it unnecessary to give private numbers to business contacts.

SIP@Net Mobility Access is the ideal solution for mobile workers, home workers, 'road warriors' and campus roamers, as well as for small offices. It routes telephone calls via the PBX to any remote location and supports the same important facilities that are available when making calls in the office.

Benefits

SIP@Net Mobility Access provides benefits for customers, employees and the company itself.

For the customer

Customers only need to remember a single telephone number to make contact, regardless of the type of phone used to receive the call, its location or the time.

Tariffs are identical for all calls made to a contact person's single number. This reduces your customers' telephone costs, since no mobile tariffs are involved, and encourages them to call more readily if they need assistance.

SIP@Net Mobility Access ensures that contacts can be reached anywhere and anytime, enabling them to offer a higher service level.

For the employee

Corporate network features, such as assistance services, automatic ring back, call forwarding (e.g. to a secretary or operator) and group functions are available at any (remote) location. This is not the case when using the 'Follow Me to External' function, for instance. A single voicemail box can be accessed by any phone.

With SIP@Net Mobility Access, employees only give out their business numbers. Personal numbers can remain private from anyone within or outside the company. Users can activate and deactivate SIP@Net Mobility Access themselves. This means that they can easily change the remote extension at which to be contacted, thus retaining control over their own reachability.

For the company

Improving the efficiency and performance of individual employees benefits a company's results and its corporate image, through increased customer satisfaction, cost savings, time savings, etc. Routing all business calls via the company's PBX, reduces telephone costs. Employees' private telephone bills will be lower, reducing the cost of compensation claims. And because there is more traffic over the public network, a lower tariff can be agreed.

SIP@Net Mobility Access enables all of a company's telephone traffic to pass through the PBX. This facilitates the easy preparation of complete company communication statistics, making full cost control possible.

Users

SIP@Net Mobility Access improves the availability of mobile workers. Contacts can always reach your employees using just their business telephone number. When an employee is busy, calls will be routed to the operator, secretary or voicemail, giving the company complete control over the reachability of all its employees.

The SIP@Net Mobility Access solution especially suits the needs of the following groups:

The home worker

The home office is becoming increasingly important for both regular and casual home workers. Up to now, companies have usually offered a simple home office solution based on the 'Follow Me to External' principle. The introduction of SIP@Net Mobility Access adds new levels of sophistication to the home office solution. Home workers can take advantage of various



facilities offered by the company's PBX and in combination with Business ConneCT, they can gain access to the full functionality of the company's corporate network. While working at home, at a PC or laptop, users can activate or deactivate Phone Settings and monitor who is calling them in the most convenient on-screen way.

The road warrior

'Road warriors' are primarily mobile outside the office. They might be sales representatives, lawyers, project managers, freelancers or engineers, busy providing consultancy and maintenance services or selling products. Whether in a hotel, a car or visiting a client, SIP@Net Mobility Access offers the perfect solution for road warriors to remain reachable by any external or internal contact. And when they are too busy to take a call, SIP@Net Mobility Access makes it possible to fall back on a telephone operator, which would not be possible with a standard mobile connection.



The campus roamer

'Campus roamers' work for multi-location organisations, such as universities and chemical plants. While they usually remain on site, they can still cover relatively large distances. Other examples include security officers and warehouse, shipyard or factory workers. With SIP@Net Mobility Access, campus roamers can access useful features via their mobile phones, including Automatic Ring Back when trying to call a colleague who is busy.

The small office employee

Some large organisations, such as insurance companies, sales organisations and government departments, have numerous small offices, manned by just a few people. The offices may be spread over a wide area and it is not cost effective to have a dedicated PBX at each location. In these situations, SIP@Net Mobility Access is an economical solution that links these remote office employees to the head office PBX, using the standard public telephone network.



Operator integration

Enhancing the integration of SIP@Net Mobility Access through co-operation with GSM/telecom operators can provide even further functionality and benefits. Examples include:

- Operator-included SMA-access prefix - this enables GSM or ISDN phone users to access their existing phone book, without having to enter the SMA-access prefix themselves or dial the complete number by hand.
- CLI of external caller or office number sent as Calling Party Number - when the employee is called, the latter is mandatory for some operators.
- Lower call rates - by concentrating external telephone traffic via a single operator or a limited number of operators, lower call rates can be agreed.

Features

Features offered by SIP@Net Mobility Access

- Abbreviated dialling
- Add-on conference
- Automatic ring back
- Automatic trunk find
- Break-in
- Call forwarding
- Call pick-up
- Camp-on busy
- Call waiting indication (acoustical)
- Calling Number Display*
- Cost-centre dialling
- CSTA
- DDI barred

- Desk sharing
- Dialed intercom
- Do not disturb
- Enquiry/call hold
- FDCR/toll ticketing
- Follow-me
- General facility cancel
- Group member (e.g. ACD group, Executive/Secretary group, etc.)
- Hotline
- Last External Number Repeat
- Malicious-call trace
- Message waiting (acoustical)
- Multi-party conference (up to 8 users)
- Multi-party listen in (up to 15 users)
- Music on hold
- Operator assistance
- Password dialling
- Personal identification dialling
- Post-dialling
- Selective diversions, distinguishable between internal and external callers
- Secret call
- Shuttle/transfer
- Single Digit Dialling*
- Traffic-class selection
- Traffic-class assignment
- Twinning
- Voice logging

* for SIP@Net Mobility Access extensions, this depends on the public network operator

Technical data

ISPBX requirements

- SIP@Net Mobility Access functionality is supported on software packages:
 - Call@Net 3.2 or higher
 - SIP@Net 4.0 or higher

Licenses

- For full SIP@Net Mobility Access, a user-based licence is required.
- For 'try and buy' and temporary usage, related licences are available.

Boundaries

- 256 SMA users supported with SOPHO iS3010, iS3030 and iS3000 single processor
- 1024 SMA users supported with SOPHO iS3050 with an Accelerator Module and iS3000 single processor
- 3000 SMA users supported with SOPHO iS3070, iS3090 and iS3000 fault tolerant processor
- In an iS3070 or iS3090 FIN (IMP-based) network, the public or mobile network trunk should be in the same unit as the SIP@Net Mobility Access application. iSNet/DPNSS and other networks do not have this restriction. CLI and DTMF information must be forwarded over the network.
- SIP@Net supports CLI forwarding from the external caller, through the PBX, to the remote SIP@Net Mobility Access extension, dependent upon country/operator restrictions
- Message waiting indication is supported by an audible signal.

Hardware requirements

- A iS3000 ISDN PRI/BRI connection to a public-network and/or mobile-network operator with CLI presentation is required. No additional hardware is required.
- In order to support features and number dialling, the network connection must support touch-tone (DTMF) signalling.

Supported applications

Applications supported by SIP@Net Mobility Access are:

- CSTA and CTI
- Management@Net
- Contact@Net
- MyMail@Net
- MA4000

Security

- The use of SIP@Net Mobility Access is protected by a SIP@Net Mobility Access user-based license.
- Remote (de)activation of SIP@Net Mobility Access requires a password to be entered by the user.
- CLI-number verification is used on a per call basis for checking access to the PBX.
- Optionally, the SMA user can be requested to enter a password for outgoing calls.

Quality

Our dedication to quality is recognised by the ISO 9001 certificate and the prestigious TickIT software quality certificate.

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