# Alcatel My Teamwork

## Conferencing and Collaboration Solution

### MY TEAMWORK HIGHLIGHTS

- Full-featured multimedia, multiparty conferencing and collaboration deployed on a single server
- SIP software-based with no proprietary hardware for lowest cost deployment and maintenance
- Works with Alcatel and legacy PBX products and supports mixed IP and PSTN calling environment
- Secure and accessible via any telephone, any PC, any browser, and any location worldwide
- Browser-based means no client downloads for a plug and play end-user experience
- Easily scales up or down via software licensing
- Standards-based APIs for fast and efficient integration with incumbent business applications

### A BETTER MULTIMEDIA COLLABORATION SOLUTION

From simple dial-in audio conferencing to multimedia, multiparty conferencing and collaboration, My Teamwork is an on-premises, software-based tool installed on commodity hardware servers. This browser-based unified conferencing and collaboration solution is enabled from any telephone, any location, and any browser for secure conferencing with anyone—inside or outside the enterprise—without installing software or using a virtual private network (VPN). The presence-aware, easy-to-use interface supports a complete set of features including meet-me, ad-hoc, and scheduled events with click-to-conference, IM/chat, document management, and more.

### A BETTER INVESTMENT WITH HIGHER PRODUCTIVITY

As a premises-based solution supporting mixed IP and PSTN calling, My Teamwork offers a hard ROI when compared with service provider-based services. The software-based solution means upgrades to add users or features are done via software licensing without proprietary hardware resulting in a low TCO. High user adoption rates lead to a healthy return on investment because the plug and play interface requires minimal training with full conference control visible and actionable in one click. The presence-based collaboration of My Teamwork eliminates common delays associated with asynchronous tools like email and voicemail, encouraging real-time interaction for increased communication and faster response times.

### PUBLIC FINANCIAL MANAGEMENT (PFM)

#1 ranked asset manager to U.S. local governments.

"Within three months conference call volume increased with the use of My Teamwork and still averaged a cost savings of 80%. With those type of savings, the system paid for the initial investment to purchase it in less than two months."

**DAVID L. SCOTT, CIO PFM**

ALCATEL

## FOR ADMINISTRATORS

For system administrators, My Teamwork is equipped with easy-to-use management tools such as auto provisioning with Microsoft® Active Directory and secure LDAP authentication. The browser-based administrative interface provides feature configuration, software and licensing upgrades, call detail reports (CDR) in text or XML format, language and branding customization, and remote SNMP and SMTP monitoring for alerts and alarms.

## FOR SMALL AND LARGE ENTERPRISES

Because My Teamwork easily scales up and down to accommodate two to thousands of users, it addresses the needs of small and large enterprises.

For large businesses with high monthly conferencing use, My Teamwork returns a quick ROI. Additionally, My Teamwork cuts costs and increases performance reliability through geographically distributed, multi-tenanted stacks for least-cost routing, redundancy, and automatic failover.

For smaller organizations, My Teamwork optimizes resources by eliminating communication delays with presence-based IM for ad-hoc communication. Small businesses can increase staff productivity and thus do more with less. My Teamwork is also supported on a smaller server hardware platform ideally suited and priced for the small business market.

## FOR SERVICE PROVIDERS

My Teamwork is available with full rebranding and modular feature deployment to support multiple service levels in either a hosted or managed services environment.

My Teamwork offers carrier-grade performance and scalability, blade server support, and extensive software monitoring and automatic restart. Additionally, My Teamwork supports multi-tenancy capabilities and an operator console feature for attended conferencing designed specifically for service providers.

## CUSTOMIZATION

While My Teamwork is an off-the-shelf solution, enterprises may develop custom applications to fully leverage their business processes. Since My Teamwork utilizes industry-standard XML and SIP-based APIs, it is easily integrated into portals and other applications, tying it directly to the business workflow.

## MY TEAMWORK SOLUTIONS

### My Teamwork Land Mobile Radio

This My Teamwork application enables land mobile radio networks to interoperate with any telephony device on traditional, VoIP, and next generation networks. The solution assists local, state, and federal governments with emergency response initiatives and industries with deployed field personnel.

### *My Teamwork* for Microsoft® Office Communicator 2005

This solution offers carrier-grade multipoint audio conferencing to Communicator 2005 users, allowing enterprises to eliminate third-party audio conferencing for a hard ROI.

### My Teamwork Mobile Edition

My Teamwork mobile edition enables Windows Mobile 5® device users to access features including contacts' presence status with click to call; view and join conferences; control PowerPoint presentations; and call control.

## EXTENDED FEATURES

- Telephony presence via Alcatel OmniPCX Enterprise and My Teamwork calls
- Recordings synchronized with presentation upon playback
- Event management features with lecture mode, mute/unmute all, add/drop, and session locking
- Scheduling with email invitations, calendar entries, and other event preferences
- All sessions encrypted, archived, and logged
- Archive IM logs into existing email archival solution
- Multi-tenancy capabilities to support large enterprises
- Operator console feature for large enterprise events and carriers
- Supports a distributed network topology and server federation

*Mobile main menu window*

# *Specifications*

## AUDIO CONFERENCING
- Browser-based, self-service GUI
- Scheduled, recurring, reservationless, and ad-hoc modes
- Email invites with embedded URLs to join conference
- Non-provisioned users can attend
- Single-click to conference
- Click to add participants/media
- Active talker indication
- Leader-required or leaderless
- Participant call control via GUI or IVR (add, drop, mute, hold)
- Roll call/number of participants
- Lecture mode and conference locking
- Automatic or manually assigned access codes

## VIDEO CONFERENCING
- Peer-to-peer, one-to-many, and multipoint video conferencing
- Integration with Polycom MGC
- Endpoint support for room systems and desktop video clients

**Video conference window**



- Flexible audio deployment options during video sessions
- Client support: RTC, SIP, H.323
- MCU support: Polycom MGC
- Peer-to-peer with SIP client (no video MCU required)
- Integrated video client (Windows® XP SP2, SIP only)

## PRESENCE AWARENESS
- User-configurable presence
- Telephony presence for Alcatel OmniPCX Enterprise and My Teamwork conference calls
- IM presence (Away, Busy, Offline, Online, Out to Lunch, etc.)

## PRESENTATION SHARING
- Upload PowerPoint® presentations for remote viewing
- Password and SSL protection
- Document management (upload/download attachments)

## APPLICATION/DESKTOP SHARING
- Share individual application or full desktop (remote assistance)
- Co-browsing and collaborative editing with control sharing
- Adjusts to available bandwidth

## SECURE INSTANT MESSAGING
- Open standards-based messaging with encryption
- User contacts and IM available from any location and browser
- Single-click to call/conference
- Multiple concurrent IM sessions per user
- Personal, annotated, and time-stamped IM logs
- Active HTML links in IM window

## RECORDING AND PLAYBACK
- Record audio and web conferences
- Stored securely on server or download locally

**Main window with presence and conference/collaboration icon options**
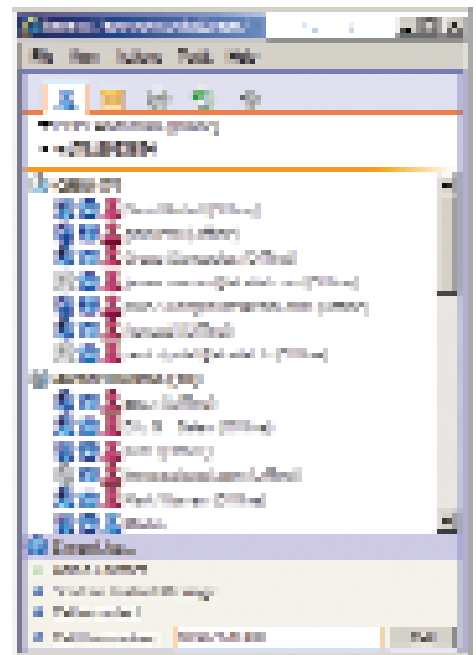


- Synchronized playback of audio and web presentations
- Play recordings into conferences
- Non-provisioned users can access recordings via URL
- Password protection

## CUSTOMIZATION
- Full re-branding capability
- XML APIs for integration into portals and legacy applications
- Multiple languages supported including Chinese, Korean, and many European languages

## ALCATEL OMNIPCX ENTERPRISE
- Telephony presence supported
- Call barring by user, group, or organization
- Spatial redundancy for reliability and service
- Alcatel OmniVista 4760 support to charge calls by PBX extension
- Alcatel Instant Video support
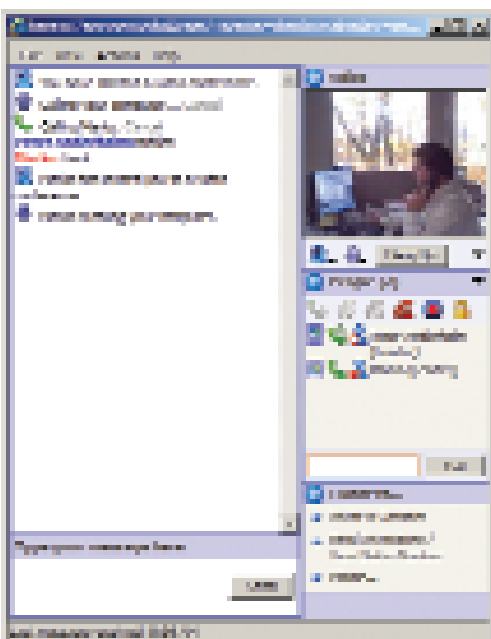
## NETWORK INFRASTRUCTURE

- Interoperability with leading vendors' PBXs, PSTN gateways, softswitches, and SIP soft phones
- Any desktop—PC, Mac, Unix
- Any network (PSTN and IP) or phone (PBX, softphone, mobile)
- Scales to thousands of ports
- Supports geographically distributed topologies with server federation

## INTERFACES AND PROTOCOLS

- DTMF, H.323 (video), HTTP, HTTPS, MGCP, SDP, SIP, SMTP, SNMP, XML
- SIP Standards: RFCs 2327, 2833, 2848, 2976, 3261, 3263, 3265, 3428, 3515, 3891, and 3892
- VoIP Transport: RTP
- Audio codec: G.711 a-law and mu-law, G.729A, and G.726-32
- Supported browsers: Internet Explorer, Netscape, Mozilla, Firefox, and Safari

## SYSTEM ADMINISTRATION

- Browser-based administration UI
- Multi-tenanted administration views and provisioning domains
- Federation of tenant user provisioning domains
- Flexible port reservations
- Disk quota allotment and management
- Authenticated SSL/HTTPS interface
- Flexible user provisioning (locally or via LDAP and LDAPS)
- Bulk provisioning of users, groups, and tenants via URL

- Real-time SNMP and web monitoring of system status and conference activity
- Alerts/alarms—SNMP v2 & v3 and SMTP (email)
- Configurable nightly system back-ups and fast cold-spare restore
- Global date and time zone support
- Network protocol segmentation
- Licensable features by server, by user or organization

## SECURITY

- Secure account authentication (locally, via LDAP, LDAPS, or third party single-sign-on system)
- Data encryption (SSL) for presentations, application sharing, and IM sessions
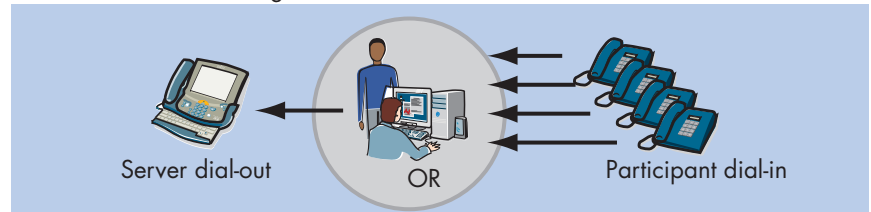- Separate leader and participant dial-in access codes

- Ability to lock conference and drop callers from session
- Password protected sharing
- IM auditing and archiving to email format
- Password policy management with mandatory change intervals
- Inter-organization access may be controlled for security
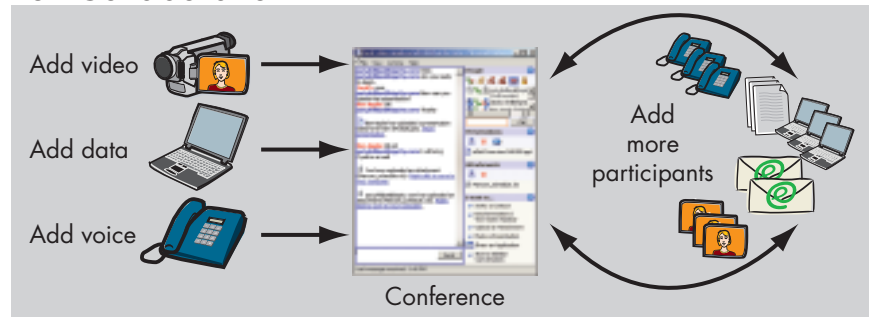
## REPORTING

- All reports available via browser (XML) or CSV
- Pre-defined administrative reports
- Call Data Reports (CDR) by user, tenant, or server for billing
- Real-time monitoring via browser or SNMP
- Traffic and network statistics
- Alarm and event logs

## Audio Conferencing
with or without scheduling and IM interface

Server dial-out     OR     Participant dial-in

## Full Collaboration

Add video

Add data

Add voice

Add more participants

Conference

www.alcatel.com

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