

COMMUNICATIONS FOR THE DIGITAL AGE

OMNIPCX ENTERPRISE PURPLE

Note to the presenter:
Pick and choose customer stories and use cases in the support section to adapt this deck to your prospect's challenges.



ALE COMMUNICATIONS MARKET HIGHLIGHTS

European Leader

#1

Western Europe⁽¹⁾

(#1 France, #5 WW)

Large Installed base

46M+

users WW

840,000+ customers

Market recognition

FROST
&
SULLIVAN



⁽¹⁾ Source : MZA Mar. 2022

RECOGNITION BY CUSTOMERS WORLDWIDE

A SAMPLE OF RECENT MID AND LARGE CUSTOMER PROJECTS WINS

under NDA

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	<p>Portuguese, Tax and Customs</p>		<p>Malaysia, Ministry of Defense</p>									
<p>France, Lyon Hospital Group</p>	<p>Spain, Health and Safety at Work</p>	<p>France, Metro de Rennes</p>	<p>Germany, Financial Services</p>	<p>Algeria, Oil and Gas</p>	<p>Tunisia, National air control</p>	<p>France, Financial Services</p>	<p>France, Financial Services</p>	<p>France, Financial Services</p>				
	<p>Turkey, Court of Justice</p>		<p>Mexico, National Lottery</p>									
	<p>UAE, Statistics Center</p>		<p>Brazil, Santa Catarina Government</p>	<p>Marocco, Agadir Hospital group</p>	<p>Italy, Hospital group in Campania</p>	<p>Thailand, Bangkok Red Line</p>	<p>Switzerland, Health insurance</p>	<p>Germany, Leading toy manufacturer</p>				
	<p>Spain, National Police</p>		<p>Germany, Lower Saxony Government</p>	<p>Italy, Roma Hospital Group</p>	<p>Italy, Padova University</p>	<p>France, Cruise liners</p>	<p>France, Financial Services</p>	<p>France, Leading dairy producer group</p>				
	<p>Australia, Queenland Hospitals</p>		<p>France, Lille mental health establishment</p>	<p>Belgium, Heilig Hart Tienen hospital</p>	<p>Germany, Tübingen University</p>	<p>Norway, Cruise liners</p>	<p>France, National Health Insurance</p>	<p>Belgium/UK, Leading construction company</p>				
	<p>Mexico, State Government</p>		<p>France, Herault Government</p>	<p>USA, School district</p>	<p>Saudi Arabia, Hotel groups</p>	<p>France, Investment solutions</p>	<p>France, major employers' union</p>	<p>France, major employers' union</p>				
<p>State and local Government</p>			<p>Healthcare</p>		<p>Education</p>		<p>Transport & Hospitality</p>		<p>Finance & Insurance</p>		<p>Industry & Services</p>	

NEW DRIVERS NEW CHALLENGES

New normal

Growth in the Digital Age

Digital Age Communications



Hybrid Work

How to engage all user profiles?
How to build a more inclusive experience?



Data - AI - Wifi6 - 5G - IoT

How to boost the Enterprise performance
with data and connected technology?



SaaS, Low code, workflows

How can IT faster deliver business outcomes?



ALE COMMUNICATIONS FOR THE DIGITAL AGE

Build
an inclusive experience

Digital Workplace



With
business-critical communications

- + Connecting from everywhere
- + Connecting all employees
- + Working as one team

Drive
augmented interactions

Connecting everything



With an
immersive digital workspace

- + On any channel
- + Using data
- + Using IoT

Boost
IT outcomes

Using Any Cloud



With a
smooth transformation path

- + Any cloud flexibility
- + Enabling automation
- + Unmatched API openness

WHAT IS OMNIPCX ENTERPRISE R.100 PURPLE?

A major evolution of
the ALE Hybrid Cloud strategy

For a new era of Digital Age Communications

The **Digital Age**, also known as the **Fourth Industrial Revolution**, refers to the advancement of technology from analogue electronic devices to the digital technologies available today.

One of the main areas where these technology breakthroughs have had the most impact is enterprise communications amid an increasing demand for **mobility, flexibility**, and the need for **accessible information anywhere, anytime**. We call it **Digital Age Communications**.

PEOPLE



TECHNOLOGY



MODELS





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Digital Workplace

July 22

OMNIPCX ENTERPRISE PURPLE ENABLES THE DIGITAL WORKPLACE

Work from everywhere

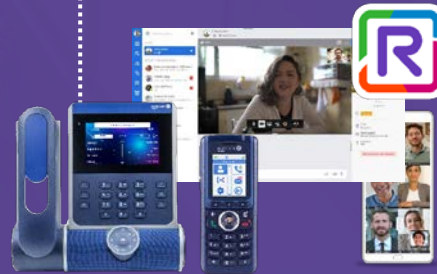
- Home
- Flex-office
- Campus, remote sites



Expert communication experience, everywhere!

Connect all employees

- Knowledge workers
- First-line teams
- Customer service



Devices and apps for all user profiles

Work as one team

- Call continuity
- Secure group chat
- Borderless video



Call continuity across the entire organization



Digital Workplace: Work From Everywhere



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July 22

Unified directory for quick connection

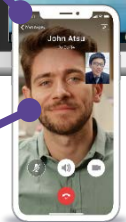
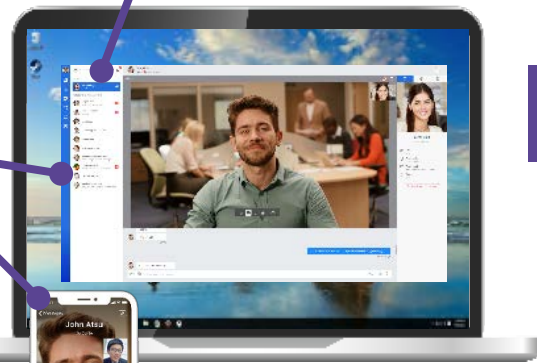


Hybrid UC from cloud

Softphone on mobile, PC, MAC or web browser

Encrypted WebRTC communications

Video with team members and external contacts



Native softphones



ALE SoftPhone



IP Desktop Softphone

Call continuity:
One number service across Rainbow application and the office phone
Native softphone from the on-premises telephony platform

ALE DESKPHONES DESIGNED FOR THE DIGITAL WORKPLACE!

The ALE Experience!

Premium design

+ Customisation: 4 colors

Symphonic 3D audio

Access to all ALE communications

Touch screen or large screen + keys with LED

Wireless handset option

Alphabetic keyboard option



Make hybrid work inclusive!

Hot-desking mode

Wireless handset

USB-C or Bluetooth headset

Flexible desks

Up to 3 microphones

3D sound bar

Connect smartphone and computer

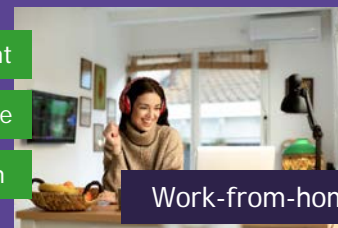
Huddle rooms

Centrally-managed VPN client

Super wideband speakerphone

Wifi module option

Work-from-home



ALE DESKPHONES: ALSO ON DIGITAL NETWORKS!

Full duplex audio

Large color screen

10 keys with LED
Access to all ALE communication services

Alphabetical keyboard

Easy directory lookup

USB port

For modern handsets

2x12 key module with color screen



Wideband audio handset and speakerphone

Secure VPN client for WFH

RJ45 Fast Ethernet Port

Cloud-based deployment

Sustainable devices

Start now on your digital network

Evolve to IP at any time

ALE DESKPHONES FOR ALL WORKSTYLES

Basic



ALE-2 SIP DeskPhone

Essential



ALE-20 DeskPhone



ALE-20h DeskPhone



ALE-30h DeskPhone

Enterprise



ALE-300 DeskPhone



ALE-400 DeskPhone



ALE-500 DeskPhone

SIP

ALE-NOE : Access to all ALE communication services

Hybrid TDM/IP models

IP models with Symphonic 3D audio quality

Large color screen

Touch screen

100% Touch

Options:

Alphabetic keyboard

Alphabetic keyboard, WLAN/Bluetooth module

Key module with color screen

Customization kits: Factory, Ruby, Azure, Neptune

Bluetooth handset

No handset

Digital Workplace: DECT and WLAN Handsets



Ruggedized, antibacterial
handsets



Excellent audio
quality on all sites

End-to-end ALE quality using
DECT, IP DECT, WLAN networks

One number service
with office phone

Alarms, isolated worker
protection

Quality of mobile communications,
choice between apps and mobile handsets

DECT HANDSETS FOR FIRST-LINE EMPLOYEES



For office work
GAP



8212

Compact device
All ALE communication
services



8234

Sanitized,
Rugged, IP65



8254

Large screen
Wireless headset
Alarms and notifications
BLE location



8244



Lone Worker Protection BGR139,
Shock resistant, wireless headset,
pull cord, man down detection,
BLE location, IP65, ATEX model



8262
8262EX



IMPROVE THE CUSTOMER EXPERIENCE WLAN: CALL CONTINUITY EVERYWHERE



8158s

- Modern design
- Alarm button
- NOE



8168s

- Modern design
- Alarm button
- NOE
- Wideband audio
- Bluetooth



Robust handsets

ALE features and navigation



Stellar WLAN

100% ALE solution



8168s

Compact,
modern design

8168s: Bluetooth
Wideband audio

Alarm
button on top

8168s: Push-to-
talk button

Digital Workplace: Work as one Team

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A single Rainbow application for
business calls + video + secure messaging

Rainbow Hybrid: Microsoft Teams Integration

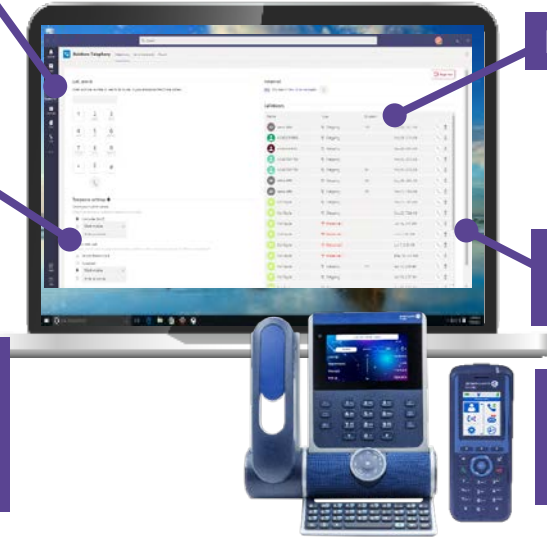


Rainbow PowerApp in
Microsoft Teams

Manage phone
calls routing



Use the existing
company's telephone
system to call outside
and be called



History of phone call

Voice on the PC or
on the phone

Unique number to reach
an employee on the
phone or MS Teams

Get the best of the two worlds:
Rich business telephony under your control inside Microsoft Teams

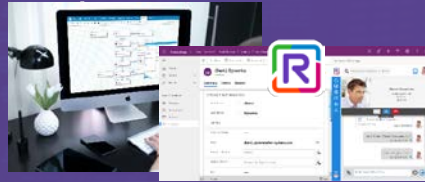


Enterprise Performance

OMNIPCX ENTERPRISE PURPLE BOOSTS THE ENTERPRISE PERFORMANCE

Using data

- Routing automation
- Connectors
- AI for 1st call resolution



Native integrations for personalized interactions

Using any channel

- Flex yet 100% reliable
- 360° view interactions
- AI for higher customer sat



Flexible omnichannel interaction management

Using IoT

- Alarm/notification integrations
- Locate staff, handle situations
- Personalize call routing based on triggers / bots



Mission-critical call management



24/7 greeting and routing.
Multi-tenant customization.

Phone configuration from a
web portal

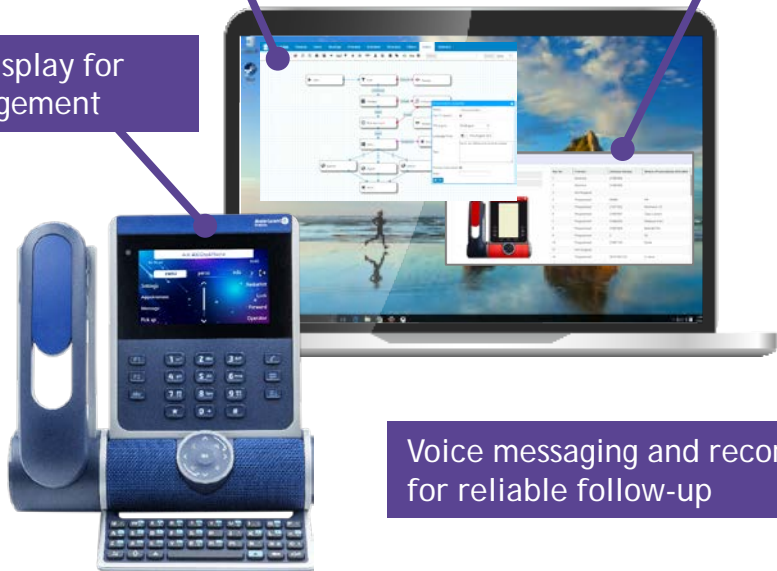
Large screen display for
easy call management

"Symphonic HD"
audio quality

Speaker phone for
laptop / smartphone

Voice messaging and recording
for reliable follow-up

Powerful hunting group, call screening and supervision features are included in the user license.
Add automated greeting/ASR and call distribution!



ENTERPRISE PERFORMANCE: Personalized Customer Greeting



CRM screen-pop on incoming call

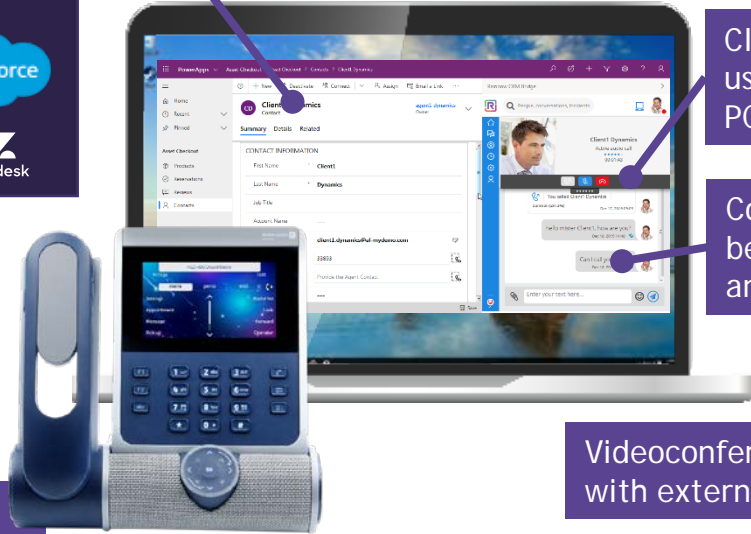
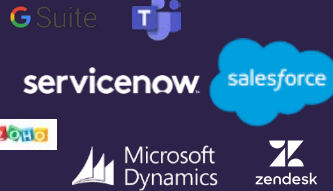
Customer number is automatically added in CRM

Click-to-call using phone or PC

Collaboration between agents and experts

Videoconferencing with external contacts

Many SaaS connectors



Agent features, Supervisor dashboard

Quality communications from within your favorite SaaS application

ENTERPRISE PERFORMANCE: SaaS applications integration

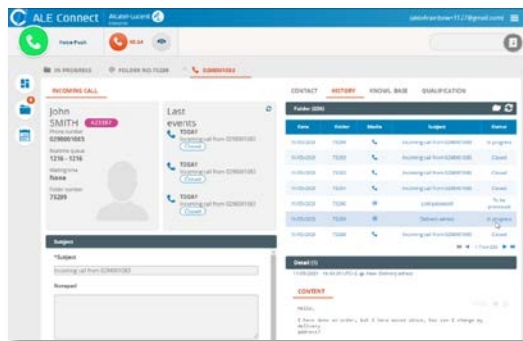


OMNICHANNEL INTERACTIONS WITH ALE CONNECT



Connect with customers their way

- Connect using ALE Voice and Email, Live Chat, Facebook Messenger, Twitter DM
- Manage calls using ALE Contact Center from within the Agent Desktop App
- Empower agents with a unified web desktop



Improve first contact resolution

- Display customer information using built-in database or external CRM
- See history of past interactions across all channels in a single window
- Answer better using knowledge base with intelligent search based on keywords and response templates



ALE Contact Center

Adapt smoothly using hybrid cloud

- Leverage ALE phone system, licenses, phone sets and softphones. Keep Contact Center routing rules adapted to your needs
- Plug-and-Play: automated cloud provisioning of agents/processing groups
- Adapt costs to business: nothing to install to scale, flexible subscriptions



IT outcomes

OMNIPCX ENTERPRISE PURPLE ENABLES OUTCOME-BASED IT

Streamlined infrastructure

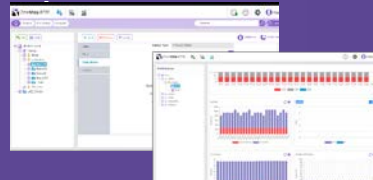
- Centralize, virtualize or go SaaS
- Implement native security and high-availability
- Connect to SaaS using secure Hybrid Cloud



Scalable software with unmatched IP, SIP, digital, DECT, WLAN connectivity options

Automated operations

- Centralize and delegate management
- Automate daily operations using Microsoft integrations
- Do preventive and remote maintenance



Centralized, web-based management with performance reports and role-based delegation

Business workflows

- Customize customer welcome using visual interface
- Use low-code workflows for call routing, notifications, situations
- Customize voice interactions and more with open APIs (on premises and cloud)



Multi-tenant low-code workflows for agile innovations, open APIs for personalized interactions

HOW ALE CUSTOMERS INNOVATE WITH OUTCOME-BASED IT

Streamlined infrastructure



Connect diverse profiles... as a service
Communications as a service for a large diversity of profiles including hybrid work, MS teams users, SFDC integrations. 2000 users in multi-sites.
Construction industry leader (BE, UK)



SaaS communications
Zero-footprint business communications for 180 employees with choice of desk phone or application for mobility.
Municipal council (FR)



Connect employees in 6 countries seamlessly
Complete network transformation from TDM to private cloud without disruption. Agility in deployment with employees using softphones for everyone.
IT consultant firm (Austria)

Automated operations



Deploy work-from-home massively
Instant remote deployment of softphones for employees during lockdown. In 4 days.
Online distribution company (Germany)



Improve SLA with preventive maintenance
Develop scripts querying the APIs of the virtualized communication servers. Traffic load, incident analysis.
Fintech company (FR)

Business workflows



Improve response to citizens
Delegate call routing and welcome prompts to departments using a multitenant graphical interface.
Local municipality services (FR)



Communication MACD in IT workflow
Integration of MACD into IT self-service portal and workflows.
Fintech company (FR)



Update call routing rules using bots
Employees use a bot to sign-in in hunting call groups and answer customer calls better based on their location and their skills
Retail group (FR)

OMNIVISTA 8770 NMS

APPLICATION SUITE FOR SYSTEM MANAGEMENT

Administrators generally spent up to 80% of their time on migrating, adding and modifying users

What our customers like

- Web-based interface
- Administration profiles
- Accounting reports
- Single platform

Benefits

- Manage all users centrally
- Integrates in HR processes (directory sync.)
- Cost-effective embedded company directory
- Fast user creation for a new site with mass provisioning
- Speed-up problem resolution: real-time alarm notifications via email or displayed on topology view

Options

- Advanced administration module (Directory, metering and alarm applications)
- VoIP quality monitoring module (Performance application)
- Synchronization with enterprise directory (Microsoft Active)



APPLICATION
SUITE

COMPANY DIRECTORY
SYNC.

TRAFFIC AND COSTS
UNDER CONTROL

OXE PURPLE: SECURE BY DESIGN

Technology

On-prem or private cloud
100% software-based / virtualization
5x9s high availability / hot redundancy

Confidentiality

State-of-the-art encryption standards
End-to-end encryption for IP phone sets, mobile handsets, softphones
Collaboration services, recording etc.

Flexibility

Per IP user encryption configuration
Built-in encryption for Media Gateways and non-IP based users

Common Criteria EAL2+^{*} certified technology



20 million users worldwide of ALE business communications

^{*} under renewal 2022

Ultra-reliable options including redundancy, high availability and security (native encryption)



Call continuity with hot geo-redundancy



On-site communications backup



Encryption of communications

Optimized appliance or virtual machines



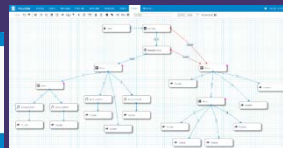
vmware[®]

Works on any network



3 REASONS TO CHOOSE OMNIPCX ENTERPRISE PURPLE

Business-critical Communications



servicenow



salesforce



Phones, DECT and WLAN handsets, softphone, video collaboration, mobile communications, call management, connectors, hybrid cloud, full cloud

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1



Inclusive experience
for engaged employees and satisfied customers

Expert communication management

Devices and apps for all user profiles

Continuity of calls everywhere

2



Enterprise performance applications
to boost customer and business interactions

Mission-critical call management

SaaS and business integration

Omnichannel interactions

3



Reliable, secure, open technology
to deliver more IT outcomes

Private cloud with unmatched connectivity options

Common Criteria EAL2+ security (under renewal)

Automation using APIs and workflows

With successful use cases to boost your transformation!



C O N T A C T U S



WEBSITE

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