

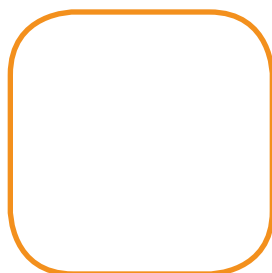
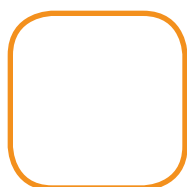


esnatech®

Office-LinX™

unified communications

UNIFY & SIMPLIFY ALL YOUR DAILY COMMUNICATIONS



www.esnatech.com

Esnatech enables businesses to integrate **voice, mobility** and **presence** with Google® Apps and the Cloud.



Unified Communications

OFFICE-LINX Delivers:

- ✓ Access to your mobile workforce
- ✓ Secure access to messages and live communications
- ✓ Enterprise, presence and availability
- ✓ Increased employee productivity
- ✓ Improved customer service satisfaction

Looking to increase revenue and improve customer service, while decreasing communication costs?

Office-LinX™ is here, and your business is about to become more productive, responsive and mobile.

Just imagine how much more productive your business would be if callers were able to connect to your workforce more reliably and consistently. Increased customer satisfaction, loyalty and sales would be the culmination if callers could actually connect with a live person more regularly. *Office-LinX* helps connect callers to your business. *Office-LinX* integrates the 3 Key Pillars of Communications—Mobility, Presence and Messaging.

You will never have to worry about your communication system becoming obsolete, hardware upgrades, large service contracts or integration with your e-mail and Internet servers—only simple software licensing on a single server platform with no additional application servers or hardware to procure. *Office-LinX* grows with your business to deliver a future proof investment in communication. Taking advantage of your existing voice network and providing you with technology that is ready for VoIP integration and implementation.



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Delivering access to Enterprise Messaging from any device

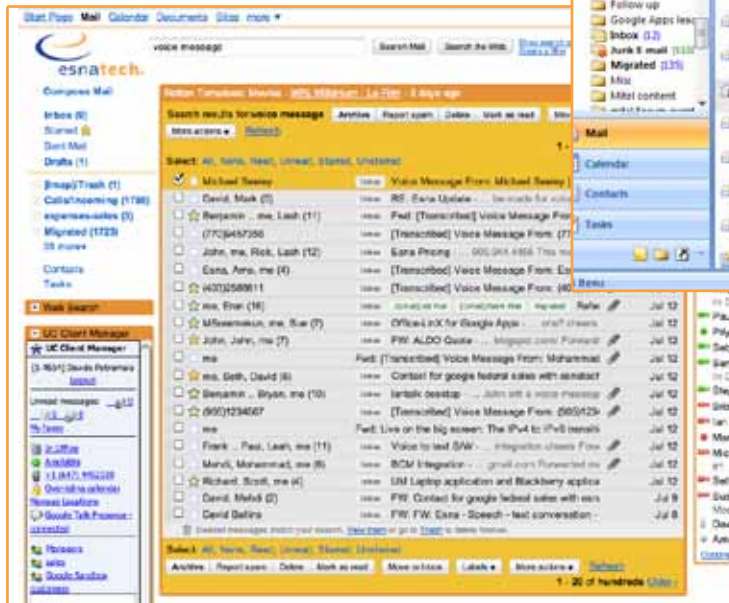
Unified Messaging

OFFICE-LINX Delivers:

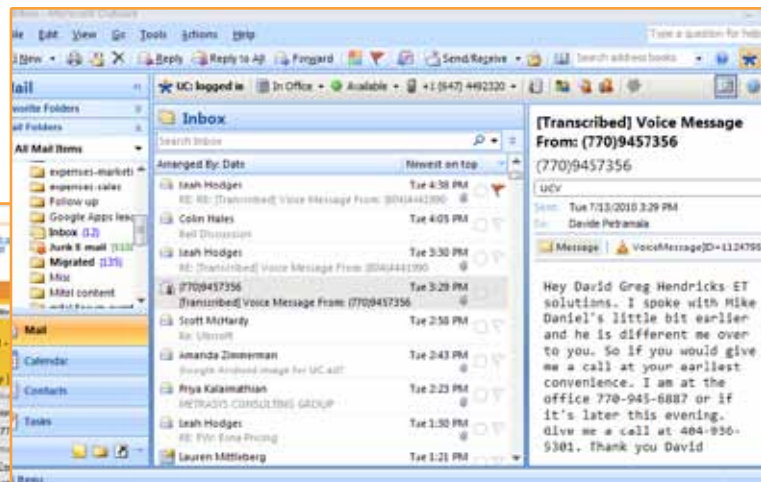
- ✓ Respond to any message, anywhere, anytime
- ✓ Security and convenience
- ✓ Enhanced productivity
- ✓ Increased reliability
- ✓ Considerable cost-savings
- ✓ Remarkable ROI

Office-LinX integrates voice and fax with all major messaging platforms, including hosted Google Apps, Microsoft Exchange 2003/2007/2010, Lotus Domino 6.0 and above, Novell GroupWise, and Zimbra. *Office-LinX* enables you to access, manage, and respond to any kind of message (voice, fax or e-mail), using any device (phone, PC, web or PDA), from anywhere (office, road, home, etc.), at anytime. Eliminate user training, specifically with legacy OCTel voice mail users. *Office-LinX* ships with templates created specifically for OCTel Serenade and Aria.

Use *Office-LinX* to respond to any message, anytime, from anywhere — using any device! *Office-LinX* is all about security, convenience and choice!



Google Gmail Inbox



Microsoft Outlook Inbox

Microsoft® Exchange 2007/2010

Lotus Domino®

Novell® GroupWise®

Google™ Apps

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Scalable, Redundant, and Highly Available

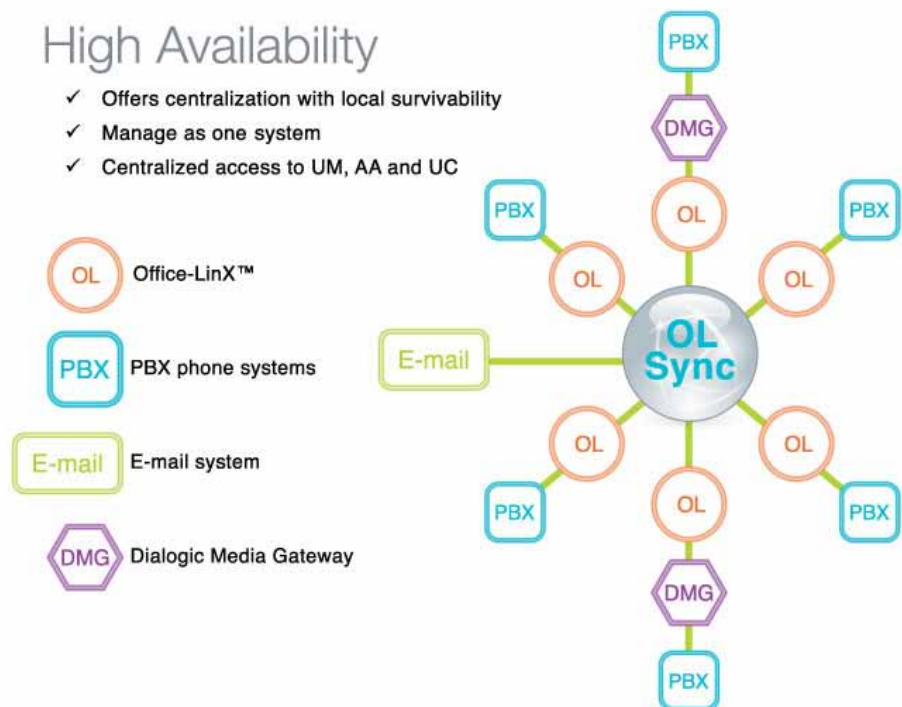
Real-time GEO Redundancy

"High Availability has shifted from a mission-critical requirement to a general requisite that affects all types of deployments. From single PBX deployment to the centralized management of a distributed organization, our High Availability architecture has been a key differentiator in the value that Esnatech's Unified Communications platform can offer large enterprises."—Mohammad Nezarati, CEO Esna Technologies Inc.

The **Office-LinX** award-winning, high availability architecture allows organizations to migrate from legacy voice mail to a cluster of geo-redundant messaging servers, providing an organization with the ability to deliver local survivability, auto failover and redundancy in a single system. Each voice node can manage up to 100 SIP sessions and provides multiple PBX integrations through SIP pooling. Calls can come from any phone system, forward to any node, be answered and delivered to the appropriate mailbox, and enable MWI and UM support regardless of the location the call arrives on. This architecture enables the **Office-LinX** platform to manage up to 800 concurrent SIP sessions and manage over 30,000 users in a single platform. The flexibility of the clustering architecture provides organizations with their choice of deployment that achieves their goals for application consolidation and regional survivability. The voice servers can be centralized in a data center, managing the complete PBX network, or dispersed regionally to offer local survivability, and at the same time still leverage the flattening and consolidation of the voice-mail systems' maintenance management and annual licensing.

High Availability

- ✓ Offers centralization with local survivability
- ✓ Manage as one system
- ✓ Centralized access to UM, AA and UC



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Mobility

All employees can be more productive, responsive and flexible with OFFICE-LINX services like:

- ✓ Location based routing
- ✓ Find me/Follow me automation
- ✓ Call filtering
- ✓ Contact specific messaging
- ✓ FMC call handoff
- ✓ Virtual PBX extension



Office-LinX powers intelligent office mobility—linking your mobile workforce to your customers.

One of the most prominent features of *Office-LinX* is accessibility, which leads to its other value—responsiveness. Regardless of whether you are a desktop worker (customer service, inside sales, etc.), an executive, a mobile worker (field sales, technical specialist, marketing, etc.) or a home office worker—all employees can be more productive, responsive and flexible with *Office-LinX*. The *Office-LinX* platform provides services like location based routing, find me/follow me automation, call filtering, contact specific messaging, and so much more. Calls coming into your company represent a major asset, your customers! Having customers call your staff directly on their mobile device compromises your control over these assets. If an employee leaves the company, the customer should be contacting the company's main number, and not the mobile number of the employee who has left. By employing a mobility server, a company retains control of incoming calls and their distribution, ensuring that calls are promptly connected and answered by a company member.

Leveraging Esnatech's Mobile UC application for SMART PHONES (BlackBerry, Android, iPhone/iPad/iPod, Windows Mobile, Symbian), staff will have remote access to their enterprise presence and voice network. They can view co-workers' availability and location, and from there initiate a live voice conversation or real-time secure instant message. Leveraging Mobile UC Client Manager, staff can move their mobile long distance rates off their mobile network and onto your enterprise voice network. This provides both a major cost-savings, plus consolidated call reporting/logging from your existing PBX and voice network.



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Speech and Mobility

SpeechLink Key Benefits

- ✓ Boost employee productivity by providing single-number access to other employees' offices and alternate phones
- ✓ Enhance organizational communication, employee productivity and business processes with a suite of auto attendant, directory services, and self-service applications
- ✓ Employees can simply dial one phone number and say a name to reach an individual, department or location within the company, anytime, from anywhere
- ✓ Increase employee productivity by reducing the time spent searching through directories, looking up out-dated contacts, punching names into touch-tone systems or waiting on-hold for an operator
- ✓ Reduced Cost of Ownership with the integration of SIP, costly telephone boards are no longer required



Speech Enabled Find Me/Follow Me Automation and Mobility

Business has predominantly become a messaging environment. Those companies that figure out how to increase live interaction with customers, and reduce messaging will deliver the competitive advantage that will allow them to succeed in the current global marketplace!

Office-LinX connects the mobile workforce to their office infrastructure through speech and presence technology, enabling them to answer calls live, in real-time despite their location. Leveraging *speech recognition* technology from Nuance, callers and employees simply say the name of the person or department they wish to speak with and depending on that user's availability, presence and location status—*Office-LinX* will connect the caller in real-time, consequently lowering daily messages and significantly improving overall customer satisfaction.

SpeechLink for the Office-LinX UC platform

SpeechLink is the industry's most accurate, SIP-based speech service available. Callers simply have to speak the name of the person, department, service or location and are automatically transferred based on the availability and location of the resource. Callers are also made aware of the live status and presence of the requested user, delivering greater customer service and satisfaction during their call. This SIP-based application eliminates the hassle and wasted time associated with directory lookups and live operator requests. For compliance and legal issues it delivers hands-free access to messages and contact dialing while driving using any mobile device. There is no need for any special hardware—simply call into your office voice mail.

Speech applications that are supported:

- Speech recognition—auto attendant and contact dialing
- Speech navigation for hands-free access to unified messaging, contacts, calendar and presence over the phone
- Speech biometrics for enhanced security and authentication
- Text-to-Speech for access to data playback over the phone and reading back e-mail
- Speech-to-Text to deliver visual voice mail to any device or e-mail

Esnatech enables businesses to integrate **voice, mobility** and **presence** with Google® Apps and the Cloud.



Presence & Instant Messaging

OFFICE-LINX enables organizations to observe the real-time status of their workforce and provide users with the tools to communicate instantly.

Rewriting the rules of business by simplifying the process and providing instant availability and connectivity, anytime, anywhere—with anyone in your company.

Presence and Instant Messaging

Office-LinX is a Presence Management Server integrated with Active Directory and other LDAP interfaces, uniquely designed to deliver LIVE communications between voice and data networks. *Office-LinX* enables organizations to observe the real-time status of their workforce and provide users with the tools to communicate with each other instantly from any desktop or mobile device.

- Presence management tools offer immediate notification of staff availability and easy access for remote users to connect with office staff.
- Missed calls can be pulled out of voice mail even while on the road, to ensure real-time connectivity and reduce messages.
- Users can identify a caller and consequently prepare for incoming calls—leading to a better customer service experience.
- Instant messaging provides real-time ability to communicate with users logged into the Internet or wireless network via SMS. Both internal and external users can send messages via IP to any user in/out of the office, dramatically lowering internal communication by eliminating cell phone and long distance charges.
- Voice messages display Caller ID so users can view messages and prioritize.
- Click-to-dial from any application regardless of which phone you are using.
- Integrate directly with core business applications such as, Salesforce.com, Microsoft CRM and Outlook, etc.

UC LINK Client Manager provides access to unified communications across any operating system, device and desktop interface. Delivering true unified communication services across any environment to meet the needs of today's dynamic organizations.

- Integrated MAC desktop client and web services that work across any browser and operating system
- Secure instant messaging and corporate dialing with full auditing and reporting for all communication transactions
- Enhanced Desktop faxing leveraging Windows enabled printer driver or e-mail to fax services.



Esnatech enables businesses to integrate **voice, mobility** and **presence** with Google® Apps and the Cloud.



Unified Communications

OFFICE-LINX is the first step in interconnecting all of your corporate communications.

Simply put, it enables your organization and employees to communicate quickly and productively with each other—and more importantly with your customers!

Office-LinX provides your business with real-time communication tools that will dramatically reduce costs and increase efficiency and customer satisfaction—in addition to a great return on your investment (ROI).

Reduce operational costs and improve organizational communication capabilities with customers, staff and suppliers

- Speech recognition technology streamlines access to any member of your staff.
- Presence management tools offer accessibility to any distributed workforce.
- Mobile technology routes long distance charges off the mobile network to your office PBX and least-cost routing (LCR) infrastructure.
- Mobile messaging technology eliminates disparate voice mail charges and enables a single enterprise inbox for all phones and endpoints.

Lower your total communication costs through Office-LinX, resulting in:

- Greater mobility and productivity tools with speech and DTMF access to messages, contacts and presence.
- Less IT-related support than is normally required for similar applications that should be integrated together, for example, voice mail, fax mail, e-mail, auto attendant, CTI, IVR, wireless and mobility.
- Integrated fax services, a solution incorporating all fax content into your data network, eliminating annual maintenance and printing costs.
- Flatten and consolidate your UC applications across all of your locations, leveraging the Esnatech disparate PBX integration to eliminate local applications with centralized geo-redundant architecture across all of your network environments.

Facilitate employee mobility by:

- Lowering the cost of communication with mobile staff, while increasing their ability to access critical information, and leveraging speech technology, such as contacts for dialing and e-mail from any telephone.
- Enabling greater productivity without violating security concerns with wireless/unified messaging.

Esnatech enables businesses to integrate **voice, mobility** and **presence** with Google® Apps and the Cloud.



Configurations

<i>Small Business Edition</i>	<i>Standard Edition</i>	<i>Enterprise Edition</i>	<i>UC for Google Apps</i>
Auto Attendant	Auto Attendant	Auto Attendant	Auto Attendant
Voice Mail	Voice Mail	Voice Mail	Voice Mail
Basic UM	Basic UM	Basic UM	Basic UM
CTI Services	CTI Services	CTI Services	CTI Services
Text-to-Speech		Text-to-Speech	Text-to-Speech
Advanced UM		Advanced UM	Advanced UM
IMAP TSE		IMAP TSE	IMAP TSE
		ASR	ASR
			Voice Mail Networking
			Multiple Companies
			ASR Languages
			Additional Language Licenses
			Softfax Fax Mail
			Outbound Fax
			Speech-to-Text
<i>Optional Add-ons</i>			
ASR	ASR	Multiple Companies	Property Management Software
AMIS Integration	Text-to-Speech	Voice Mail Networking	IVR Services
Property Management Software	IMAP TSE	Property Management Software	High Availability
ASR Languages	Advanced UM	ASR Languages	
IVR Services	WAP Services	IVR Services	
Additional Language License	SMS	Additional Language License	
Softfax Faxmail	Multiple Companies	Softfax Faxmail	
Outbound Fax	AMIS Integration	Outbound Fax	
ActiveX	Property Management Software	ActiveX	
VPIM Networking	ASR Languages	VPIM Networking	
Speech-to-Text	IVR Services	Speech-to-Text	
	Additional Language License	High Availability	
	Softfax Faxmail		
	Outbound Fax		
	ActiveX		
	VPIM Networking		
	Speech-to-Text		

Specifications and Requirements

<i>Software Specifications</i>	<i>Small Business Edition</i>	<i>Standard Edition</i>	<i>Enterprise Edition</i>	<i>UC for Google Apps</i>
Ports	4-16	4-32	4-800	Unlimited
Users	25 UC, 75 Basic included	5 CTI, 5,000 Basic included	20,000	25—per user model
Maximum Mailboxes ³	1,000	5,000	30,000 ³	30,000 ³
Hours of Storage	Every 10MB of Hard Drive space equates to 1hr of voice storage			
PBX Integration	Inband/SMDI/Digital Set Emulation	Inband/SMDI/Digital Set Emulation	Inband/SMDI/Digital Set Emulation/ T1/E1/ISDN	Inband/SMDI/Digital Set Emulation/ T1/E1/ISDN
IP Integration	SIP/SIP CSTA/TAPI	SIP/SIP CSTA/TAPI	SIP/SIP CSTA/TAPI	SIP/SIP CSTA/TAPI
CSTA Support ¹	Optional	Optional	Optional	PBX dependant
Multilingual Support ²	1 Language Included	1 Language Included	1 Language Included	3 Languages Included
E-mail Support	SMTP/POP3/IMAP	SMTP/POP3/IMAP	SMTP/POP3/IMAP	SMTP/POP3/IMAP
Fax	1 Soft Fax Port Included	1 Soft Fax Port Included	1 Soft Fax Port Included	Enabled for all users
<i>System Requirements</i>				
Pentium Processor 2.2GHz	✓	✓	✓	✓
SVGA Graphics Card	✓	✓	✓	✓
DVD Drive	✓	✓	✓	✓
Operating System	Microsoft® Windows® XP Professional/2003 Server	Microsoft® Windows® XP Professional/2003 Server	Microsoft® Windows® XP Professional/2003 Server	Microsoft® Windows® XP Professional/2003/2008 server
Minimum RAM	Min 3 GB	Min 4 GB	Min 4 GB	Min 4 GB
Hard Drive Space	Min 40 GB	Min 40 GB	Min 40 GB	Min 40 GB

¹PBX dependant, ²Supports up to 9 languages, ³Greater than 30,000 mailboxes please contact Esnatech

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Esnatech Advantage

OFFICE-LINX is strategically positioned to be the leader in UC that focuses on business productivity, workflow and efficiency versus individual productivity.

The features of Office-LinX™ cover all crucial aspects that make it the ideal UC product. Users gain maximum flexibility in their communications, while making use of openness to achieve integration at the technical level.

For more information, visit us online at www.esnatech.com

Give your business real-time communications! Its simply the best way to communicate!

Office-LinX Unified Communications is the glue that links enterprise and hosted phone networks with cloud based (SaaS) applications and other core business solutions to deliver unified messaging, phone presence, call control, and mobility. This deliverance drives real-time communications and employee productivity, while cutting overall voice communication costs. Organizations are able to flatten and consolidate all of their communication costs with one simple, scalable licensing model built around the *Office-LinX* platform.

CELEBRATING OVER 20 YEARS OF UNIFYING & SIMPLIFYING BUSINESS COMMUNICATIONS

Established in 1989, with head offices in Richmond Hill, Ontario, Canada—Esnatech is the market leader in innovation for enterprise unified communications. Today, our resellers and partners successfully install thousands of Unified Communication ports each month. Our industry leadership can be attributed to consistently developing and delivering innovative products, while meeting the specific and ever-broadening requirements of businesses. We specialize in serving the needs of growing businesses and understanding their present and future requirements. Esnatech offers a broad range of business communication solutions that give large and small organizations a competitive edge.



Bridging Enterprise Infrastructure Google Apps and SaaS Services

Cloud Services and Applications



Esnatech UC provides secure authenticated integration between on premise infrastructure and SaaS based applications

Telephony Office-LinX™
Unified Communications

- ✓ No footprint or overhead to deliver communication services
- ✓ Deliver on-demand usage and costs

Enterprise Phone Systems and Applications



Esnatech enables businesses to integrate **voice**, **mobility** and **presence** with Google® Apps and the Cloud.



Partners & Awards



poweredbyesnauc



unifiedcommunications



uc4gapps or ucommunicate



esnatechuc.blogspot.com

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