



Professional Mobility Solutions for Small and Medium Businesses

Your Office Anywhere



Professional mobility
solutions





STAY IN TOUCH WITH YOUR COLLEAGUES AND CUSTOMERS FROM ANYWHERE

The business world is changing fast ... and so are the communication requirements of small- and medium-sized businesses (SMBs).

To succeed in today's market you need to keep customer satisfaction and employee productivity high and operational costs low. Dynamic communications that help you strengthen relationships, increase collaboration and mobility and improve performance are the keys to your success.

Forty percent of SMBs now have mobile employees. Mobile access is vital for all employees in a company - for sales personnel of course, but also for executives, managers and those who work from home or who take work home.

Mobility is also important to those who need to move around frequently while on company premises - from their own office to a colleague's office, from the storeroom or warehouse to a meeting room. No matter where they are, these professionals must be able to communicate effectively at all times. They must be reachable at a single number, have access to their e-mail and voice mailbox, and be able to find the corporate information they need, when they need it.

Alcatel-Lucent offers compelling, easy-to-use and cost-effective solutions for all your company's mobile communication requirements. Our mobile solutions simplify your communications and help you interconnect your people, their knowledge and your communications network so you can focus on growing your business.



One number service ● ● ● Reduce your costs

The efficiency of your employees when they are away from their desks is directly proportional to the efficiency of their communication tools. With one number service, Alcatel-Lucent integrates mobile phones into the very heart of your communication system. And that changes everything....

• One number simplifies all business calls

Your customers have a single phone number for the person they want to reach. All calls are routed to the person's mobile phone. If the called party is busy, the call is transferred to the operator, an administrative assistant, a colleague, or to the called party's personalized voice mail.

• Mobile phone advantages with desk phone features

No matter where your employees are, they can access their voice mail and easily reach colleagues using internal phone numbers.

• Easy deployment

The one number service is easy to use. And it does not need to be installed on mobile handsets. It can be used with all mobile phone models and is compatible with all the service offerings from mobile operators.

>>> ADVANTAGES

- **For you:** Lower communication costs and fewer calls for your operator or attendant to manage.
- **For your customers and partners:** Improved call flow and service by reducing the number of unsuccessful calls and by using a single, customized voice mailbox for messages.



EXTRA FEATURES

With additional software clients on **Nokia E-series and Windows Mobile®** smartphones, employees can access all features from a smart, integrated ergonomic interface.

Additional advantages with the **Alcatel-Lucent PIMphony™ Softphone** application.

PIMphony Softphone is a "telephony on a PC" application. Coupled with one number service, it offers additional advantages:

- Outgoing calls made directly from the company directory
- Enquiry calls, call transfers, and call conferencing
- Call logs
- Automatic screen display of all incoming calls and referencing with a contact list from a contact management application or database (Microsoft® Outlook®, Lotus Notes, Act, Goldmine®, or Access).

Note : One number service can also be used with a desk phone, hotel room phone or home phone.

Virtual desktop: Take your office with you



With the virtual desktop, your mobile employees can stay in touch with the office, whether they are on the road, in a hotel, at the airport, or at home.

With its secure web interface, the virtual desktop is user-friendly, safe and secure. It lets your employees access their workplace tools - from anywhere and at any time - on their mobile phone, PDA or PC, as easily as if they were at their desk. This means they can manage their e-mail, access documents on the corporate server, share directories and contacts, and receive and make calls.

• Access to all messages

A single messaging service is accessible at all times for e-mail and voice messages. A notification e-mail indicates when a voice message is received so employees can listen to it immediately.

• Teamwork

The virtual desktop keeps your employees connected and provides access to all corporate information, including shared -calendar, meeting and conference scheduling applications and shared documents.

• Freedom and security

Your company's communications no longer depend on an operator and your teams' communication is secure.

>>> ADVANTAGES

- **Flexibility:** Permanent and secure contact with company staff and data via a mobile phone, PDA, or PC.
- **Easy to use:** An intuitive and user-friendly web interface with advanced features (dial-by-name, access to contacts and files, notification of new e-mail, etc.).



EXTRA FEATURES

The Alcatel-Lucent push mobile application pushes e-mail in real-time to smartphones so your employees' calendar, contacts and tasks are always up to date.

The Alcatel-Lucent Connector for Microsoft Outlook is your Microsoft Outlook integration solution. It is an additional virtual desktop module for users

who prefer to use Microsoft Outlook. It provides access to e-mail, contacts and calendar on the Alcatel-Lucent server directly from Microsoft Outlook.

For those on the move within the company ...



Brainstorming in a meeting room, checking inventory in the warehouse, participating in informal meetings - there are plenty of reasons why your employees need to leave their desks. But there is no reason why they should not answer their calls!

• DECT solution: Voice mobility

Alcatel-Lucent wireless DECT phones provide a reliable and tested solution that is perfectly suited to on-site mobility. With these phones, your employees can make and take their calls anywhere in the company, at all times. Plus, your customers can reach their usual contact without having to leave a voice message.

• Wi-Fi solution: A single network for voice and data

More and more companies are using Wi-Fi®. The Alcatel-Lucent IP Touch™ WLAN handsets can also use a Wi-Fi network to carry your voice communications. This converged infrastructure provides a way for you to optimize your wireless voice and data communications with a single Wi-Fi network, and delivers all the benefits of consolidation (cost savings, simplified management, etc.).

>>> ADVANTAGES

- **For your customers:** Increased satisfaction through a reduction in the number of unsuccessful calls.
- **For your staff:** Assurance they won't miss a call thanks to the availability of desk phone features - messaging, voice mail notification, call by name, direct access to the network, transfer, conferencing, etc. - wherever they are in the company.
- **For you:** Infrastructure cost savings (Wi-Fi solution)



EXTRA FEATURES

The tandem function: A single number for two phones

The tandem function allows users to assign the same number and the same voice mailbox to a desk phone and to a mobile phone (DECT, WLAN or GSM). Employees are reachable at all times whether they are on or off the company premises. When a call arrives, two handsets ring at the same time and employees can answer wherever they are. This function can also be used with two fixed line phones, in the home for example.





Examples of Alcatel-Lucent solutions at work

AgriForum is an SMB specializing in farm machinery. In just a few years, AgriForum has become a leader in its field by emphasizing confidence and proximity in its sales and marketing relationships. For its director, Antoine Estian, it was vital that each of the company's eight sales representatives could be reached immediately, whether they were in or out of the office.

The Alcatel-Lucent mobility solution met all Estian's requirements. Each sales representative can now be reached on a single number no matter where that person is. This increase in efficiency is mirrored by a business advantage: For the same number of calls, phone bills have fallen sharply and the team has not had to change how it works. The sales representatives can keep their own business mobile phones, no matter what the model.

In addition to the expertise of its 12 practitioners, the reputation of the Maternité du Pré Gentil is based on the availability and the reactivity of its obstetricians, nurses and midwives. How can they meet the seemingly contradictory demands of total availability and mobility within a maternity hospital?

The DECT solution from Alcatel-Lucent provides the answer. No matter where they are - office, meeting room, delivery preparation room, patients' rooms, etc. - each team member can now be reached. During consultations or deliveries, calls are routed to the switchboard and then transferred to someone available to deal with the call, or forwarded to a customized voice mailbox.

The growth of MédicaPlus, a laboratory specializing in dental prostheses, is based for the most part on the dynamism of its eight sales representatives, who travel half of France presenting their company to practitioners and taking their orders. Reactivity and speed are the keys to success when deciding on meeting times and submitting orders.

The Alcatel-Lucent virtual desktop now allows sales representatives to have all the advantages of their desktop working environment - e-mail, contacts, calendars, meeting planners, etc. - using a secure, standard web interface. And the level of flexibility provided makes the solution even more efficient.

In the evening, sales representatives typically use their laptop computers in their hotel rooms to log on and deal with their e-mail. During the day, they are connected via their smartphones and informed of new voice messages and e-mail that they can deal with in real time with **the push mobile application.**

ALCATEL-LUCENT SOLUTIONS

OFFSITE MOBILITY

	Advantages	Characteristics
One number service	<ul style="list-style-type: none"> A single business number, a single voice mailbox Reduction in communication costs Easy to set up and use 	Compatible with all models on all mobile networks, the mobile handset can use all business call management and monitoring services
One number service on Smartphones	<ul style="list-style-type: none"> Easy access to one number service features with a well-integrated, ergonomic interface 	Software client on Nokia E-series and Windows Mobile 6 smartphones
PIMphony Softphone	<ul style="list-style-type: none"> Complete communication environment, User-friendly and secure interface Ideal for employees working at home 	Application on a PC in addition to the one number service. Provides outgoing calls with access to the company directory, management of group calls, call log, interaction with Microsoft Outlook, etc.
Push mobile	<ul style="list-style-type: none"> E-mail push in real time A complete mobility solution with one number services 	Synchronize e-mail, contacts, calendar and tasks in real-time Works on most popular smartphones
Virtual Desktop	<ul style="list-style-type: none"> Contact at all times between the company and its customers Simple and flexible solution for all mobile phiness Access to all corporate data from any PC Operates independently of a hosted services provider 	Mobile virtual desktop with a web interface on a mobile handset or PDA: notification of voice mail, access to e-mail, company directory, etc. (Requires a connection with data capabilities) Virtual desktop with a web interface on a PC; secure Internet connection, access to e-mail, voice mail, contacts, documents, shared calendars, call logs, etc.

ONSITE MOBILITY

	Advantages	Characteristics
Alcatel-Lucent 300 and 400 DECT Handsets	<ul style="list-style-type: none"> Accessible everywhere in the company Provides all business telephone services Lightweight, practical, high audio quality 	Dial-by-name, voice mail access, call forwarding, call transfer and conferencing, etc. Black and white or color display, back-light, vibrate mode, long battery life, etc.
Alcatel-Lucent IP Touch 310 and 610 WLAN Handsets	<ul style="list-style-type: none"> Complete mobility in the company Provides all business telephone services A single network for voice communications and data 	Same characteristics as the DECT handsets.

Office



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