



innovaphone



PURE IP-COMMUNICATIONS



innovaphone PBX

The Unified Communications solution for large companies & branch enterprises





Unified Communications for everyone! innovaphone PBX solutions for large companies & branch enterprises

Telephony and many other communication processes have to be integrated seamlessly into the processes of large companies and should be sufficiently flexible to always accompany the company's constant changes and varying requirements. The innovaphone PBX from innovaphone AG is a well-engineered VoIP telephone system which fully lives up to telephony requirements in large companies. Software and hardware are perfectly coordinated, forming an extensive Unified Communications solution. As part of the innovaphone PBX, there are terminals suitable for any usage – from simple to extensive equipment, from stationary to mobile. The innovaphone PBX is rounded off with suitable software, and non VoIP capable terminals can of course also be integrated.

Unified Communications solutions from innovaphone enable a totally new and diverse way to work which would hardly be imaginable with traditional telephone. An individual tailor-made innovaphone PBX package can be put together for any company or location according to their requirements.

The innovaphone PBX is designed to be a modular system which can be expanded flexibly. All modules are operated under the same software and the same hardware components are used at all company locations. That is the reason why especially companies with a wide branch office structure enjoy key advantages when they decide on VoIP technology from innovaphone.

■ innovaphone connects Integrating locations

There are two possibilities to integrate company branch office locations into the company telephone system network: it is possible to integrate either **individual telephones** to the central office or to integrate entire branch offices with their **own telephone system** into the company network.

The fact that subscribers can make internal calls, chat, send instant messages or set and see presence statuses in the local network at no extra cost brings **employees working in different locations closer**.

innovaphone solutions put an end to the proliferation of various telephone system solutions for individual **locations as the same components with the same software** are used in all branch

offices and home offices. PBX administration is therefore extremely simple and the telephone system is suitable for all companies of any size. Scalability always remains continuous and unlimited – for any number of users.

■ Gradual changeover Smooth migration

innovaphone enables a **gradual changeover** to VoIP technology. Existing infrastructure remains and the changeover to Voice over IP takes place step-by-step. **You decide how fast** you would like to migrate. This allows you to slowly adapt to and get used to the new technology. There is no need to immediately get rid of your current telephone system, it will continue to be used as long as you think it sensible to do so. The investment costs are divided up into small amounts and current maintenance contracts do not become worthless. Once basic innovaphone devices have been bought, they won't simply be exchanged; instead they can be extended by the necessary number of devices.

A glance at the advantages for branch enterprises

- ▶ Same telephony comfort for all branch offices
- ▶ Central and simple administration
- ▶ Team and group functions across locations
- ▶ Active locations serve as backup for each other
- ▶ Central Unified Communications solution
- ▶ Continuous scalability and unlimited expandability
- ▶ Subscribers can be reached anywhere under just one number (Multiple registration and joint telephone numbering plans)





Unified Communications and the innovaphone PBX – perfect partners

PBX

■ Play safe with innovaphone Safety first

You are not taking any chances concerning **authentication** and **security of voice transmission** with innovaphone. The innovaphone PBX is protected from outside and is not prone to hacker attacks nor is it prone to computer viruses. Modern **encryption mechanisms** ensure telephone

calls over IP are protected against interception.

Telephone system administration is protected through **encrypted administration** access which can be separated in-

to any number of **authorisation levels**.

■ A good connection to your company Continuous availability

The innovaphone PBX stands out due to its high degree of stability and **fail safety**. It operates on an autarkic hardware and is designed to work without moving components such as hard disks and fans. A computer server is unnecessary.

The highest degree of security is also guaranteed on the software side, as the innovaphone PBX software also runs on a specifically developed **operating system**, which is especially **lean and fast** as it has no superfluous functions. Branch offices are able to replace each other

should a failure or overload occur. Thus remote outside lines can be used if the branch office's own lines are busy. Complete telephone systems can be set up in a **redundant security concept** across the branch offices. A redundant system is set up in addition to the innovaphone PBX. This redundant system could even be an already active PBX which immediately takes over the PBX functions without loss should there be a failure. The innovaphone redundancy concept thus additionally ensures **continuous availability**. Your company can always be reached. The different locations of the innovaphone PBX work completely **independently**.

■ Just connect Standard compliant

VoIP solutions from innovaphone are open in all directions as all solution modules within the innovaphone PBX support the SIP and H.323 protocols. Therefore, the **conditions for integrating a lot of applications** are met and the innovaphone PBX can be extended to become a comprehensive **Unified Communications solution**. Any SIP and H.323 telephones can be connected: not only all of the telephones in the innovaphone product portfolio but also telephones from

innovaphone PBX security protocols

- ▶ SRTP (Secure RTP Protocol)
Voice encryption of SIP and H.323
- ▶ SIPS (Security for SIP)
Signalling encryption over TCP and TLS
- ▶ H.235
A sub-standard of H.323, responsible for security and authentication

Integration of applications in the innovaphone PBX

- ▶ XML SOAP-API interface
e.g. for tailored solutions (broker work stations, messaging server, a system for blind people etc.)
- ▶ Microsoft TAPI (Telephony API) interface
e.g. for CTI or Call Centre Integration
- ▶ CAPI interface for VoIP (Common-ISDN-API)
e.g. for connecting Unified Messaging solutions
- ▶ LDAP interface
e.g. for Access to telephone directories, user administration
- ▶ CDR (Call Detail Records)
e.g. for billing solutions
- ▶ Linux Application Platform
e.g. for innovaphone Reporting or 3rd party applications



other manufacturers. A decision to buy an innovaphone PBX does not in any way mean you are tied to one single manufacturer, thus ensuring companies maximum sustainability for companies in the future.

Furthermore, the standard compliance of the innovaphone PBX enables the use of telephone services from a service provider, **connecting to various network providers thus poses no problems.**

■ Maximum telephony comfort
Diverse telephone functions

Of course, **all conventional telephone functions** are supported by the innovaphone PBX. This ranges from **conference calling** over the **manager-assistant function** to **team and group functions across locations**, which enable efficient working. These functions are supplemented by a wide range of possibilities in the

field of **Automatic Call Distribution (ACD)**, which allow an extensive and customer friendly call distribution system to be set up.

Modern corporate communication often requires more than just these basic features – the Unified Communications solution from innovaphone provides the perfect answer to this. With its **wide range of applications**, which are of course available across locations, the innovaphone PBX will satisfy your company's particular requirements.

All features are available at every location as the components used all run on the same software, enabling small branches to enjoy the **same comfort** and the larger locations – just at a lower cost. This allows all locations to have the same **telephone and communication convenience at an economically viable price.**





■ Fine tuning for the innovaphone PBX Unified Communications

The Unified Communications solution from innovaphone means **communication** at the workplace has never been **easier** and **customer service** has never been so **effective**. The innovaphone PBX will certainly satisfy the requirements you have on a **Unified Communications solution**: for conference calls, collaboration, voicemail, switchboard, chats, e-mailing, sending text messages, presence function or billing software.

The majority of these functions can be used over the **web client, myPBX** – easily, intuitively and basically from any computer. Users can access myPBX over a link and are then able to operate all of their telephones that have been stored in the innovaphone PBX.

The main advantage for companies with several branch offices: the Unified Communications solution is **available for all locations**. Even more: **Federation** is also easily possible. The advantages of Unified Communications can be used not only in your own company but even externally. This enables external communication, for example with selected suppliers, clients or collaboration partners to be just as efficient as internal communication.

■ For all those who need more Applications

There are diverse possibilities to integrate other applications beyond the Unified Communications solution – in line with your **individual requirements**. This also applies to special applications such as company specific software.

Integrating additional software solutions takes place **using standardised protocols and interfaces**. The hardware and software interfaces on the innovaphone PBX enable for example ERP and CRM systems to be implemented as well as the integration of call centre solutions.

Other Unified Communications solutions (e.g. OCS) can also be connected easily.

■ Saves costs Administration made easy

The innovaphone PBX is **easy to manage** which ultimately leads to **considerable cost savings**. All devices run under the same software enabling the **learning curve** for technicians to be kept as **short** as possible. The telephone system can be managed across several locations. **Central administration** is possible with the innovaphone PBX which brings clear benefits in particular to branch enterprises. A simple mouse click is all it takes for an administrator to e.g. set up a new subscriber at a different location. Central billing is also quick and easy.

Administration is access protected and takes place comfortably via a **web browser**. All subscriber and device settings can be done there.

The wizard turns software **installation** into **child's play**, a **rollout tool** supports the installation of terminals and the integrated update server centrally provides all updates for device groups in the network.

In addition there are extensive **diagnosis tools** to support **monitoring** and **error search**. It is possible to install multi level password access, separated into different authorisation levels.

■ Availability anytime Maximum mobility

The innovaphone PBX offers the possibility to integrate **DECT, WLAN and/or GSM technology**. Therefore your employees can be reached at anytime even if they happen to be absent from their desks. **Cordless terminals** based on the innovaphone PBX are of course available enabling employee mobility.

Thanks to multiple registration and cross-location telephone numbering plans, employees **can be reached anywhere under one single num-**



reddot design award
winner 2011



IP232 - mature technology with an excellent design



WiFi telephone
innovaphone IP62

ber. It does not matter where or on which terminal. Every employee can register his number to any device at any location – no matter whether he is at his colleague's desk or at home in his home office.

be saved if a **virtual PBX** is used. The innovaphone PBX is almost pre-destined to be used as a **Hosted PBX** or "**PBX as a Service**". PBX hosting provides a stable and cost efficient alternative to purchasing a telephone system, especially for companies with a flexible number of employees, with constantly changing branch offices or other dynamic structures.

■ Analogue meets VoIP Integrating the "old world"

Non VoIP capable **analogue terminals** such as fax machines or door intercom devices and alarm systems can of course be connected to your innovaphone VoIP infrastructure without a problem.

This service is offered by an ever-increasing number of providers and IT system houses. Please contact your reseller if you are interested in a **hosted PBX**. Please contact innovaphone directly should you, as a reseller, be interested in providing such a service.

■ innovaphone solutions grow with your company Continuous scalability

Any number of innovaphone PBX basic devices can be combined. Even if you have started with the smallest hardware version: the innovaphone PBX will grow with your company. Due to the fact that the same software runs on even the smallest hardware component, the innovaphone PBX is **continuously scalable** and **can be extended at will**. Therefore an almost **unlimited number** of subscribers and locations can be connected.

About innovaphone AG

innovaphone AG has been playing a decisive role in the development of IP telephony ever since the company was founded in 1997. The company's entrepreneurial spirit and development work are characterised by the emphasis placed on the guiding concepts of achieving long-term and intrinsic values and respectability. The technology company with approximately 60 employees is still financed entirely with private funds

■ Keeping an eye on the telephone situation innovaphone Reporting

innovaphone Reporting collects all the data concerning activities within the PBX and provides extensive possibilities to analyse and file this information clearly and conveniently at the touch of a button. A quick and easy way to gain an **overview of a company's calling situation**.

■ Renting instead of buying Hosted innovaphone PBX

A telephone system no longer has to be installed on company premises. Investment costs can