

Alcatel-Lucent OmniTouch 8460

ADVANCED COMMUNICATIONS SERVER

At the heart of the award-winning Alcatel-Lucent Instant Communications Suite is the software-based Alcatel-Lucent OmniTouch™ 8460 Advanced Communications Server (ACS) for enablement of business applications and process communications. OmniTouch 8460 ACS powered applications increase enterprise agility, foster innovation, and reduce or eliminate reliance on third-party services, giving enterprises a competitive advantage while increasing margins. Carriers, OEMs, system integrators, and businesses today use OmniTouch 8460 ACS as a communications and presence engine to enable the rapid deployment of a wide range of real-time applications and services for hosted and premises-based environments across wireless and wire-line networks.



Key features

- Carrier-class performance, scalability, security and reliability for businesses of all sizes
- Easy to add conferencing and collaboration features through mature XML- and SIP-based APIs (REST Web services)
- Extensible applications built using open standards and an integrated media server
- Software-based platform that runs on standard computer hardware leveraging existing voice and data infrastructures without expensive upgrades

Key benefits

- Creates a powerful and dependable communications platform to securely integrate with communications systems
- Enhances employee portals and Web 2.0 business applications and processes
- Allows a single service to communicate with disparate systems through standards-based communication protocols
- Accelerates time to market for new and/or enhanced applications
- Maximizes the cross-platform compatibility of services with different systems
- Eliminates the need for unforeseen infrastructure upgrades
- Low total cost of ownership (TCO) and entry cost

Key features

- Browser-based administrative interface
- Purpose built for multi-location, multi-domain, and multi-tenanted platforms such as those present in OEMs, systems integrators, and enterprise customer networks
- High-capacity media processing supporting thousands of media legs per common off the shelf (COTS) computer platform

Highlights

- Simple to use, robust library of commands with SIP-based and XML over HTTP APIs (REST) for easily adding presence-based click-to-call, click-to-conference, and click-to-collaborate features to employee portals and Web 2.0 applications, as well as standard business applications and processes
- Extensible applications, an integrated media server, and open standards-based APIs accelerate time to market with enhanced and new applications
- Leverage existing voice and data infrastructures, without infrastructure upgrades
- Software-based platform, running on common computer hardware, assures low cost of entry and low total cost of ownership (TCO)
- Solutions scale up or down for carriers (software as a service) and businesses of all sizes
- Multi-location, multi-domain, and multi-tenanted platform

XML and SIP-based APIs

With its "SIP to the core" architecture, the OmniTouch 8460 ACS provides application developers with feature rich and flexible industry standard XML and SIP-based application programming interfaces (APIs) and an integrated media server making it fast, easy, and cost-effective to add conferencing and collaboration

Key benefits

- Enables a powerful and flexible communications infrastructure to deliver seamless, unique, and customizable software services (SaaS) that are scalable and cross-platform accessible
- Carrier-class performance, security and reliability
- Enhances internal and external communication with the integration of telephony and collaboration applications
- Automates business processes to reduce latency, and lower support and administration costs
- Differentiates services by adding multi-party voice, collaboration, and presence capabilities
- Supports multiple operating systems and browsers

services to existing business processes, 2.0 portals, and other application environments. Communication features include single-party and multi-party calling, presence, and Web collaboration to extend the reach of these enterprise tools while leveraging existing infrastructure investments.

Inspired collaboration solutions

Most collaboration solutions are optimized for horizontal business use, arguably, the least inspired, productive, or creative way for individuals to work together. In contrast, OmniTouch 8460 ACS enhanced applications support the dynamic and flexible ways people prefer to work. With OmniTouch 8460 ACS, collaboration capabilities are embedded in the very fabric of daily work routines. As a single, open platform for communications-enabled business processes, OmniTouch 8460 ACS enriched technology solves real day-to-day problems and increases efficiency so enterprises and institutions can do more with less. For example, auto connect groups for "speed conferencing" in a financial services context, create "private" conference rooms for real-time conversations in a contact center scenario, or add real-time voice chat to an online shopping site, banner advertisement, or CRM application. Connect regular telephones with land mobile radios, overhead speakers, mobile phones, and/or with VoIP-enabled computers and devices for an effective, omnipresent notification network.

Running on common computer hardware, the OmniTouch 8460 ACS empowers application developers with the tools needed to bring multi-party, multi-location communications to businesses and organizations.

Benefits

The OmniTouch 8460 ACS offers benefits to service providers, OEMs, systems integrators, and enterprise customers as well. Specifically:

Service providers

- Create differentiated services by adding multi-party voice, collaboration, and presence
- Uses existing voice and data infrastructure, without upgrades
- Carrier-class performance, scalability, security and reliability
- Browser-based user interface to support multiple operating systems and browsers
- Multi-tenanted, fully brand-able, customizable, and extensible

OEMs and systems integrators

- Enhance applications and portals with telephony and collaboration
- Open standards-based REST APIs for timely integration
- Browser-based development environment
- Carrier-class performance, scalability, security and reliability
- Fully brandable, customizable, and extensible

Enterprise customers

- Uses existing voice and data infrastructure, without upgrades
- Scales up and out, from large to small enterprises
- Browser-based interface for easy deployment and system administration with low support costs
- Enhance productivity and communication internally and externally
- Automate manual processes reducing human latency while fostering innovation and enterprise agility

OmniTouch 8460 ACS application solutions

The OmniTouch 8460 ACS, with a complete feature set for services delivery, can support many different application solutions such as:

- Consumer products — Embellish sponsorship ads or online stores with click-to-collaborate. Drive the consumer through the sales process resulting in personalized service and increased revenue.
- CRM — Presence-based, click-to-call, click-to-see, or click-to-collaborate with leading customer relationship management (CRM), enterprise marketing management (EMM), and sales force automation (SFA) business tools. Conduct staff meetings with a

- single mouse click, personalize terrestrial marketing campaigns with a corporate voice brand, or enhance contact lists with location-based presence
- ERP — Improve supply chain, logistics, and manufacturing workflow with automated, presence-based real-time communications and Web collaboration
- Social networking and Web 2.0 portals — Add compelling “click-to-call all your friends,” click-to-see a friend or former classmate, or build persistent “group voice chat rooms.” This is great for social purposes and for business-focused group collaboration.
- Web conferencing — Add real-time voice conferencing and scheduled conference calls to Web Conferencing services for an enterprise solution that saves money.

Technical specifications

Capacity

- Maximum number of G.711 calls: 1200
- Maximum number of G.729A calls: 900
- Maximum number of G.726-32 calls: 900
- Maximum application sharing legs per server: 600
- Integrated SIP to PSTN/TDM gateway (optional)
 - T1: CAS 192, CCS 184
 - E1 (Euro-ISDN): 240
- 90,000 users per cluster; architecture supports multiple, federated clusters
- Stack servers for scalability, conference spanning, IM and presence federation, and redundancy
- Geographic server distribution for toll call arbitrage

Network infrastructure

- Interoperability with Alcatel-Lucent products
 - Alcatel-Lucent OmniPCX™ Enterprise Communication Server and Alcatel-Lucent OmniPCX Office Communication Server
 - Alcatel-Lucent OmniTouch 8600 My Instant Communicator
 - Alcatel-Lucent VPN Firewall Brick™
 - Alcatel-Lucent VitalQIP™ family and Alcatel-Lucent VitalSuite™ Performance Management Software
 - Interoperable with leading vendors' PBXs, PSTN gateways, soft switches, and SIP phones including Cisco Unified Call Manager 4 and 5, Avaya SIP Enablement Services, and Nortel Communication Server 1000/2000

Interfaces and protocols

- DTMF, H.263, H.264, 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 codecs: G.711 a-law and mu-law, G.729A, and G.726-32
- Supported browsers: Internet Explorer, Firefox, and Safari

System administration

- Browser-based administration
- Multi-tenanted administration views and provisioning domains
- Flexible allotment of scheduled and ad hoc telephony resources (ports)
- 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 telephony activity
- Alerts/alarms—SNMP v2 and v3 and SMTP (email)
- Configurable nightly system backups and fast cold-spares restore
- Global date and time zone support
- Network protocol segmentation
- Licensable features by server, by user or organization
- Toll free phone number support

Security

- Secure account authentication (locally, via LDAP, LDAPS, or third party single-sign-on system)
- End-to-end security using Transport Layer Security (TLS) and Secure Sockets Layer (SSL) protocols
- IM auditing and archiving to email format
- Password policy management with mandatory change intervals
- Inter-organization access may be open or limited for security

Reporting

- All reports available via browser, XML, or comma delimited format
- 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

OmniTouch 8460 ACS Package includes

- OmniTouch 8460 ACS Application Programming User Guide
- Reference code and examples
- OmniTouch 8460 ACS system software
- Software licenses for audio, Web collaboration, and broadcast ports (concurrent user licenses)
- Runs on standard computer hardware supporting Red Hat ES Release 5

Computer requirements

An Intel-based computer that supports Red Hat Enterprise Server (ES) Release 5.

MINIMUM REQUIREMENTS	SMALL TO MEDIUM SIZED BUSINESSES	LARGE ENTERPRISE AND SERVICE PROVIDERS
PROCESSOR	(1) dual core or quad core, 2.0 GHz or faster	(2) dual core or quad core, 3.0 GHz or faster
MEMORY	2 GB	2 GB
HARD DRIVE	(2) 150 GB or greater	(2) 250 GB or greater
RAID CONTROLLER	RAID 1	RAID 1
MEDIA DRIVE	DVD	DVD
NETWORK INTERFACE	(2) Gigabit Ethernet NICs	(2) Gigabit Ethernet NICs

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