



estos

enables easy communication



ProCall DataCenter

Unified communications & CTI for large companies
and corporations with distributed locations



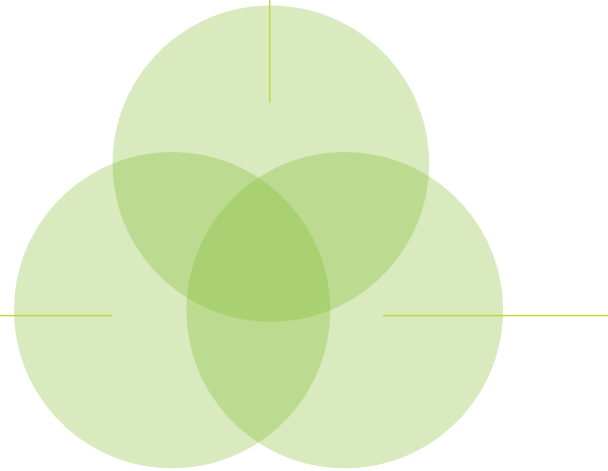
Multi-server environment

ProCall DataCenter for complex requirements

Large environments



Distributed locations



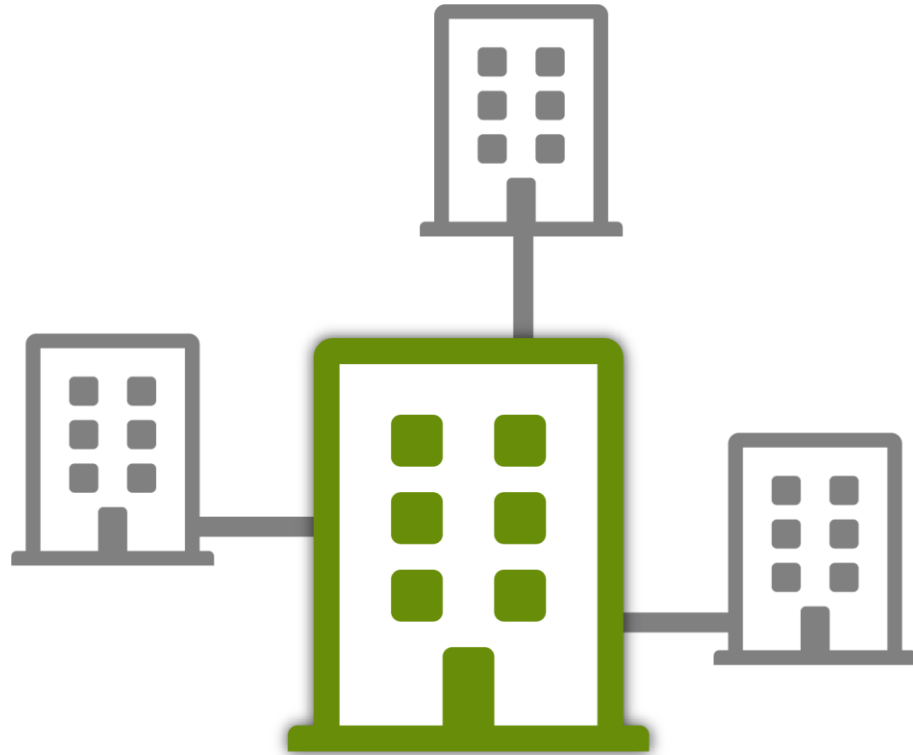
Reliability

Large environments



- Development of scalable system architectures with **several thousand users**
- Possibility of connecting **PBX telephone systems from different manufacturers**
- **No restriction in user interaction** between users of different servers
- System management by **multiple administrators possible**

Distributed locations



- Integration of **geographically distributed server architectures**
- Minimization of risks through **decentralized IT**
- **Virtual connection of users** who are physically dispersed across different locations
- **Availability of the UCServer directly at the user's location** and/or the PBX
- **Customized architectural design**
- **Advantage over SIP federation:** No restriction in user interaction between locations

Reliability



- **Reliability :**
Server failure affects only the users linked to the explicit home server
- Significant **improvement in availability** by distributing users across multiple servers
- Optional design of central **databases as clusters**

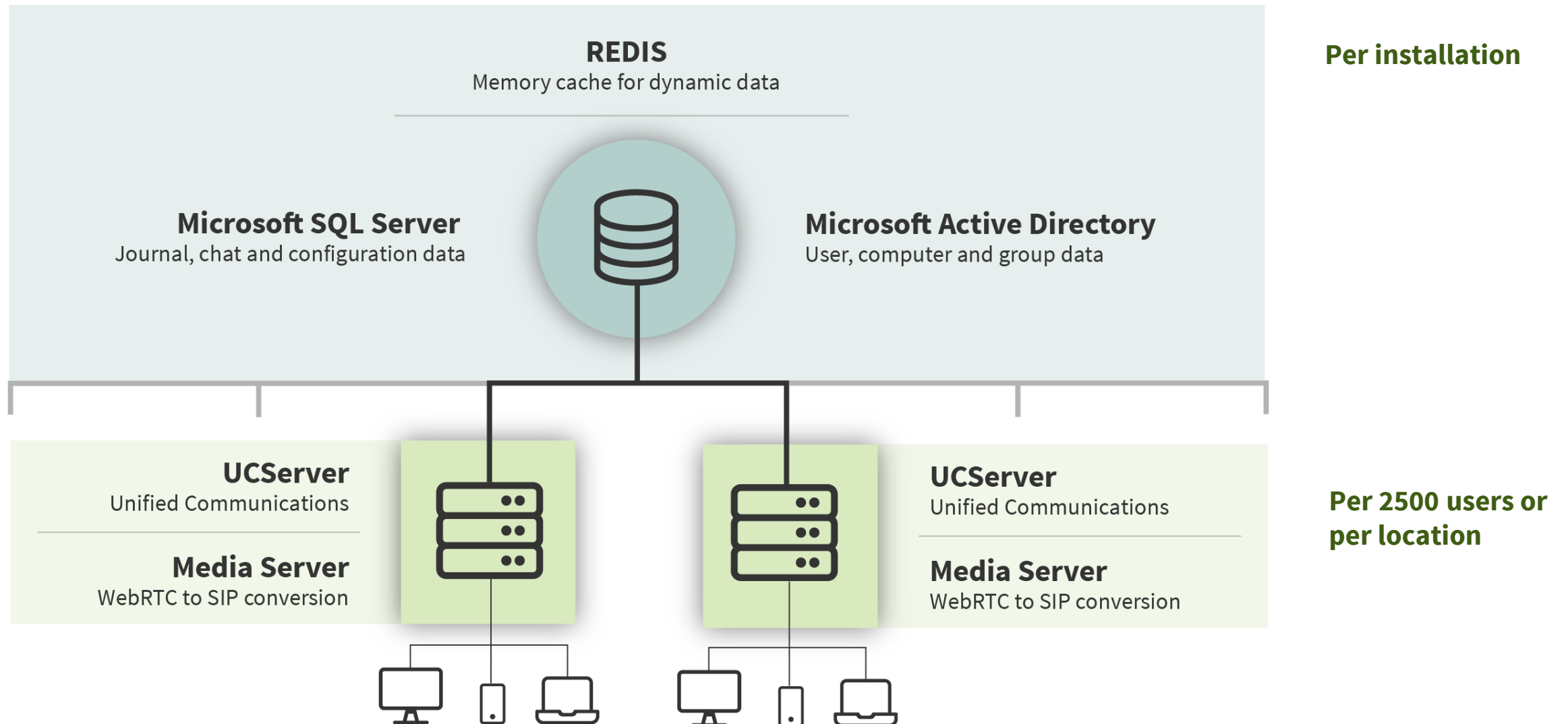
Administration of the overall system



In general:

- Central overall system administration
- Overall system level license management
- Multiple administrators can simultaneously work on the same configuration

Multi-server system architecture



Multi-server environment



- **REDIS database:** Memory cache for dynamic data
- **SQL server:** Journal, chat and configuration data
- **Active Directory:** User, computer and group data



- **UCServer:** Unified communications
- **Media Server:** WebRTC to SIP conversion

- Multiple **UCServers** are linked together to form one system
- Integration/outsourcing of additional **media servers** also possible

What is Redis? (Remote Dictionary Server)

Redis is an in-memory database with a simple key value store and belongs to the family of NoSQL databases (i.e. it is not relational). Redis is open source and according to a survey by DB-Engines.com the most common key value store. Source: Wikipedia

In a Redis server, data is stored in the working memory and not the storage. Therefore, Redis is both a cache and storage at the same time. Due to this topology, Redis is mainly used for fast data delivery. (e.g. Twitter).

Redis is available for the following operating systems: **Linux, OS X.**

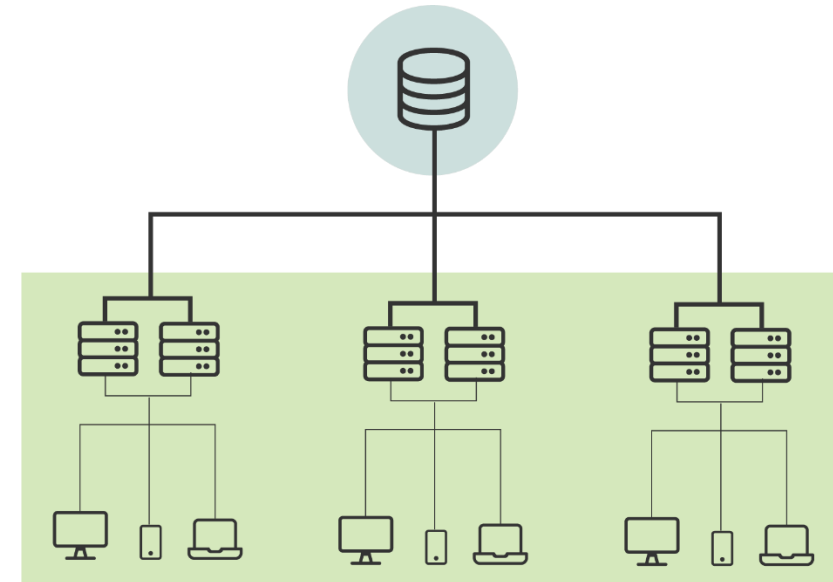
estos recommends deploying Redis in a Docker.

Example: Large environments

Requirements

- A company wants to equip **7,000 users** with a UC solution
- The company is expanding in terms of personnel, which is intended to be mapped by the solution in a **scalable** manner
- Due to the corporate alignment, a **high telephony load** is expected, which can also be adapted in a scalable manner
- A complete system failure is avoided by a **distribution of users**

Technical setup



- 1x REDIS
- 1x SQL server
- 1x AD connection



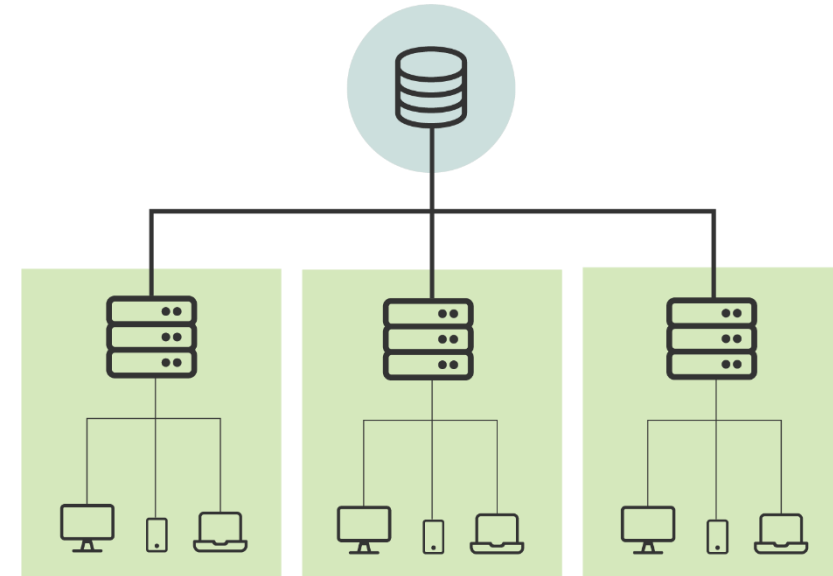
- 3x UCServer
- 3x media servers (outsourced)

Example: Distributed locations

Requirements

- A company operating from **three locations** wants to run **separate UCServers** at each site due to their IT/network structure
- **Each location** should operate **independently** of the availability of the other locations
- **Management** should be handled by the respective sites' own IT department

Technical setup



- 1x REDIS
- 1x SQL server
- 1x AD connection



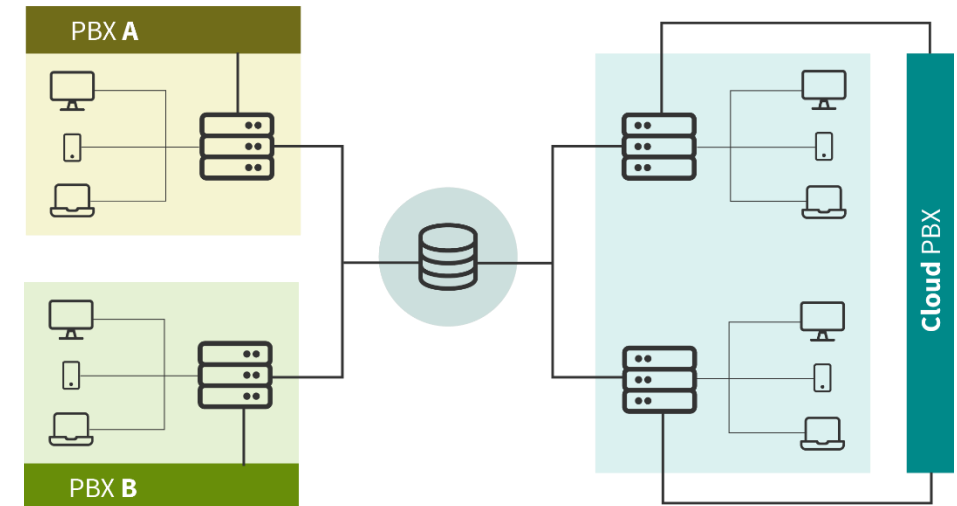
- 3x UCServer/media server (on the same machine)

Example: SIP federation replacement

Requirements

- A company with **three locations** currently operates several UC Servers, **connected via SIP federation**
- The **current usage restrictions** between SIP federation users should be lifted
- **Each location** should continue to operate **independently** of the availability of the other locations
- The overall system should be **centrally administered**
- **PBX telephone systems from different manufacturers** should be connected to the system

Technical setup







- 1x REDIS
- 1x SQL server
- 1x AD connection



- 4x UCServer/media server (on the same machine)

ProCall DataCenter vs. SIP federation

Feature	ProCall DataCenter	SIP federation
		
Exchange of presence states	✓	✓
Setting presences with third parties	✓	✗
		
1:1 Chat	✓	✓
Group chat	✓	✗
Transmission states (chat delivered, read)	✓	✗
		
Set call forwarding with third parties	✓	✗
Pick-up calls from third parties	✓	✗
		
Central administration	✓	✗
Central licensing	✓	✗

Release and license models



ProCall DataCenter



Rolling release model

- No more major releases
- Rolling new updates and features



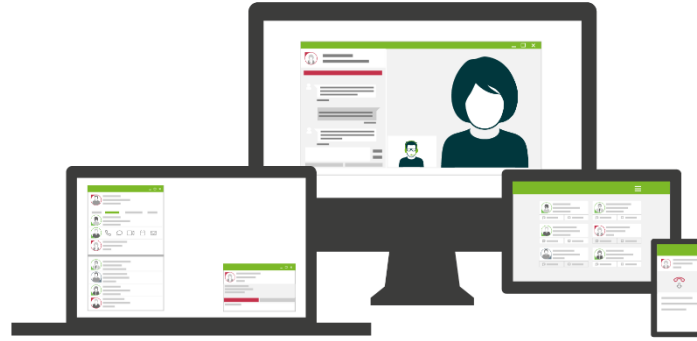
Per user license

- Named user license per ProCall user
- Two line licenses included per user



Per server License

- Licensing per UCServer and MediaServer
- Attractive starter bundle offer



ProCall

Communication with colleagues, partners and customers

ProCall – unified communications & CTI software



ProCall Business

Compact communication for companies with up to 50 users

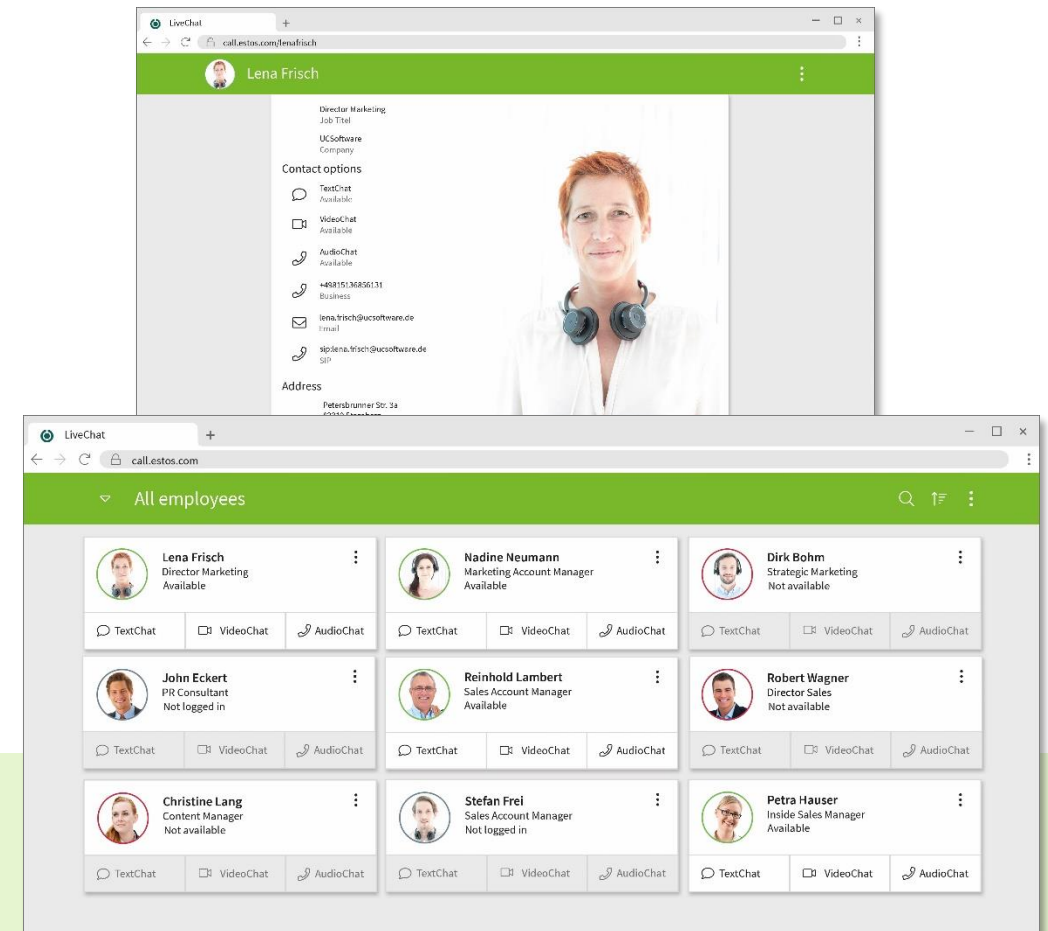
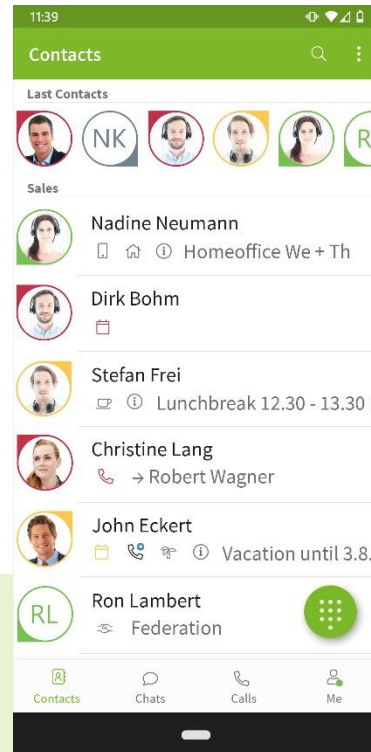
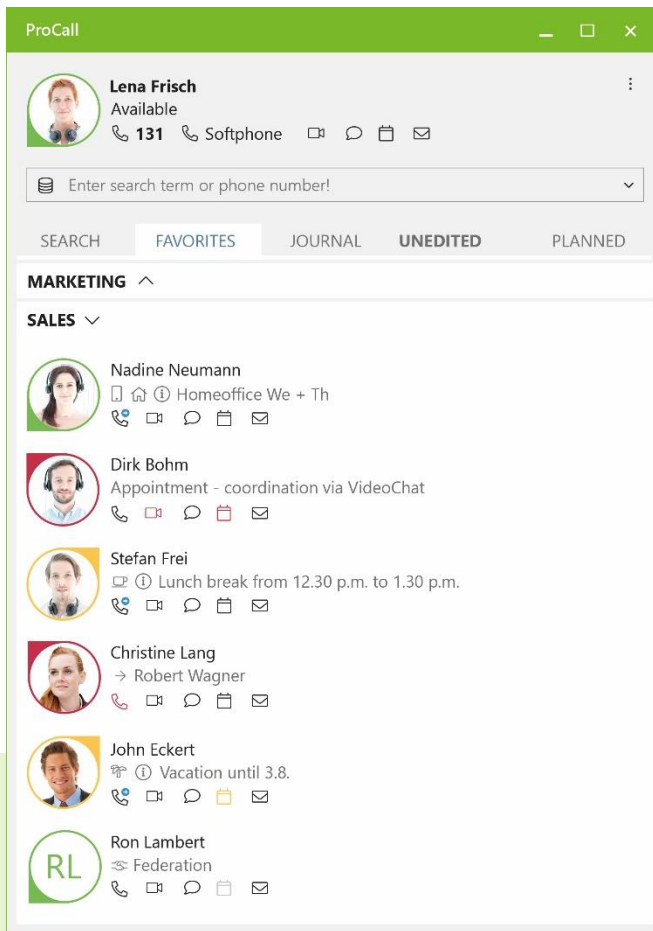
ProCall Enterprise

Flexible communication for small and medium-sized companies

ProCall DataCenter

Communication in a multi-server environment for large companies

Communicate anywhere



Employees in the company
or in the home office



Employees
on the move



Prospective clients, partners
or customers via the website

ProCall Enterprise at a glance



Computer Telephony Integration (CTI)

CTI simplifies your day-to-day work steps and reduces sources of error. The telephone is controlled by the PC.



Softphone Functions (SIP)

The integrated SIP compatible softphone allows employees to talk directly over the PC. Uncomplicated and safe, even on the move.



Audio/Video Communication (WebRTC)

Based on the internet technology WebRTC (Real Time Communication), you benefit from easy face-to-face communication regardless of distance.



Contact portal/Multimedia Business Card

The company website becomes the medium of interaction for your customer. With text, audio and audio/video chats. Cloud-ready thanks to estos UCCconnect.



Screen Sharing

The simple screen sharing allows you to view and work on documents with your call partner.



Integration with Bluetooth

In addition to CTI for your desktop phone, ProCall Enterprise also offers CTI functions for smartphones and Bluetooth enabled mobile phones. As simple as in a car.



Instant Messaging (Chat)

Easily share text messages with colleagues or customers, or pass on important information quickly and straight away.



Presence Management

View your colleagues' availability at a glance and choose the appropriate communication method.



Business Process Integration (CEBP)

Go one step further and integrate the communication functions into your company's business processes. This creates added value.



Unified Messaging Integration

Integrate Unified Messaging Services such as fax, voice mailbox, and SMS text messaging into ProCall Enterprise for additional communication functions.



MultiSite

Integrate distributed locations into a multi-server environment. Presence and contact information can be viewed across branches.



MultiVendor

Integrate different telephone systems from various manufacturers into one application, whether from the cloud or on the premises.

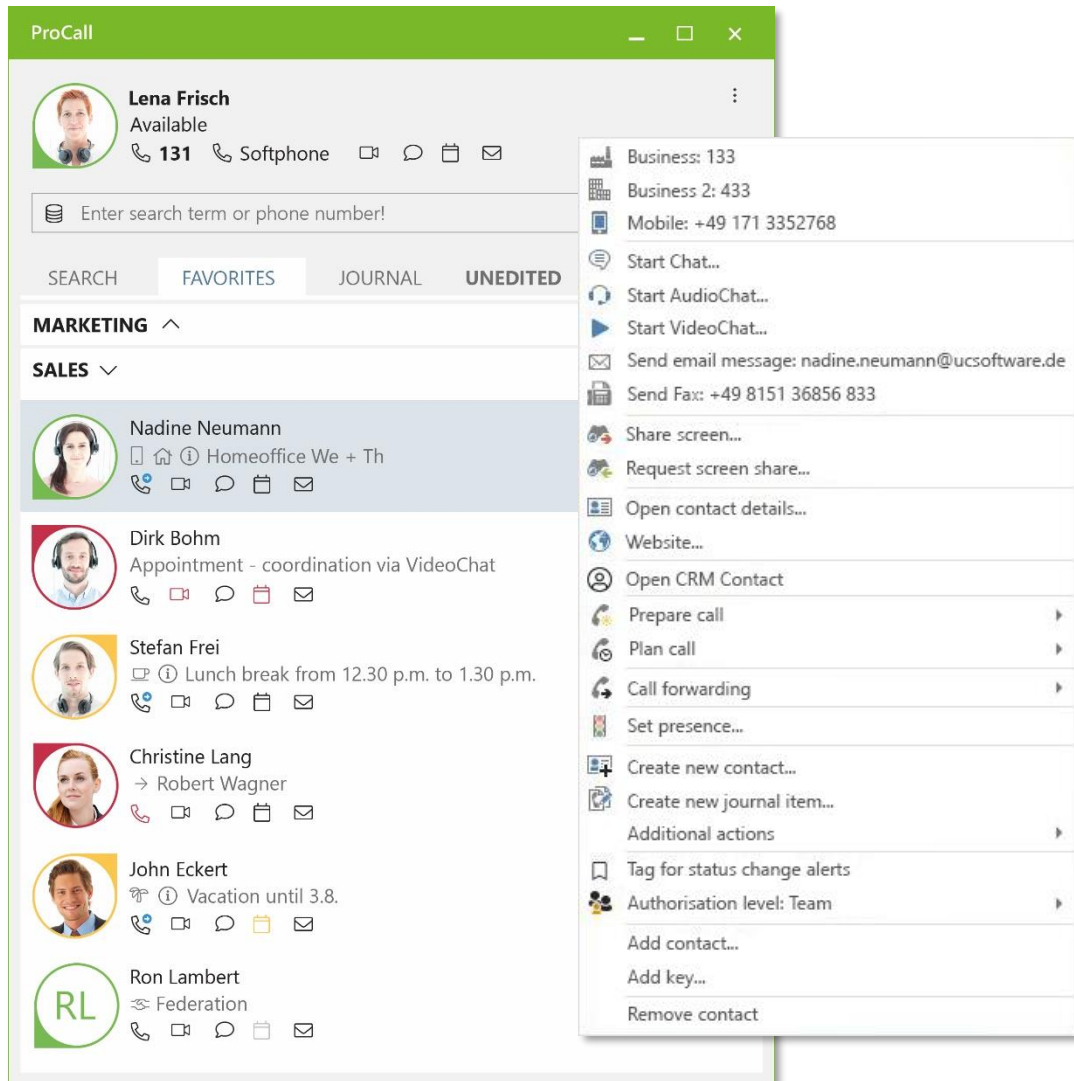


MultiDevice

MultiDevice means that ProCall Enterprise is platform-independent and device-spanning, and also offers native clients for macOS, iOS and Android.

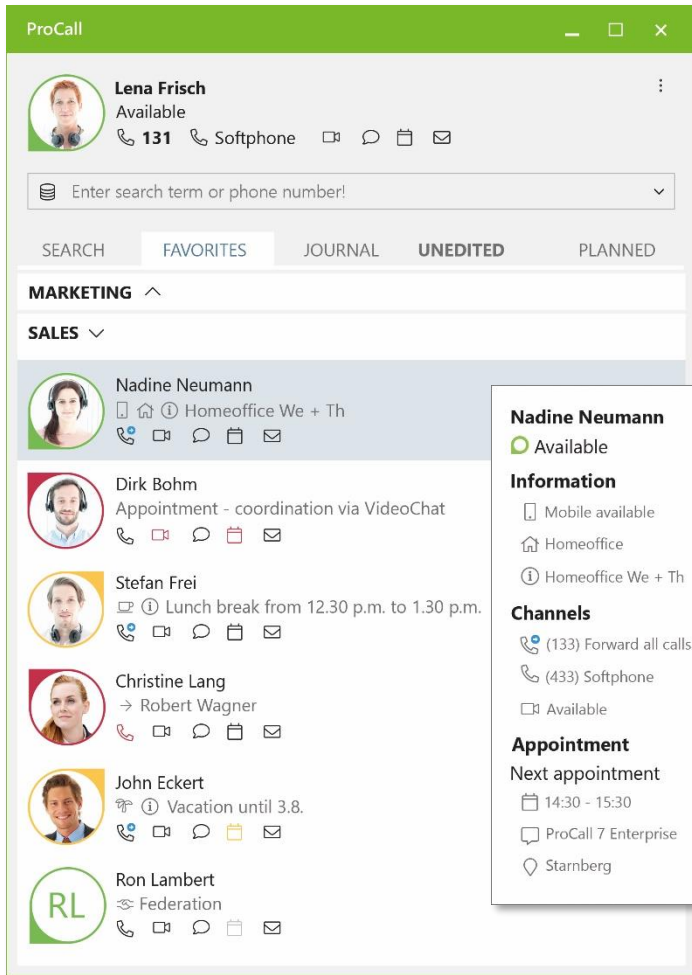


Employees in the company / home office



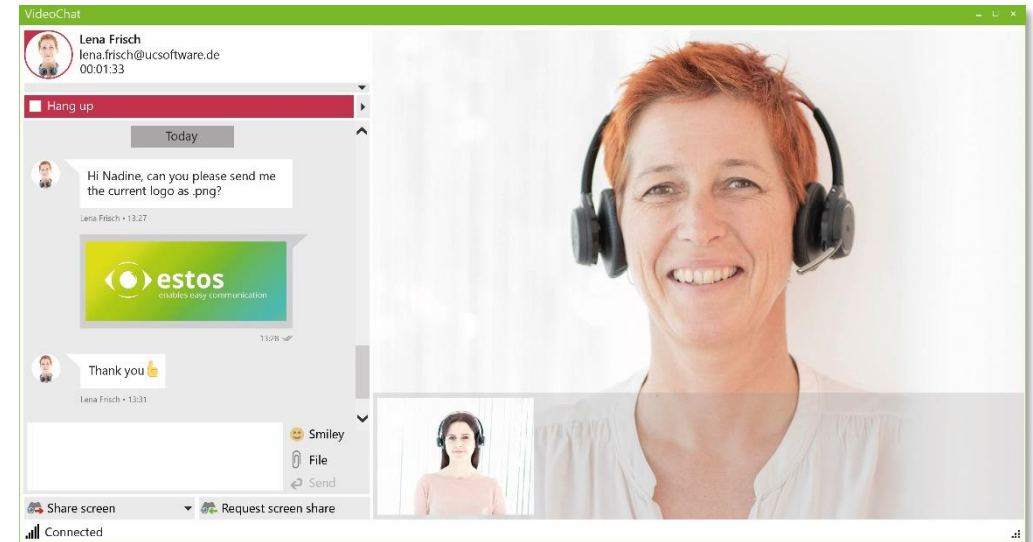
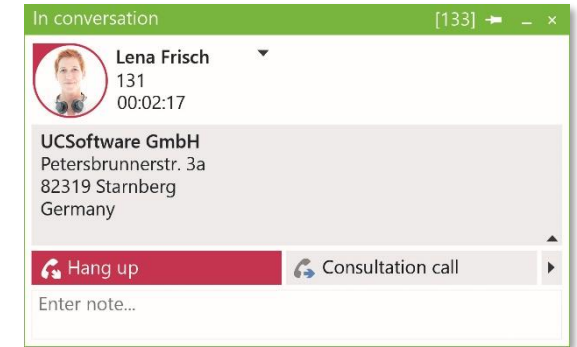
Native client for Microsoft Windows

- Presence management with calendar integration
- Convenient telephony – softphone functions, CTI and integration with Bluetooth
- Video chat with screen sharing
- Chat with read function
- Easy online meetings with ProCall Meetings
- Connection to third-party applications for business process integration (CEBP)



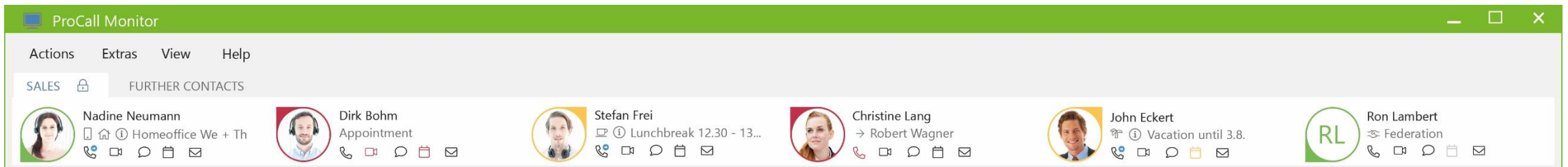
ProCall client with favorites view and tooltip

Conversation window Telephony



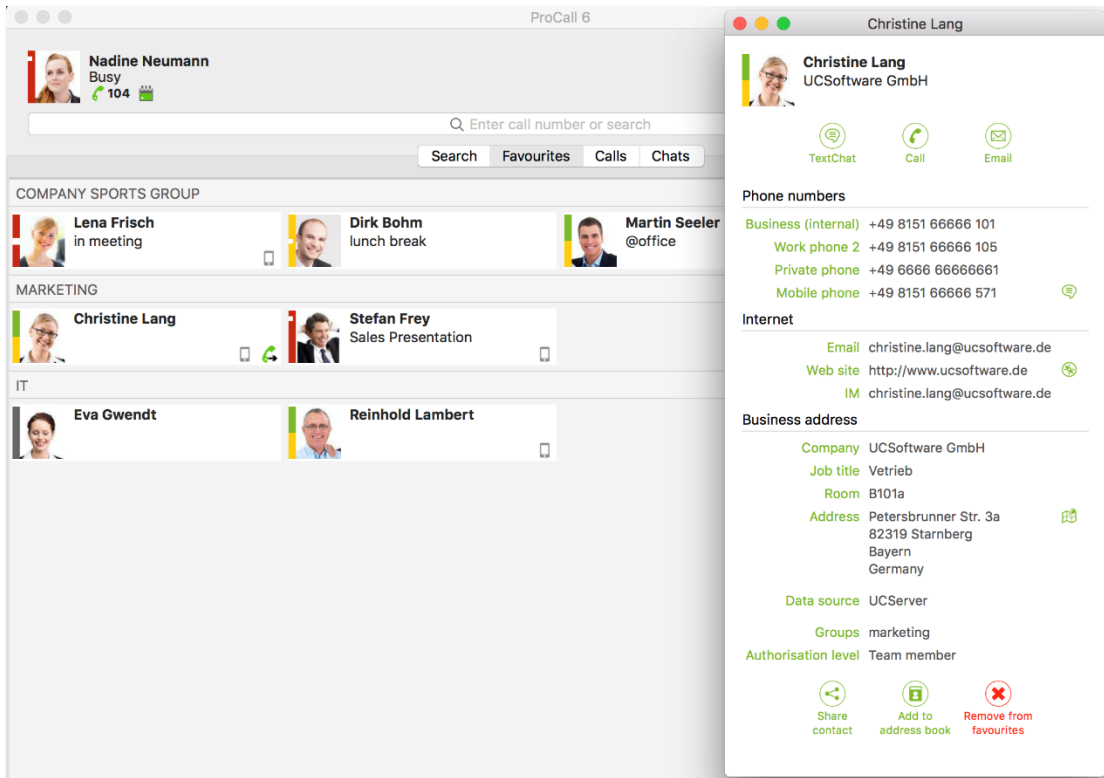
VideoChat window

ProCall Monitor





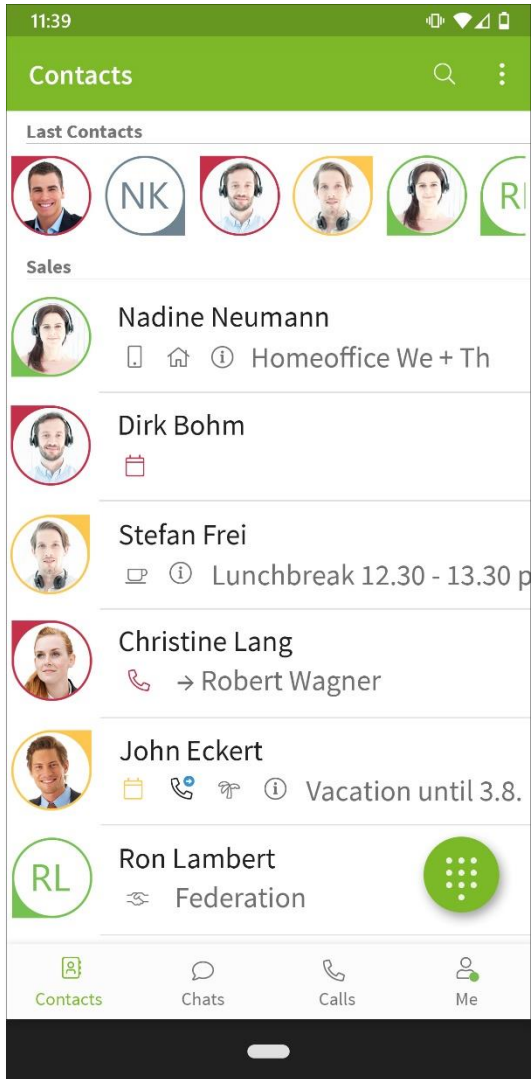
Employees in the company/home office



Native client for macOS

- Computer Telephony Integration (CTI)
- Instant messaging and presence management, including federation
- Connection of popular CRM, ERP and industry software.
- Search, name resolution for CTI calls and contact details e.g. from CRM/ERP or groupware
- Easy commissioning with UCConnect

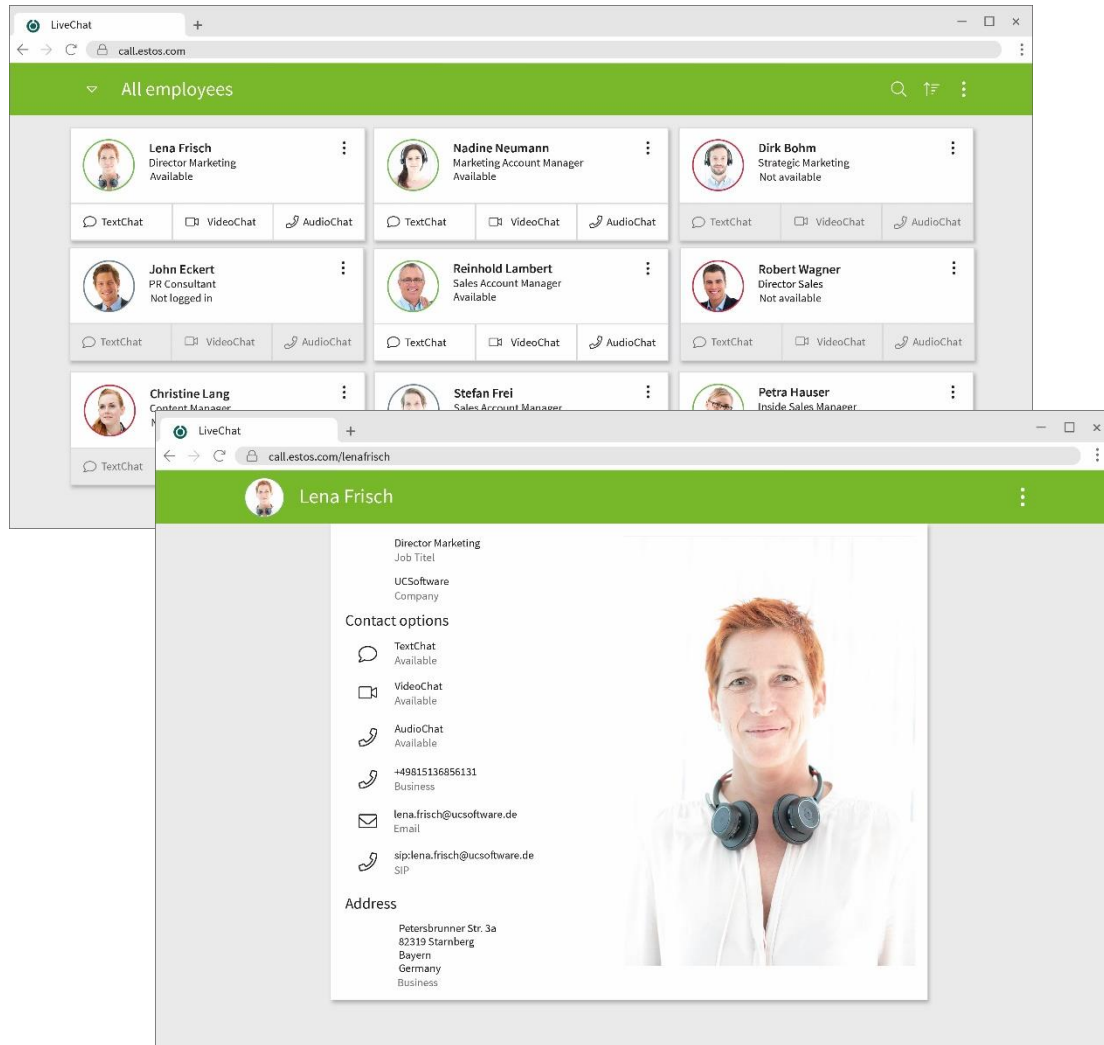
Employees on the move



Native client for Android and iOS

- Using the office phone on the move
- Presence management with calendar integration
- Quick access to all business contacts and all communication functions
- Record last contacts at a glance
- Chat for fast and secure sharing of messages and content

Prospective customers, clients or partners



Contact portal & multimedia business card

- Communication for the company website
- Text, audio and video chats
- No downloads or plug-ins
- Browser-based with WebRTC
- End-to-end TLS encryption

Immer aktuell!

Allgemeine Informationen zum Produkt



estos.com/products/procall-datacenter

estos Partnerportal und Shop



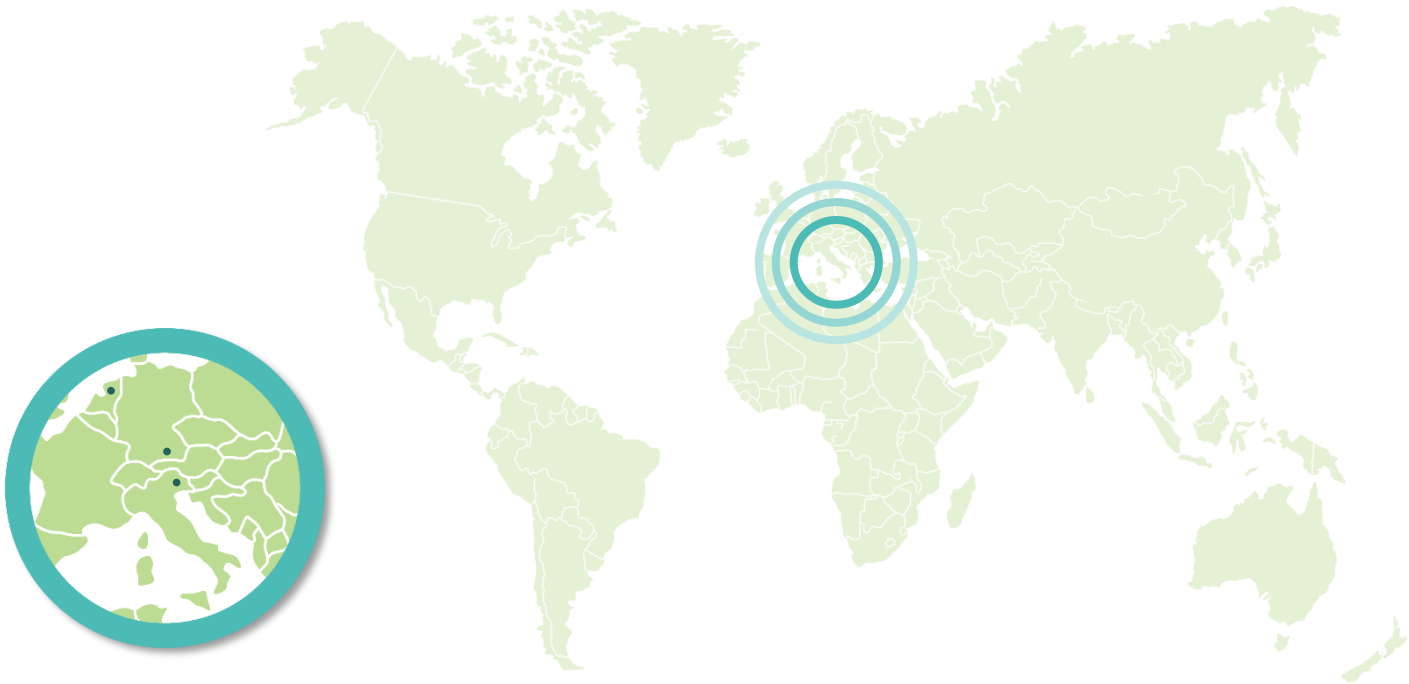
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Technische Informationen



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