



Make the productivity leap:  
HiPath MobileOffice

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**SIEMENS**

Global network of innovation



# More connections but less accessibility.

Avoid the chaos with Unified Communications.

The Siemens HiPath convergence architecture opens up the world of modern, high-performance IP communication to you step by step.

#### **HiPath – Total Business Communications.**

The development of integrated, innovative and future proof solution concepts for all business areas – that is our claim. A noticeable increase in your efficiency and productivity – that is our promise.

**Siemens HiPath MobileOffice** is a portfolio of unified communications and mobility applications that will immediately enable your company to implement a future-proof mobile communication infrastructure. The Unified Communications strategy allows seamless communication despite its unlimited mobility.

#### **Inadequate accessibility drags down productivity and slims your profit margins.**

If you offer your customers numerous modes of contact – fax, mobile phone and e-mail in addition to various telephone numbers – you may feel confident that your staff will be accessible at any time no matter where they are. Then you discover that valued customers are venting their frustration at the time and effort required to reach the person they need to contact.

If customers and partners become frustrated by calls that vanish into the ether, the very success of your business may be threatened.

If some of your employees frequently travel away from the office and if your business spans more than one time zone, the window of accessibility may shrink to a few hours per day – too little for effective and productive collaboration and teamwork. If this in turn causes missed deadlines or the quality of projects to suffer, profits are squeezed still further.

# Successful collaboration, miles away from the desk.

Unified Communications creates a new standard of productivity.

Your business professionals have to be mobile to get their job done. But mobility restricts their accessibility, which in turn restricts their success. They can only operate profitably if they have access to corporate resources from any location at any time. Until now, there have been separate systems for voice calls, voice messages, e-mail, data sharing, and collaboration, ultimately resulting in perfect chaos. Unified Communications is triggering a revolution in productivity, because for the first time all the advantages of communication and cooperation have been blended into one portfolio of applications. Now it is possible to collaborate and exchange information in one seamless operation.

With a solid Unified Communications strategy, your employees will be equipped to manage Real Time and non Real Time Communications easily and flexibly. For example, just think how much time your company could save, if all incoming messages were stored together in a common mailbox instead of many different ones – and if you could access that mailbox from your choice of device.

**Access corporate resources – data, applications, calendars – from any location at any time.**

Unified Communications enables field workers and teleworkers to become fully integrated co-workers. You can reach them wherever they are, whatever device they are currently using. Remote workers become more productive and highly motivated.



**Cut operating costs and optimize the use of resources.**

Applications now only have to be installed once at a central location. Centralized administration also saves money. The virtual office has become a reality, enabling a group of mobile employees to share a smaller pool of desks.

**Prioritize with intelligent communications choices.**

At last there is an end in sight to chasing people around from one telephone to the next. By using a single number service, the call follows you in an instant to any location – on any fixed or mobile telephone. It follows you until you pick up the call, which you can then decide to accept or reject, in which case the caller is connected to the enterprise voicemail. All other calls are sorted into the unified messaging mailbox, from which you can retrieve your messages at your convenience via telephone, a desktop or a laptop PC.



# Demand more from your mobility assets.

Many challenges – one answer: HiPath MobileOffice.

- Companies must be flexible in order to compete and this flexibility in turn demands more mobility.  
How can the productivity of highly mobile employees be optimized?
- Short response times and fast decision-making can make all the difference between profit and loss.  
How can decision-makers remain accessible at all times for important callers?
- As competition increases, customer satisfaction becomes a top priority corporate goal.  
How can we improve customer satisfaction?
- No company can afford to let intellectual capital remain unused.  
How can cooperation within dispersed teams be improved?
- Even when there is substantial capital cover, investments must show a quick return and be secured for the future.  
Which mobility communications have the most compelling return on your investment?



# Efficient, anywhere communications create tremendous business value.

## **HiPath CorporateConnect: Turn your mobile phone into a fully featured office phone with One Number Service.**

This HiPath MobileOffice solution integrates mobile phones and voice-enabled PDAs into the corporate network. They can be used as normal telephone extensions both on and off the company campus. This turns mobile telephones into fully featured HiPath work-points, offering all the advantages of a desktop phone: internal speed dialing, call-back, hold, transfer, conference calls, least-cost routing and call charge recording. The single number service means that employees can be contacted on their normal extension number, even when they are away from the office, as calls are automatically routed to their mobile phone. Conversely, remote workers e.g. Teleworker can use the normal speed dialing code to access all extensions within the company from their mobile, or any other associated, phone. Unanswered calls are routed to the company voicemail system such as the HiPath Xpressions unified messaging mailbox. Laptops and PDAs are also integrated via HiPath CorporateConnect into the corporate network.

This ensures secure Internet access and effortless mobile access to corporate data and unified messaging. HiPath CorporateConnect reduces mobile phone charges because the majority of long-distance calls – even external calls – can be routed via the corporate network using the least-cost routing function. Call recording and simplified administration will also keep your costs down. Single phone numbers for each employee and continuous accessibility avoid expensive return calls and increase customer satisfaction.

Mobile access to HiPath features and corporate resources raises productivity and speeds up workflow. At the same time, HiPath CorporateConnect makes mobile connections more secure through protected access to the corporate network. The ideal addition to HiPath CorporateConnect is HiPath Xpressions which provides a single multimedia mailbox for perfect universal accessibility.

## **HiPath Xpressions: Increasing employee efficiency with the next generation of unified messaging.**

HiPath Xpressions provides every employee with their own multimedia mailbox which holds all messages – voicemail, fax, e-mail or SMS – for easy on-screen or telephone management. You can retrieve your messages from any location using natural speech, a laptop, mobile or landline telephone. An e-mail can be read out on the telephone, a fax can be displayed on PC. Then you can decide which medium to use for your reply. With HiPath Xpressions you may never miss an important message again. The familiar Windows user interface makes the application easy to use and no time is wasted learning how to use the various functions. HiPath Xpressions can be configured to automatically present you the message that you define as most important first. Intelligent filters ensure that priority messages get through to you immediately, wherever you are. HiPath Xpressions pushes up productivity and cuts down the stress caused by continually switching between the different media. Customers are happier because their messages are answered more promptly.

At the same time HiPath Xpressions brings down the cost of administration. HiPath Xpressions can be combined with HiPath CorporateConnect to create a Real Time Communications solution that guarantees maximum mobility. The combination with HiPath SimplyPhone further increases convenience and simplifies message processing.



**HiPath MobileOffice is the gateway  
to total communication freedom  
for employees and customers alike.**





**HiPath SimplyPhone:  
Bringing staff and customers  
closer together.**

The HiPath SimplyPhone screen dialer is a genius at cooperation. With its "click & dial" function, HiPath SimplyPhone enables you to make calls from address books, calendars, e-mails and voicemails. Calls can be made directly from the address books stored in your favorite e-mail program. It also logs and tracks incoming and outgoing calls and facilitates accurate billing based on client codes for those who charge on a time basis.

HiPath SimplyPhone integrates nicely with Microsoft Outlook or Lotus Notes, to further help your employees communicate easier. HiPath SimplyPhone saves time and boosts productivity by processing calls more swiftly. By adding HiPath SimplyPhone to HiPath Xpressions you create a highly productive system comprising Real Time call processing and a single message box.

**HiPath ComResponse:  
Access web-based corporate resources  
with your telephone.**

HiPath ComResponse is a versatile voice application that enables end users to create "selling on hold" announcements and deliver information to customers via text-to-speech. With it, web-based content can be made available to users via the telephone, allowing remote access to a virtually limitless amount of corporate information which can also be accessible via speech. HiPath ComResponse enables telephony access to electronically stored data, freeing employees to conduct business using the ubiquitous telephone while traveling. This capability also allows customers to serve themselves with ease with a speech interface or using text-to-speech. Deploying HiPath ComResponse results in greatly increased employee efficiency and effectiveness with better access to key corporate tools, and improved response to customers with self-service options.

Together with HiPath Xpressions, HiPath ComResponse makes for more efficient telephone contact between remote workers and your company. And by adding the HiPath SimplyPhone application, all addresses and phone numbers in company directories become accessible via the phone or Internet.

**HiPath ComAssistant:  
Control and route incoming communi-  
cations to ensure productivity.**

HiPath ComAssistant is a communication filter with web-based call control that enables users to route incoming communications of different media to the devices best suited to their dynamic work schedules. HiPath ComAssistant can be integrated into a mySAP Portal and into an IBM Websphere Portal environment. This means that users of mySAP or IBM Websphere can benefit from integration of telephony and communication filtering into their portal interface, accessing their CTI functionality without having to exit the portal. In this integration, the feature content is the same as that of HiPath ComAssistant.

Furthermore HiPath ComAssistant can be integrated into IBM Lotus Sametime. It is then possible to launch the Sametime Connect client for browsers from the HiPath ComAssistant Web GUI. All realtime communication features of Sametime are accessible via the Sametime Connect client for Browsers. In addition HiPath ComAssistant features enhance the Sametime Chat component by the possibility to initiate a phone call to a business phone of the chat partner and the display of the detailed contact information of the chat partner in a separate window. This means that knowledge workers can create uninterrupted time to execute business (like customer meetings) while ensuring that mission critical communications get through. Because HiPath ComAssistant allows users to perform at optimal efficiency throughout their business day while minimizing interruptions, they are more effective with customers and more productive on their jobs. This translates to higher organizational effectiveness resulting in better team efficiency and faster project completion which leads to increased revenue for the company.

# Unleash the full profit potential of your company.

HiPath MobileOffice lowers the total cost of ownership (TCO) and delivers a solid return on investment (ROI).



## **Interworking increases the value of your entire communication infrastructure.**

The applications in the HiPath MobileOffice portfolio are easy-to-use, modular, and integrate together seamlessly to build a comprehensive unified communications and mobility strategy. Your employees can continue to use all optiset and optiPoint telephones, mobile phones, laptops, PDAs and other terminal devices but with greater effectiveness.

## **Everything becomes easier and more economical.**

Thanks to the simplifications that unified communications creates, your administration expenses are minimized. This translates directly into savings for your business. Your users continue to use familiar interfaces and practical tools as they collaborate with ease. Training requirements for HiPath MobileOffice applications are minimal. With cutting-edge, Real Time Unified Communications, slow decision-making is a thing of the past.

## **Perfect security solutions for mobile communication and information exchange.**

External providers confirm the excellent quality of our three-stage security solutions. Tried and tested encryption techniques protect your data. Authentication procedures with changing passwords check the identity of users, while security policies for HiPath MobileOffice applications help you to implement the security regulations in your company.



Siemens' HiPath convergence architecture and the integration of HiPath MobileOffice applications into your existing infrastructure reduces capital expenditures over time. The operational savings in real estate costs and system administration are tremendous and directly benefit your bottom line. Most importantly, your company will benefit most by the dramatic rise in productivity as communications obstacles are removed. The improvement in customer satisfaction will be yet another advantage your company will achieve.

**Open for growth – secure for the mobile future.**

HiPath MobileOffice gives you freedom of choice of devices, networks, time and place. HiPath is the only convergence architecture on the market that offers you a simple upgrade path. The HiPath strategy is to protect investments in legacy technology while integrating in the latest generation.

Open standards guarantee you maximum security of your investment.

Unified communications enhance the value of your company – both today and in the future.



# Our strengths – your gain.

HiPath MobileOffice is a portfolio of complementary applications for seamless unified communications, regardless of time and place and via any device or network with access to the corporate network.

Siemens HiPath MobileOffice unified communications strategy results in an immediate gain in productivity. Moreover, considerable savings are made in mobile phone charges, administration and real estate costs.

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**Siemens Communications** is one of the world's largest players in the telecommunications industry, active in more than 160 countries. Unique in global comparison, Siemens Communications consolidates experience and competence in every key market segment – mobile or fixed-line telephones for consumers as well as complex network infrastructures, solution packages and applications for enterprises and network operators. In addition to its hardware and software portfolio, Siemens Communications offers comprehensive service along the entire value chain. For each and every customer, anytime, from A to Z.

On this basis Siemens Communications is developing solutions for tomorrow's communication. The road to the future has a name: "LifeWorks@Com", an innovative concept aiming at making communication easier and more effective. Both in business and private life, for every network and every device. Concentrating on what's important for our customers, that's what LifeWorks@Com and Siemens Communications stand for.

More information about Siemens Communications at [www.siemens.com/communications](http://www.siemens.com/communications)

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