Huawei eSpace Unified

Communications Solution Brochure

INNOVATIVE ICT
BUILDING A BETTER CONNECTED WORLD

HUAWEI

Enterprise Communications Trends and Challenges

Information and Communications Technologies (ICTs) represented by mobile Internet, Big Data, and cloud computing are widely used around the globe, and multimedia, social networking, video, and Internet communications tools are constantly emerging. These applications are changing the way we work, live, play, and learn, and also driving enterprises to rethink their business models by introducing Internet marketing approaches and creating differentiated service offerings.

Enterprises focus increased attention on delivering tangible value to customers. They expect to efficiently communicate with customers while enhancing collaboration with partners to remain responsive to customer demands. To realize their expectations, enterprises need to set up an effective enterprise communications architecture – which is a necessity to sharpen their competitive edge through IT and is business-critical to their success or even survival.

In 2013, leading consulting firm OVUM surveyed decision-makers in large enterprises about their current and planned use of Unified Communications (UC). Key findings reveal that enterprises' UC initiatives are driven primarily by the need to improve business processes, support more flexible working patterns for employees, increase productivity, and enhance business agility. As such, enterprises urgently need to build a communications system featuring mobile office support, agile collaboration, and openness & integration.

Mobile Office

Free Mobility

Agile Collaboraion

Best Working Patterns

Openness & Integration

"Add-on" to Service Processes

Huawei eSpace UC Solution At-a-Glance

Solution Overview

With the slogan "Converged Communications, Simply Smarter," Huawei has unveiled its eSpace UC Solution to respond to customers' pain points and enterprise communications requirements. This Solution helps customers build a media-rich communications system that integrates audio, data, and video capabilities needed for more effective communication and collaboration both inside and outside of the enterprise to achieve better business outcomes. Key benefits brought about by the Huawei Solution include mobile office support, agile collaboration, openness & integration, and smarter and simplified management.

| IP phone | PC | Smartphone | Tablet |

Terminal

Huawei eSpace UC
Converged Communications, Simply Smarter

Service

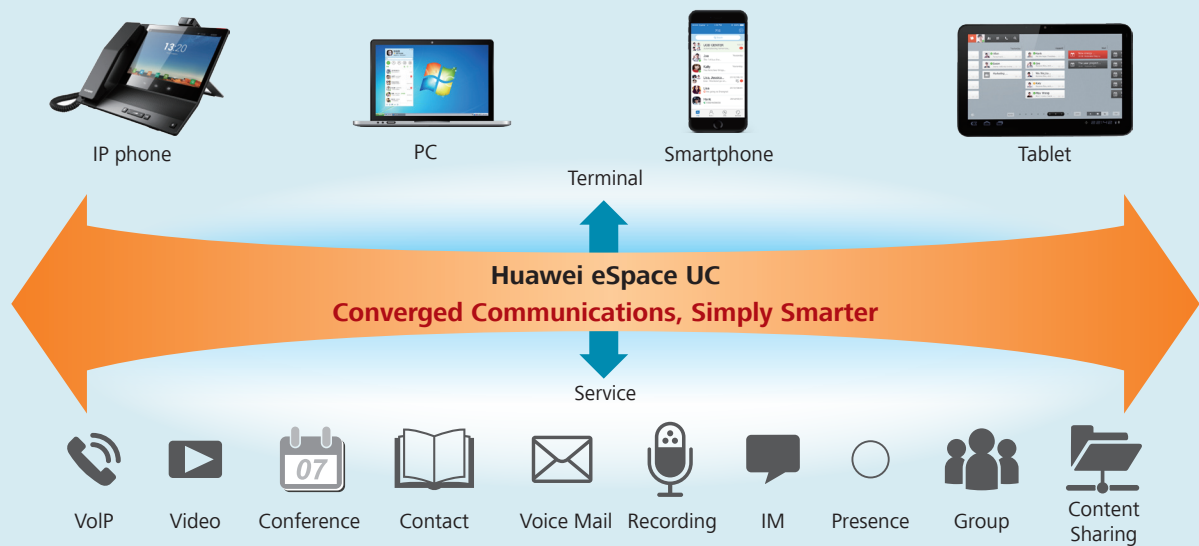| VoIP | Video | Conference | Contact | Voice Mail | Recording | IM | Presence | Group | Content Sharing |

Figure 2-1 Huawei eSpace UC Solution

Huawei eSpace UC can be widely used in enterprises of all sizes, ranging from Small Offices and Home Offices (SOHOs) to super large enterprises, enabling them to benefit from IP Telephony (IPT), mobile office, and collaboration applications.

Compared with traditional enterprise communications solutions, Huawei eSpace UC has the following highlights:

Mobile office support

- With an SIP-based infrastructure, the Solution helps customers deploy a global enterprise communications system, making services accessible as far as an enterprise's network reaches.
- The Solution delivers more flexible working patterns for enterprise employees by creating a fresh-new UC work style featuring free mobility, rich media, and social networking.

Openness & integration

- The Solution has opened up multi-layered communications capabilities ranging from basic platforms to client applications, in order to adapt to and integrate into enterprises' business processes, thereby accelerating efficiency.

Agile collaboration

- The Solution enables enterprise employees to easily hold HD video conferences, share conference data, initiate group chats, and complete other collaboration tasks all at one stop. As a result, they can communicate and collaborate more efficiently and with added simplicity, irrespective of time and location.

Smarter and simplified management

- The Solution is structured with modular IPT and UC components, which can be flexibly deployed and easily managed to satisfy customers' current and future diverse demands. If customers have new enterprise communications demands, for example, expecting to support more users or introduce new UC applications, they can easily realize such expectations with minimum investment.
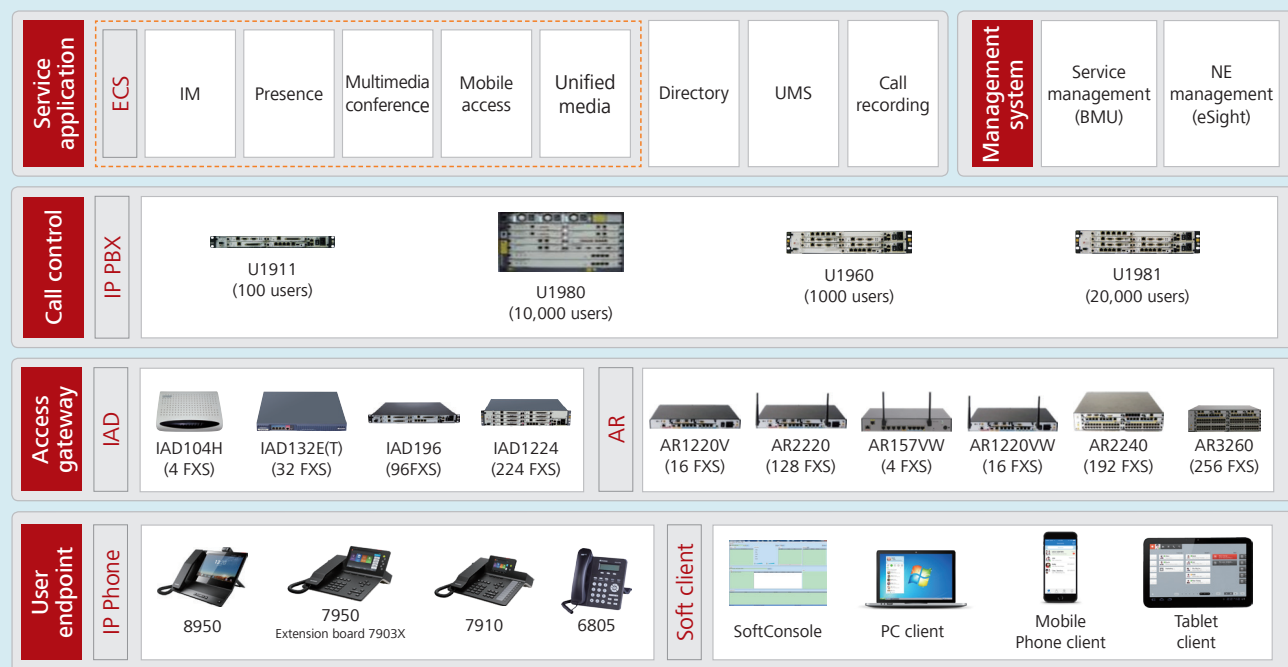

Figure 2-2 Huawei eSpace UC product panorama

Solution Highlights

Huawei eSpace UC is user-centric and focuses on user experience as a top priority. Huawei eSpace UC helps customers build an efficient, easy-to-use, and easy-to-manage UC system that features mobility, convenient collaboration, strong security, high reliability, and easy integration.

Mobile Work Styles with Added Flexibility

Huawei eSpace UC provides eSpace Mobile and eSpace Mobile HD (two software clients) that can be installed on smartphones and tablets, respectively. With these clients, users on the move are able to benefit from enterprise communications applications conveniently and securely, without compromising information security thanks to data encryption. On their smartphones or tablets, users can:

- Search the corporate directory for the desired contacts, and view their detailed information and status.
- Share rich media information, including audio clips, video clips, pictures, picture-taking, video shooting, and doodle.
- Push messages and continue to receive messages even when the software clients are running in background.
- Join a conference remotely and view content shared on the PC client (namely, eSpace Desktop –a software client provided by Huawei eSpace UC that can be installed on the PC), with a consistent experience irrespective of at home or on the move.
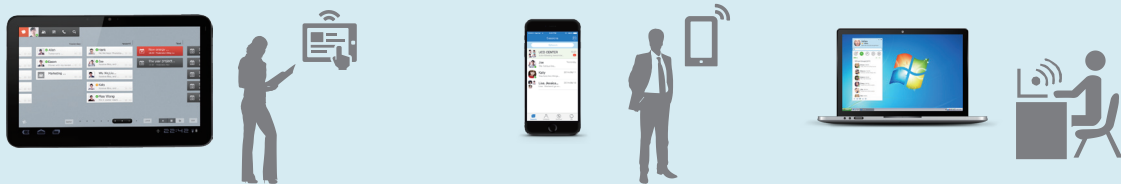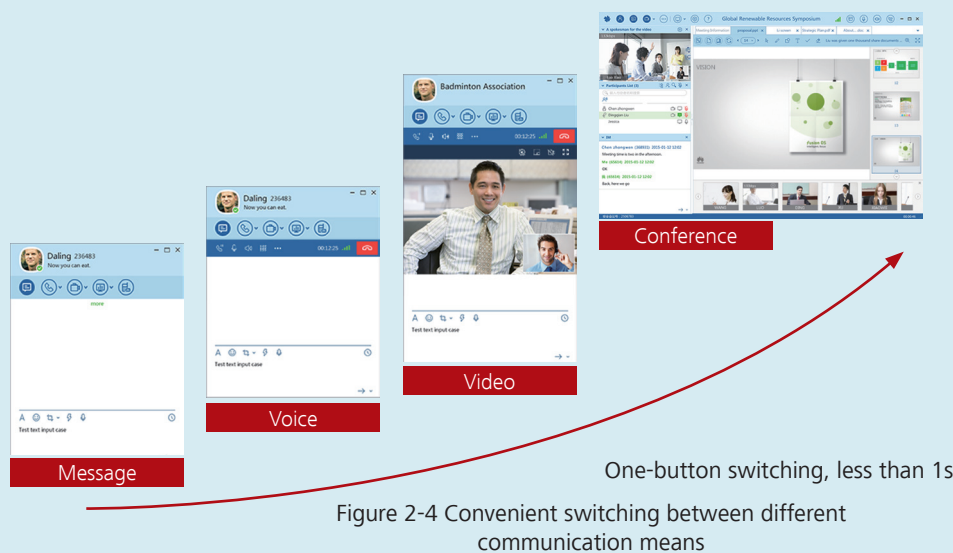
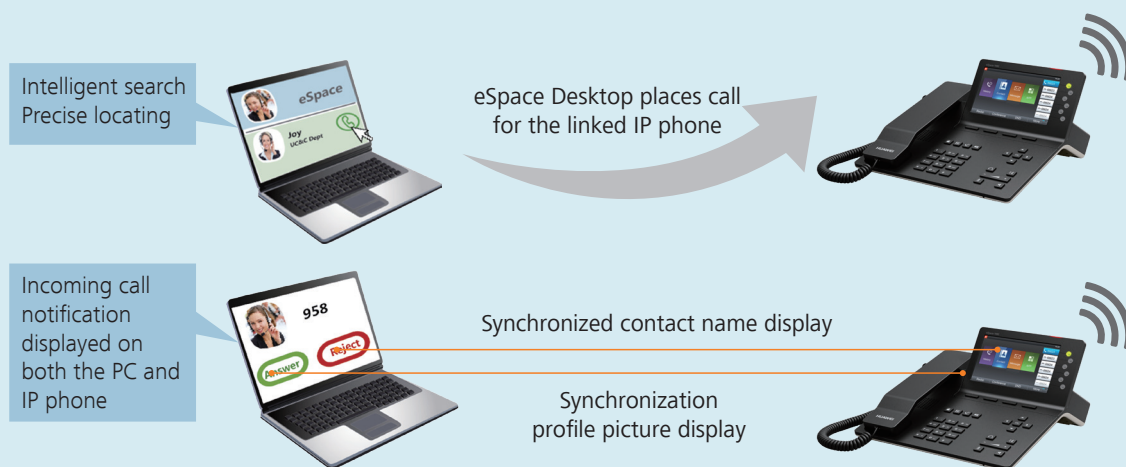Figure 2-3 More flexible working patterns

Agile Collaboration for More Efficient Office Work

Convenient Operations for More Efficient Communication

- The eSpace Desktop software client delivers progressive communication experience, enabling users to easily progress from instant messaging, to an audio/video call, and then to a multimedia conference, just a few clicks away on this software client.
- With such simple and intelligent progressive communication, users do not need to frequently switch between different clients or windows.
- Simplified operations on the eSpace UC clients deliver a better collaboration experience.

Conference

Video

Voice

Message

One-button switching, less than 1s

Figure 2-4 Convenient switching between different communication means

- Huawei eSpace UC also supports linkage between eSpace Desktop and an eSpace 7900 series IP phone/eSpace 8950 IP phone. The caller ID of incoming calls, the status of incoming and outgoing calls and information about contacts can be synchronously displayed on both eSpace Desktop and an IP phone. This approach combines the advantages of both the PC client and IP phone for simplified operations and improved user experience. (Note: The PC client is easy to operate, and the IP phone delivers HD audio.)

Intelligent search
Precise locating

eSpace Desktop places call
for the linked IP phone

Incoming call
notification
displayed on
both the PC and
IP phone

Synchronized contact name display

Synchronization
profile picture display

Figure 2-5 Linkage between eSpace Desktop and an IP phone

Consistent Experience on Multiple Terminals, with Information Synchronized Across Terminals

- eSpace Desktop, eSpace Mobile, and eSpace Mobile HD adopt consistent User Interfaces (UIs) for the same functions. Therefore, users can easily get started with different clients, with the shortest learning curve possible. The message history and contacts are completely synchronized between different software clients, ensuring information consistency. Messages can be pushed in online and offline modes. This ensures communication continuity even when users switch between different software clients.

Figure 2-6 Consistent experience across terminals

Multimedia Convergence for More Efficient In-Conference Collaboration

- Mere audio or video communication is far from enough in a conference. Multimedia, however, is a viable solution. In a conference, the speaker can share documents, PC desktops, electronic whiteboard, and media files, so other participants can quickly capture key information. This approach increases communication efficiency.

- Asynchronous browsing enables participants to freely browse any page different from the one that the speaker is sharing. By doing so, participants can easily capture all the desired information, without having to strictly follow the speaker' procedures.

Figure 2-7 Multimedia convergence

High-Quality Communication and Close Collaboration

Issues such as unstable audio calls and freezing video images negatively affect communication. Users expect smooth communication, with high-quality audio and video, even when the network quality deteriorates. Huawei eSpace UC meets user expectations by employing advanced technologies such as:

- Opus dynamic codec and Huawei's proprietary NetBrain intelligent voice computing technologies. These technologies enable the system to dynamically adjust transmission bandwidth based on the network quality. When the packet loss rate is no more than 20%, end-to-end voice service quality is not impacted and users can enjoy high-quality voice communication.

- 48 kHz full-band voice codec, providing crystal-clear audio performance.

- Huawei's full-HD video IP phone eSpace 8950 that supports server-side video conferences. The IP phone can interact with eSpace Desktop, implementing efficient video conferences.

Figure 2-8 eSpace 8950 video phone

Comprehensive Redundant Backup and Protection Mechanisms for Building Secure, Reliable UC Networks

BYOD, mobile offices, and multi-party conferences between employees, partners, and customers are growing in popularity around the globe, and Communications Technology (CT) is increasingly incorporated into enterprises' business processes. As such, a converged, stable, reliable, and secure enterprise communications system is becoming a deciding factor for enterprises' business stability and growth.

The new system must be fault-tolerate, as frequent faults or even system crashes increase O&M costs and possibly bring huge economic loss. In addition, the new system must be protected against data breaches in order to prevent huge economic loss and safeguard enterprise reputation, survival, and growth.

Huawei's eSpace UC Solution is designed with unmatched reliability and security.

Comprehensive reliability measures to ensure the continuity of enterprise communications

- Redundancy backup and load sharing for key modules or equipment
- Registration of a single endpoint with multiple server
- Local regeneration enabled on the U1900 series gateways and AR series routers at branch offices
- Power-off survival and local switching for analog users.

Multi-layered encryption protection to ensure the security of enterprise communications

- End-to-end signaling, media, and data encryption
- Enhanced user authentication and validation for secure access

Open Interfaces for Easy Adaption to Services to Usher in Converged Communications

Is it possible for users to avoid complex, time-consuming telephony notifications when convening conferences, assigning tasks, or conducting other activities? Is there an easier way to promptly remind relevant business personnel of the tasks they are supposed to undertake? The answer is to combine enterprise communications systems with enterprise business processes.

Huawei eSpace UC provides standard Software Development Kit (SDK) interfaces, allowing enterprise customers to easily make customizations. They can define custom Graphical User Interfaces (GUIs) to satisfy their specific requirements, and easily incorporate communications applications into their business processes. As a result, when users are going through enterprise business processes, they can directly send notification messages, query the address book and user status, initiate a call or a conference, and conduct other UC tasks. This approach accelerates service processing speeds, increases efficiency, and improves business performance.

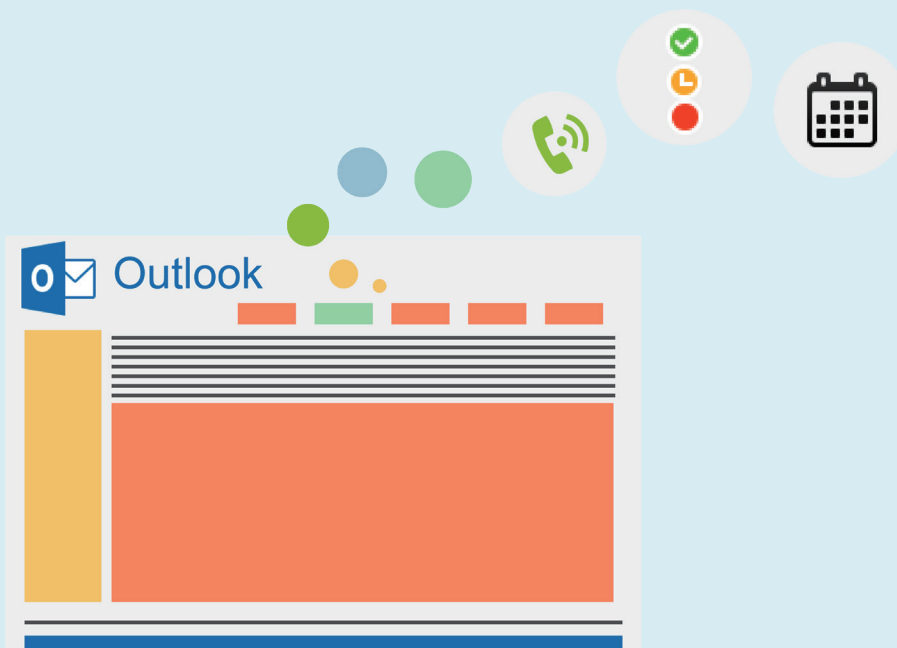Huawei eSpace UC can be easily integrated with third-party systems to expand and extend audio and voice services.

Figure 2-9 Integration with Outlook

Unified Network Management System (NMS) for Easier Maintenance

Huawei eSpace UC provides a web-based GUI management tool that helps centrally manage, monitor, upgrade, and maintain all equipment across the entire enterprise communications network. Users can log in to a self-service portal to customize personal settings and schedule conferences without any help from IT personnel. All of these factors help enterprises slash network management costs by 50%, greatly reducing the Operating Expenditure (OPEX) for enterprises.

Customer Benefits

By deploying Huawei's customer-centric eSpace UC Solution, customers can easily set up a future-proof enterprise communications system that provides a rich set of communications services and features easy deployment and management as well as smooth capacity expansion at lowered costs. The new system addresses the issues faced by traditional enterprise communications systems, such as limited communication means, high costs, unguaranteed access security, and failure to reuse equipment during network transformation.

In addition, the new system successfully combines communications systems that offer multi-layered open communications capabilities with enterprise business processes (which were isolated from each other), making converged communications a reality. Customers get free from concerns such as expensive IP network reconstruction and high communications costs.

In addition to traditional audio, customers have access to diverse communications means, such as video and rich media. They can simplify their huge, complex enterprise communications networks into a lightweight one that uses fewer devices and is easier to manage and maintain. By incorporating communications capabilities into enterprise business processes, customers can reap better business performance.

With Huawei eSpace UC, customers can achieve anytime, anywhere efficient enterprise communications and collaboration – featuring optimized experience, simplified O&M, and reduced costs – to maximize business outcomes.

Why Huawei

Huawei is a leading global platform supplier for enterprise communications solutions, providing holistic UC products and solutions. With years of engagement in the enterprise UC sector, Huawei has accrued solid technical expertise, global-leading R&D competence, and Huawei-branded service capabilities. In particular, Huawei has world-class expert teams and global service support teams, as well as noticeable capabilities in researching standards, software, and hardware. Huawei is determined to engage in the enterprise UC sector for a long run.

Driven by the megatrends of enterprise communications transformations, Huawei will continue to invest heavily in areas such as standards research, product development, and capability open-up.

By constantly improving UC experiences and unveiling more innovative products, Huawei aspire to provide customers worldwide with next-generation high-quality converged UC platforms that feature mobility, multimedia, and collaboration. As part of Huawei's commitment, Huawei readily helps customers truly become beneficiaries of enterprise communications revolution.

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