



mother
technologies



Telephony Solutions

Superior Systems

UNIFY
Partner

Mother Technologies has been a Unify partner since 2002. Consistently innovative, Unify (formerly Siemens Enterprise Communications) manufacture the very best in telephony systems, software and handsets. With a portfolio unequalled in its breadth and flexibility, we ensure the best fit for your business.

Mother offers a range of Unify onsite PBX hardware solutions, a software system version to install on your own servers, or we can provide a cost effective and fully featured hosted telephony service.

Feature highlights include:

- Integrated voice services include one number service, web collaboration, visual voicemail, advanced contact centre features, wallboard, mobility and instant messaging among others.
- Unified Communication client applications can be individually matched to suit the workstation, device or process and integrate with OpenScape Web Collaboration
- Solutions for customers with one site or network-wide solutions for multiple sites



OpenScape Business

Unify's OpenScape Business platform is a contemporary, future-proof solution for the communication and collaboration needs of today's small and medium sized businesses.

The way we work and communicate has moved beyond just the desktop computer and handset. We live in a fast paced, competitive, global marketplace where business happens on the move. Laptops, tablets and smartphones are taking over, and communication is no longer dominated by voice transmission but also includes email, instant messaging, social media, video conferencing and web collaboration.

Unified Communications (UC) takes all the ways your staff communicate and integrates them into a single place in a flexible, user friendly and scalable solution. There's no need to switch between screens, programs, contact lists or email accounts. What your staff get is a consistent user experience however they choose to access your system.

Application features in the UC Smart platform, or more advanced UC Suite platform, are available on a subscription basis. This means you only pay for the features you want - not lots of extras you don't need.

The OpenScape Unified Communications platform is available from Mother in 3 service delivery mechanisms:

- An on premise hardware based PBX system
- A software bundle for installation on server or virtual environment (OpenScape Business S)
- A completely hosted service, negating the need for complex onsite hardware and upfront capital expenditure



UC Smart

OpenScope Business is the most complete all-in-one UC platform. The UC Smart applications give you visual indications and control all of your platform functionality and activities.

Click-to-Dial

Click on a contact's phone number directly from any website or application to dial quickly and accurately

Ref: myPortal Smart license

Call Journal

View and sort call histories, check open call lists before leaving the office, and keep track of customer communications

Ref: myPortal Smart license

Personal Notifications

Receive automated notifications by email, SMS (UC Suite only) or phone call when faxes and voicemails are incoming

Ref: myPortal Smart license

Instant Messaging

Communicate with colleagues in real-time when email isn't fast enough or the phone is busy

Ref: myPortal Smart license

Integrated Presence

Stay on top of team availability and how they can best be contacted. Use presence to automatically forward calls to mobile when out of the office

Ref: myPortal Smart license

Web-Collaboration

Attend meetings from wherever you are including video and work effectively with other attendees

Ref: Web Collaboration license

Visual Voicemail

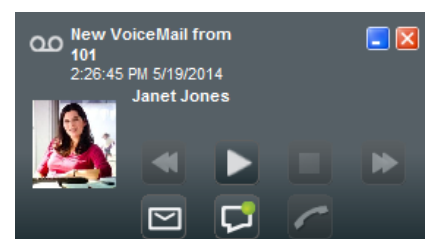
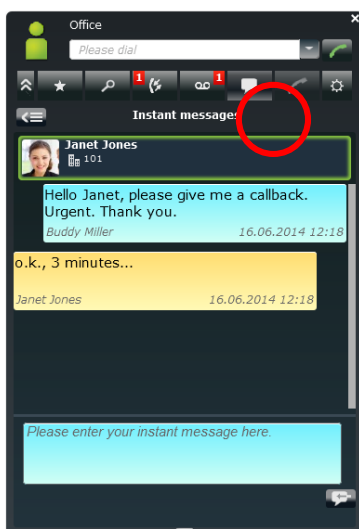
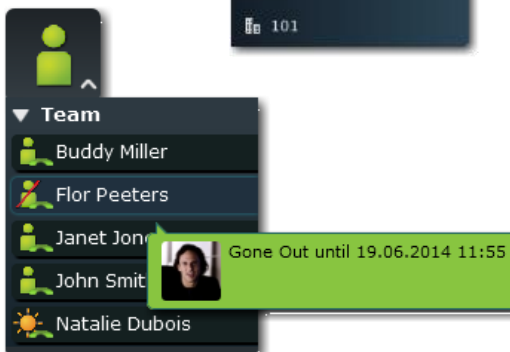
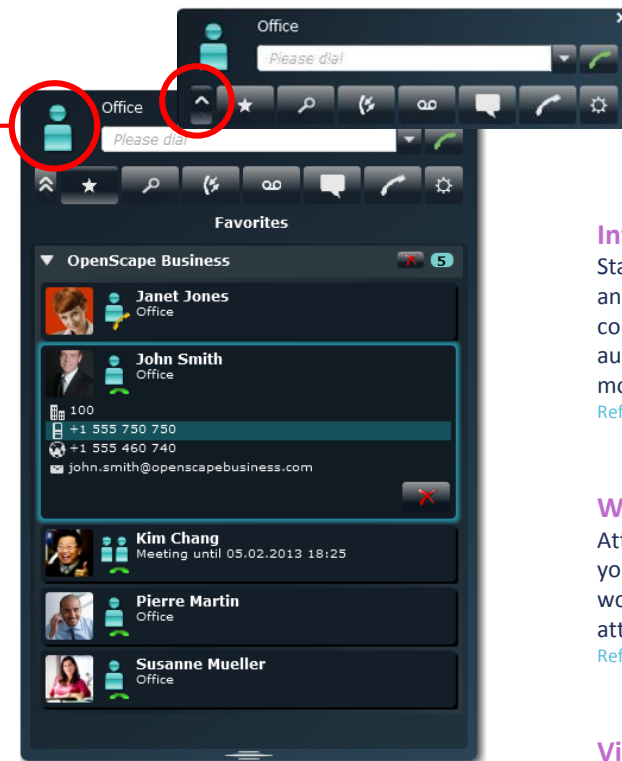
Scan, sort, and play back all voicemails. Become more efficient by picking the most important message first

Ref: UC Smart license

Call Pop-ups

See calls on the PC as they come in. Answer or forward them, send an email or chat message to the caller - all with a simple mouse-click

Ref: UC Smart license



UC Suite

The UC Suite platform goes further than UC Smart and fully integrates with Microsoft Outlook. You don't have any new application interfaces, just an enhanced version of Outlook with everything you need.

Outlook Integration

Integrate UC functionality via myPortal for MS Outlook.

[Ref: myPortal for Outlook license](#)

MS Exchange Access

Search through Exchange or LDAP directories to find and contact colleagues with ease

[Ref: myPortal for Outlook license](#)

Drag & Drop Conferencing

Get conference calls up and running in seconds by dragging and dropping contacts within Outlook

[Ref: myPortal for Desktop or myPortal for Outlook + Conferencing license](#)

Live Call Recording

Capture all the details of important calls without the distraction of taking notes. The conversation will be emailed to you when it terminates

[Ref: myPortal for Outlook or myPortal for Desktop license](#)

Managed Conference

Pre-schedule conference calls and automated outbound notifications for your own dial-in conference facility, fully managed by OpenScape Business

[Ref: Conference license](#)

Favourites List

Keep the contact and presence information of key colleagues handy, reach them in just a click

[Ref: myPortal for Outlook or myPortal for Desktop license](#)

Personal Auto-Attendant

Callers have a customised menu of attendant options when users can't be reached

[Ref: myPortal for Outlook or myPortal for Desktop license](#)

Fax Mailbox

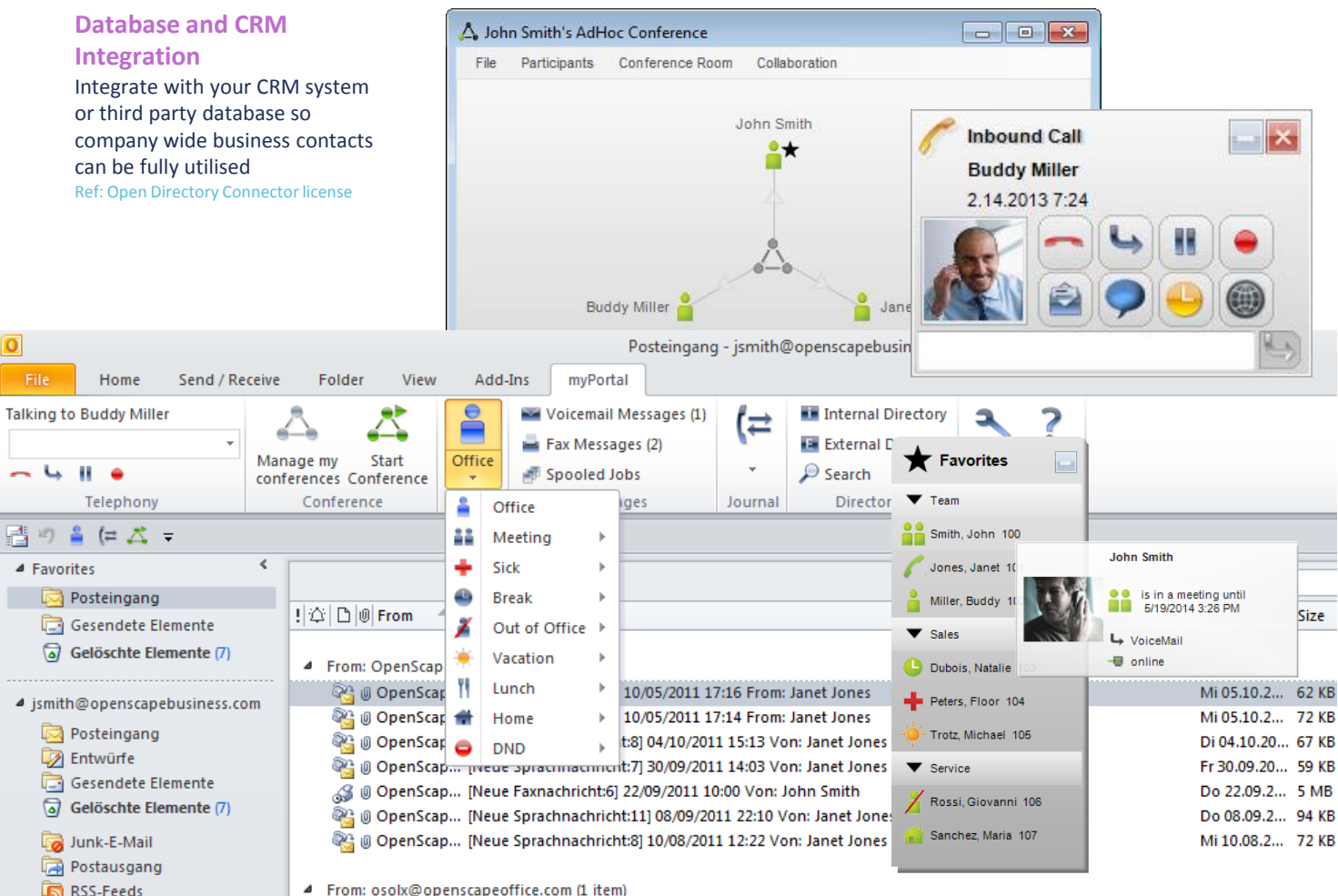
Your own fax mailbox that lets you send and receive faxes as easily as printing a document

[Ref: myPortal for Outlook or myPortal for Desktop license](#)

Database and CRM Integration

Integrate with your CRM system or third party database so company wide business contacts can be fully utilised

[Ref: Open Directory Connector license](#)



Mobility

UC Mobility lets you do everything in the office, without the office. There are a number of options available for achieving business mobility.

One Number Service & Twinning

Twinning is an everyday request on business system extensions. Twinning your desk-phone with your mobile rings both phones when someone dials your extension. Collect the call on whichever device you're closest to so you don't miss that important call.

You don't need to give out your mobile number to be contactable on the move. UC Mobility lets you collect a call on your mobile when an inbound call hits your business extension, so that's the only number your contacts ever need.

[Ref: Twinning license](#)

Desk Share

Mobility doesn't just apply to mobile devices. Users can log on to system handsets deployed in the office, in satellite offices or at home. Relocate extensions and benefit from all of the rich system features that let you conduct business and keep the operation running smoothly.

[Ref: Included with IP Extension License](#)

myPortal To Go

myPortal To Go is a fully featured system app for Android and IOS devices that lets you take your extension with you wherever you go. myPortal To Go isn't twinning or a redirect to your mobile. myPortal To Go is a live system handset installed directly on your mobile device, rendering a desk-phone completely unnecessary. Full desk-phone features enrich your mobile device. Park, hold, transfer and conference as you would do in the office directly from your smart phone or tablet.

myPortal To Go is location independent, provides access to your directories, favourites, voicemail and call journals. It allows you to manage your presence and view the status of all other system users and supports integrated VoIP, Call Back, GSM or Call-through to lower communication costs.

[Ref: myPortal to Go license + IP extension license for each access network used](#)

Call Me

Enabling Call Me and dialling a customer from the UC client on your mobile instructs your OpenScape Business system to centrally set-up the call. OpenScape Business will call you back on your preferred device (mobile, home, hotel room), initiate the call to the customer and connect you. OpenScape Business maintains control of the call until either party terminate. This is ideal for businesses with international restrictions on mobiles, a need to control mobile call costs or record all calls (including mobile devices) for compliance.

[Ref: myPortal for Outlook or myPortal for Desktop license](#)

Hosted UC

With a hosted solution, Mobility doesn't just negate the need for a desk-phone - it negates the need for an office. Everything is hosted in our datacentre and your workforce is unified on a centralised system irrespective of their location. Even switchboard duties can be performed from home or remote locations empowered with inbound control and full visibility of every extension status.



Switchboard

Company AutoAttendant

Greet callers with a comprehensive automated attendant and quickly direct them to the people and departments they want to speak to.

[Ref: Company attendant license](#)

myAttendant

myAttendant is an extremely advanced yet user friendly attendant console. It combines telephone functions with OpenScope Business UC functions. In addition to classic call handling functions, it has further functionality for management of the UC suite where a user's presence can (with permission) be managed in order to best direct a call. All UC functions are united in a message centre with centralised access to voice, fax and instant messages. This switchboard application presents a single, consolidated view of all the company's users and their status, making it easy to transfer calls when they become available. It can be deployed to multiple stations within an office environment and to multiple locations, including satellite and home offices.

[Ref: myPortal for Desktop or myPortal for Outlook + myAttendant license](#)

Witness

The OpenScope Business UC Suite allows you to record individual calls. Many businesses today need all-round system recordings for resolution of disagreements, training and compliance. Witness is a hosted recording platform available for OpenScope Business that records every inbound and outbound call. The system is a fully hosted solution available on a subscription basis. Customers can log into Witness from any browser, trace, play and download recordings based on their access level.

[Ref: Witness call recording license](#)

The screenshot displays the myAttendant software interface, which is part of the OpenScope Business suite. The interface is designed for managing calls and user presence. At the top, there's a header with the UNIFY logo and the text "Harmonize your enterprise". Below this, a navigation bar includes options like "Hang Up", "Conference", "Setup", "Help", and "Office". The main area is divided into several sections:

- User Profile:** A section for "John Smith" showing his status as "Operational". It includes fields for Name, CLIV/Company, and Calling For, with buttons for Save and Clear.
- Active Calls:** A table listing active calls with columns for Call ID, Arrived At, CLI, Last Name, and a status icon. One call is listed with ID 65608, arrived at 16:23:38, CLI 102, and last name Miller.
- Held / Transferring / Parked Calls:** A similar table for calls that are held, transferring, or parked. One call is listed with ID 65607, arrived at 16:23:33, CLI 101, and last name Jones.
- Call Log:** A large table with multiple columns and rows, likely for recording call history. It includes icons for each user, such as John Smith, Janet Jones, Buddy Miller, Natalie Dubois, and Floor Peters.

At the bottom of the interface, there's a status bar showing "Status: Connected" and a timestamp "5/19/2014 4:24:09 PM". A row of function keys (F1-F12) is also visible, each with a corresponding icon.

UC Advanced

myAgent

myAgent is used by contact centre agents. It delivers the full suite of contact centre features in a single desktop view. It incorporates everything from call queue information and relevant customer information pop-ups accompanying incoming calls, accessing customer CRM data and history. Your agents can always identify how many callers are in the queue and react appropriately according to who they are.

Advanced myAgent functionality includes:

- Customer engagement options, such as voice calls, e-mail and fax
- Intelligent routing capabilities for all media: skill based, preferred agent and VIP caller support
- Collaboration and call transfer to available 'experts' to accelerate call resolution

Ref: [myAgent License](#)

myReports

myReports enables production of statistics on the utilisation of your Contact Centre, sorted according to defined criteria in more than 100 report templates.

Ref: [myAgent license + myReports license](#)

Application Launcher

Application Launcher is an invisible software application that works in the background, allowing interaction between your CRM and ERP systems. The launcher's role is to pull all the CRM information in your database which relates to an inbound caller onto the screen in front of you. Your agents can easily review the history relating to the customer they are talking to, resulting in a more efficient and personal service.

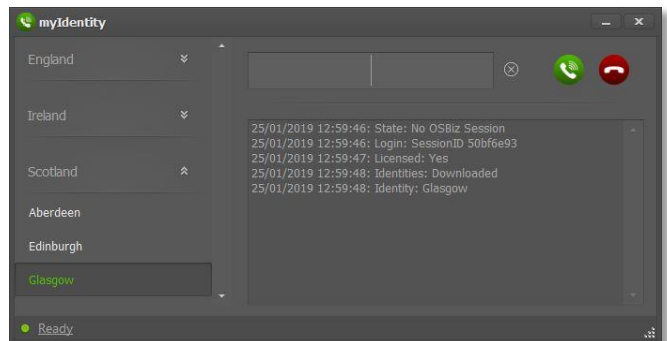
Ref: [Application launcher license](#)

Wallboard Live

Keep on top of your operations by displaying active telephony statistics in real time on a large display, desktop or mobile device. Live dashboard information is unbelievably powerful. It provides instant performance indicators at a glance, allowing managers to react to situations as they happen - not after the event. You want to know about a high number of lost calls or an unsatisfactory number of sales as it happens - not when it's too late. Wallboard Live provides real-time statistics as visual indicators you can react to, reports you can later analyse and alerts you can define. Wallboard Live is platform independent, meaning it can be run on any device, anywhere. Download our Wallboard Live brochure for further information.

myIdentity

When organisations have multiple offices with centralised functions, myIdentity allows users to change their outbound presentation number on the fly so the regional office they are calling on behalf of is the advertised number.



Ref: [myIdentity license + OSBiz UC license](#)



Connectivity

There are an array of lines and circuits that are capable of carrying your voice services. It can be confusing. But luckily Mother is also an Ofcom authorised line provider, delivering circuits and phone numbers throughout the UK. So you only need to deal with one supplier.

Depending on the number of staff and extensions you require, we'll help you choose the best suited and most cost effective solution. Lines range from analogue and ISDN2 through to ISDN30 and SIP lines. Or if you have a suitable internet or Ethernet circuit then we could also deliver a more cost effective voice service over it.

We oversee every aspect of your connectivity, from assessing your requirements, installing circuits, managing transfers from your existing provider, retaining your existing numbers and providing an ongoing managed service.

Our line tariffs are extremely competitive; we offer better rates than you will find through the biggest and best known national providers. We offer free call bundles to local national and mobile numbers! And we pay more attention to after-sales services too.

When it comes to any aspect of your system, lines and connectivity, you know you have Mother's friendly and knowledgeable staff available to call upon, whether it's 24 hour emergency response or just answering your queries.





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