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OmniPCX Office Rich Communication Edition Release 8 adds SIP and WLAN capabilities for a new generation of employee and customer engagement

Sydney, December 8, 2010 In a modern, mobile business environment, communication is key for success. Whether in the office or on the road, today's small- to medium-sized business (SMB) needs to offer employees and customers continuous, consistent communication across multiple media such as voice, messaging and conferencing. Alcatel-Lucent today announced the global availability of the OmniPCX Office Rich Communication Edition (RCE) Release 8, which provides a platform for the next generation of multimedia communications for SMBs.

Driven by a new, more powerful CPU that supports many features and functions without requiring a hard disk, the OmniPCX Office RCE offers voice over IP in its core and a SIP-ready feature set that enriches the value communications brings to businesses. It provides real-time user contact information that shows availability and status and it offers support for multi-channel communication encompassing voice, messaging and conferencing.

Rich communication also allows for instant conferencing and seamless forward or transfer of calls from a desktop phone to a wireless LAN phone or mobile device

without disruption. Rich collaboration capabilities enable users to share and work on documents from any device, creating new opportunities for mobile collaboration and improved customer support. Deploying a new device with office capabilities can be as simple as downloading and installing a smart phone application.

OmniPCX

Office Rich Communication Edition supports SIP endpoints including the Alcatel-Lucent My IC Phone, the upcoming smart desk phone that brings the smart phone experience to the desk, continuing the integration of PC, desk phone and mobile devices to increase employee effectiveness. The OmniPCX Office RCE is a part of the Alcatel-Lucent Office Communication Solutions, which also offers an improved range of device options including new 802.11n-compliant access points and lower prices on the Alcatel-Lucent OmniTouch 8100 WLAN phone family.

The OmniPCX Office Rich Communication Edition gives SMBs big-business communication tools, such as conferencing, collaboration and customer service applications, which improve engagement and productivity at a price they can afford, said Xavier Martin, VP Product Marketing, Enterprise Communication Solutions at Alcatel-Lucent. Businesses benefit from the lower cost of delivering targeted customer greetings and call center capabilities such as routing and reporting, while end-users benefit from the rich communication features that offer support for multi-channel communications encompassing voice, messaging and conferencing.

Available in four configurations to serve different office sizes up to 200 users, the latest version of OmniPCX Office RCE is optimised and priced for the SMB, enabling customers to pay only for today's business needs, while providing an easy way to upgrade as their business grows. SMBs also save money by leveraging a single platform for multiple departments or business units, and with an optimised architecture that eliminates the need for extra voice over IP boards.