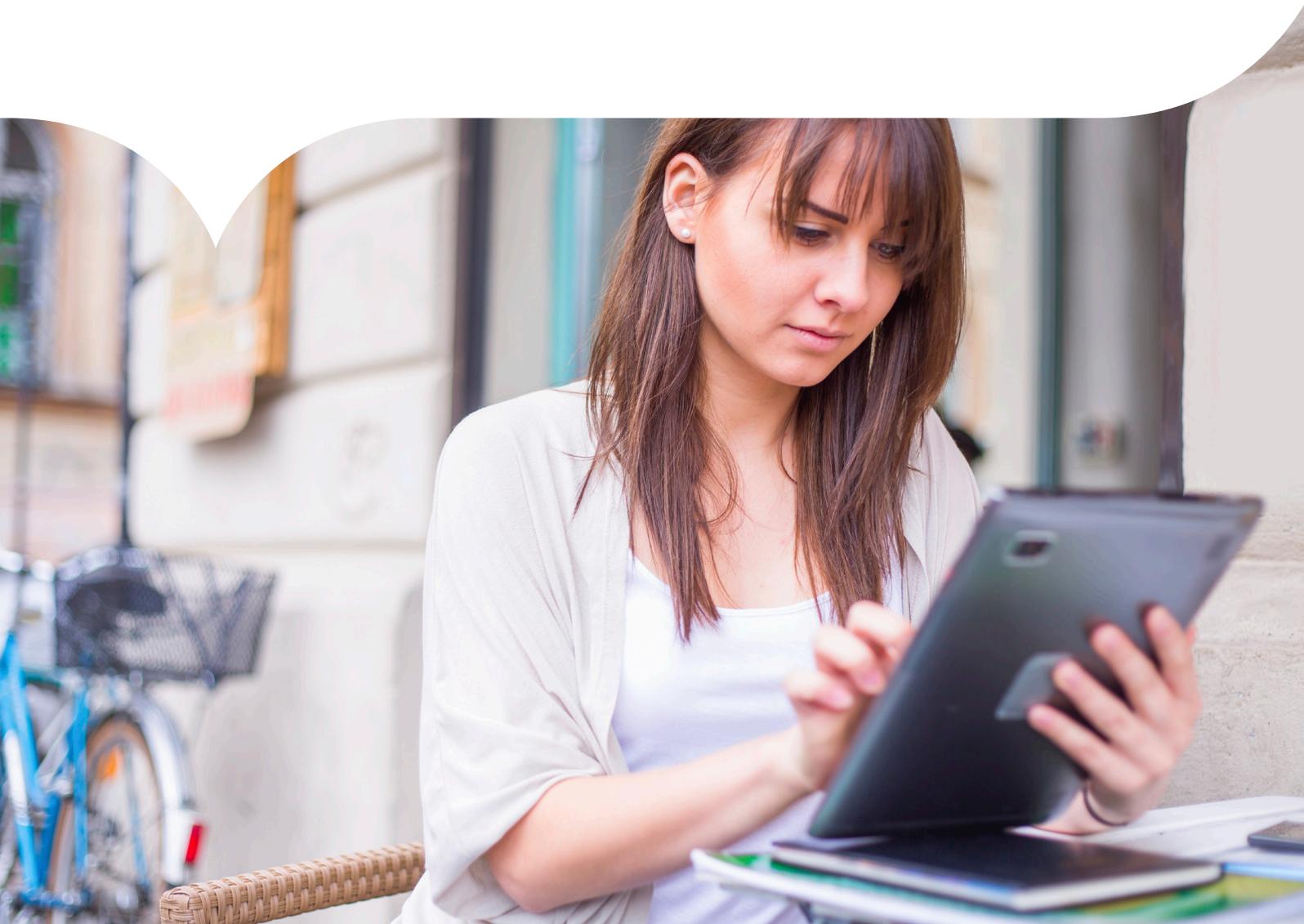


# ComUnity

**Move your organization's telephony from servers to service**



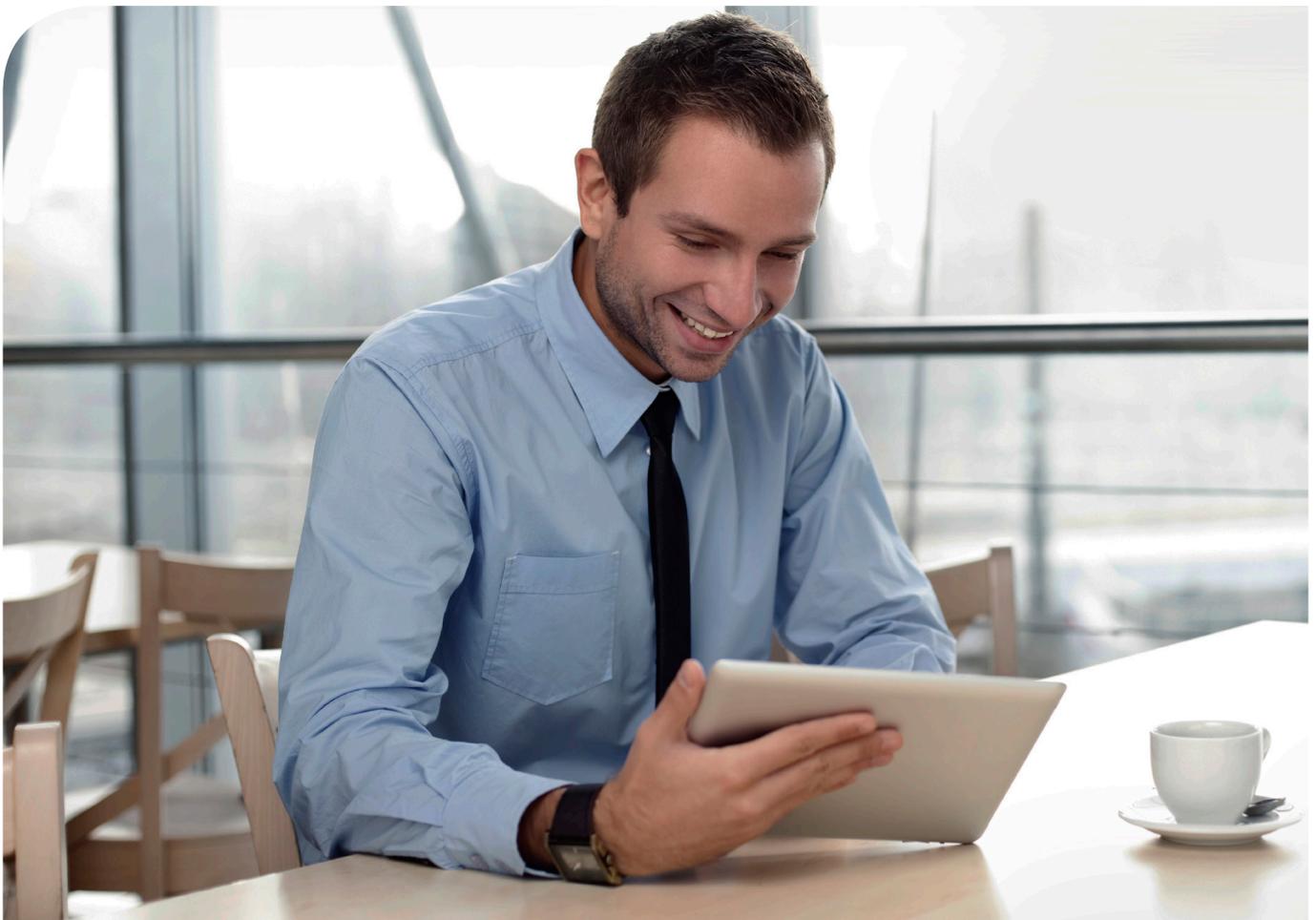
**People matter, results count.**

ComUnity brings you Telephony over IP, delivered in the cloud. You reduce costs and infrastructure, but improve communication throughout your business.

## Are your people always online?

Today's businesspeople want to communicate when and how they need to, wherever they are. They expect a single sign-on and communication in real time. Instant messaging, voice calls and email, conference calls and voicemail must be available to users whether they are at a desk, or mobile. A PBX system for each office without a global approach is not the best way to provide this type of service.

The solution is to move to telephony services in the cloud – Telephony over IP. ComUnity from Prosodie-Capgemini makes this process quick and easy.



# Next generation telephony: Collaborate, wherever you are.

ComUnity allows you to switch from legacy PBX to next generation telephony and communications tools with minimal investment in new hardware or software.

ComUnity offers large organizations a rapid, simple route to Telephony over IP. Digital has changed everything and IP is now the technology of choice for the diverse tools and channels available to help users collaborate remotely: audio conferencing, email, presence, instant messaging (IM), smartphones and tablets.

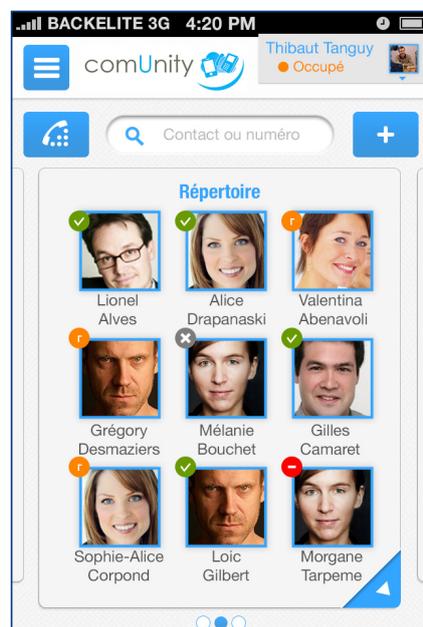
Integrating all of these with desktop telephony and making them accessible through one interface helps to promote collaboration further. ComUnity makes this happen.

ComUnity brings Telephony over IP to large organizations. It is your opportunity to dispense with costly PBX infrastructure. But it also takes advantage of the web to integrate communications channels, helping your people collaborate, wherever they are.

With comUnity, your users manage telephony from their desktops or their smartphones and tablets:

- Placing a call, forwarding or redirecting calls, managing voicemail and organizing audio conferences are all done in a user-friendly interface that integrates with your company's global directory
- Looking up a colleague, establishing their availability and placing a call becomes an easy search and click process
- Email and IM can be launched from the same communications hub. Users on the move can do it all from their smartphone.

ComUnity for iPhone makes it easy to see which of your colleagues are online and to place a call when mobile.



## From servers to service

With telephony budgets under pressure, combined with the increasing obsolescence of legacy PBX systems, there's never been a better time to switch to telephony over IP. ComUnity has been developed to allow organizations to move to next generation telephony **without having to**:

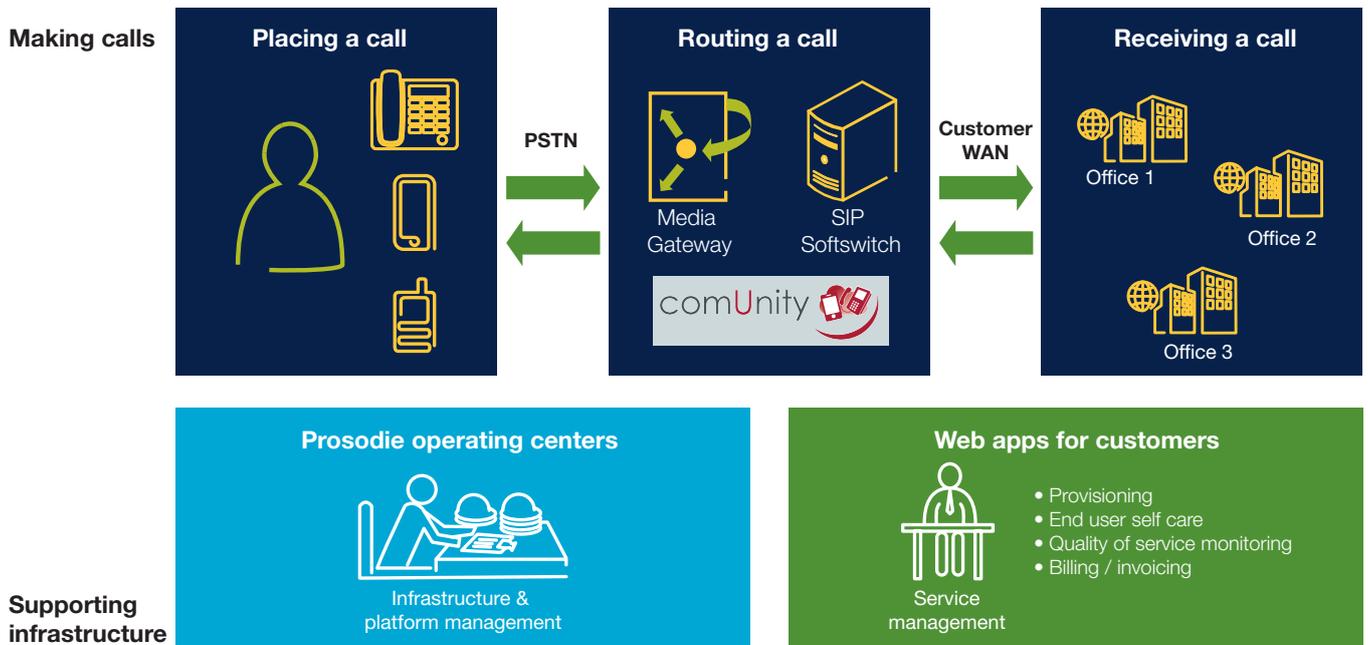
- Mobilize a large and specialized team of experts within internal IT teams
- Wait several years to deploy the solution across multiple branches or sites
- Disturb end-users with a complex new tool
- Commit capital expenditure (capex) to lots of new hardware and software.

ComUnity is offered on a software-as-a-service basis. It provides telephony and collaboration applications (voicemail, IM, directory, audio-conferencing) through one interface, supported via virtual cloud infrastructure. You pay per user, not per minute.

**With telephony budgets under pressure**, combined with the increasing obsolescence of legacy PBX systems, **there's never been a better time to switch to telephony over IP.**

## The architecture of comUnity

ComUnity is built on an open-source platform. All the infrastructure is securely hosted, monitored and administrated within Prosodie-Capgemini datacenters.





# How comUnity works

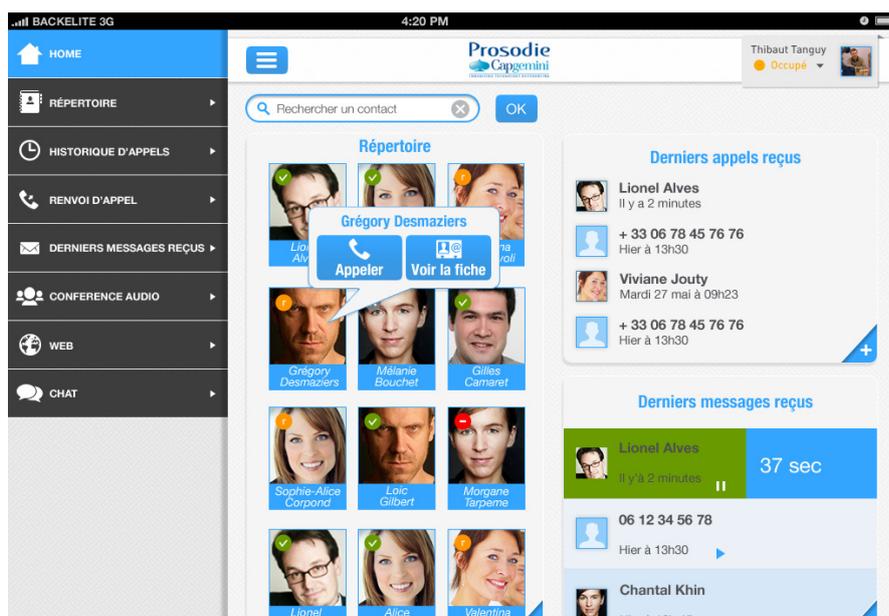
Prosodie-Capgemini manages the complexity of migrating your users, supplying IP phones, implementing your security policy, and decommissioning legacy PBX.

## Features

ComUnity offers a number of features designed to save costs and reduce the complexity of your telephony environment:

- Fully cloud-based, requiring minimal capex
- Secure service delivered 'over-the-top' of your company's existing VPN or through a new dedicated one
- Users manage desktop telephony including voicemail, call forwarding, filtering, redirection and audio conferencing through a desktop application
- Available for use on the go through a smartphone or tablet app
- Compatible with iPhone, iPad and Windows 8
- We provide compatible Telephony over IP phones – or you can retain existing SIP compliant phones
- Integrates with your company directory
- Can be integrated with your CRM system as a 'click to call' feature
- PSTN access and outgoing calls can be included in the user package, delivering a simple and "all-inclusive" telephony service

ComUnity's iPad interface gives you access to your call history, messages, web and chat in addition to your contacts and their presence.



# How is comUnity delivered?

Our comUnity offering aims to keep things as simple as possible for you. To achieve this we provide a large range of design, deployment and change management services to suit each company's needs and capacities.

These generally include:

- Global project management
- Platform configuration
- Portability for phone numbers
- On-site assistance and maintenance
- Administration training

We can also provide:

- WAN connectivity
- On-premise IP phones and gateways deployment
- Change management

## Get technical support

Prosodie-Capgemini offers comprehensive support services for your comUnity solution:

- Trilingual support (English, Spanish and French) available 24x7 by phone or email, covering technical, operational, installation and implementation issues
- Training for administrators in a maximum of 48 hours

## Pay-per-use

ComUnity has been developed to help large enterprises cut the cost and complexity of moving to next generation telephony. It minimizes your capital expenditure by enabling you to implement ToIP on a pay-per-use basis.

Our voice and communications specialists tailor every single comUnity solution to the individual needs of each customer. This ensures that you have the right features to support your global communications roadmap.

***ComUnity can easily be integrated with Prosodie-Capgemini's Odigo cloud-based solution. This intelligently routes customer contact to the most suitable resources, regardless of the channel used (voice, email, chat, social, mobile). For an agent making a call using comUnity, this integration means their status is changed to busy in order to prevent incoming customer calls.***

*For more details on Odigo visit [www.capgemini.com/odigo](http://www.capgemini.com/odigo)*





### Key benefits

- Our **pay-per-use** model reduces the need for capex and includes initial setup fees, then a fee per user per month, plus fees to the external PSTN network
- Telephony over IP limits your costs, but not your usage – even internationally
- **Ease of deployment** means you can quickly roll out comUnity to all your networks or sites
- **High availability** thanks to dual datacenter hosting, underpinned by strong service level agreements (SLAs)
- **Upgrades included** as part of our product roadmap ensure your solution continues to offer the best functionality
- Switching from servers to a **service model** saves infrastructure costs

### Learn More

ComUnity has been developed by our specialist multi-channel services business Prosodie- Capgemini. Our customers gain access to their unique telecoms software skills combined with Capgemini's decades of experience of improving performance across diverse business sectors. With our services ranging from strategic consulting to business process outsourcing, we are ideally placed to partner with large organizations and deliver the right technology to help them meet their strategic goals.



## About Prosodie-Capgemini

A subsidiary of the Capgemini group since July 2011, Prosodie-Capgemini designs and hosts major account Front Office solutions. Developed from innovative proprietary technologies, Prosodie-Capgemini's solutions address each step in the digital process followed by users. Offered in Cloud mode, these real-time services draw on a technical platform offering high capacity and security. Prosodie-Capgemini benefits from Capgemini's international dimension to deploy its offerings alongside other Group entities. Prosodie-Capgemini has a presence in France, Spain, Italy and Benelux.



### Contact For more information

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