



SOPHO 2000 IPS

The flexible IP-PBX communications solution that keeps your company agile and responsive

NEC PHILIPS

NEC PHILIPS UNIFIED SOLUTIONS

A flexible communication solution with no limitations for your business



If you need a communications system that...

- Helps you manage change cost-effectively
- Can quickly adapt to answer changing markets and new competitors
- Helps you compete locally and globally
- Offers practical business benefits with clear return at low risk

You need the SOPHO 2000 IPS

Are you looking for a new communication solution, either as an upgrade or for a new site? If so, you need a system that can be easily adapted to changing markets and competition. You'll want to exploit VoIP cost savings and voice-data integration efficiencies, but you may not want to lose the proven reliability of TDM. You will also want a system that supports your increasingly mobile workforce, encourages teamwork and customer responsiveness. And you will want a system that will never limit your company's growth potential.

NEC Philips Unified Solutions understands these needs and we have developed the SOPHO 2000 IPS. It answers specific needs with specific solutions, but because your company is unique, you can choose the ones that will best give you tangible business benefits.

And, depending on what you want

Here's how the SOPHO 2000 IPS can help

Most telephony purchases are prompted by one of four situations, one of which will probably mirror yours. Take a look at how you will benefit with the SOPHO 2000 IPS.

You want to upgrade

If you intend to improve customer responsiveness and reduce costs with an upgrade, the 2000 IPS is your most risk-free upgrade strategy. You can test IP telephony without having to fully commit. Once you are confident it meets your needs, simply migrate to full-IP at your own pace. In addition you can:

- Add new devices such as IP phones, Softphones and IP DECT systems the moment it is installed. All these extend reach and improve access.
- Reduce costs – the 2000 IPS can help introduce new, more productive ways of working for both office and home workers. For example, the IP DECT gives your staff immediate on-site mobility at low cost. And through SOPHO Mobility Access, mobile and/or remote users are easily integrated into the corporate network. Also, SIP trunks let you take advantage of the lower costs of IP service providers.

You are setting up a new office

If you are moving to a new office, the 2000 IPS is a native IP switch offering all the cost and flexibility benefits of an IP installation.

- Start-up costs are minimised because separate voice cabling is unnecessary.
- This approach delivers very rapid business start-up, thanks to Business ConneCT, for example, which ensures company information is instantly available to all users.
- Full on-site mobility for less than the cost of conventional extensions and wiring, when you choose IP DECT for extension phones.
- The efficiencies that come with a central directory, presence management, and unified messaging.

You want to unify or grow your multiple offices

If you have geographically spread sites, the 2000 IPS offers distributed modules to give you full functionality to remote offices – giving you a single unified network with up to 30 sites. Your staff will have transparent access to all the productivity enhancing features regardless of which office they use:

- Increased efficiency and dramatically reduced overall network costs
Management@Net provides central management of an entire international network.
- Single point management also eliminates the need for a telecom expert in each office.
- 'Least-cost routing' – another important cost-saver, especially for companies with offices in different countries.
- Applications such as Contact@Net 250 across the whole network enable higher levels of customer service and responsiveness.

You want to improve competitiveness

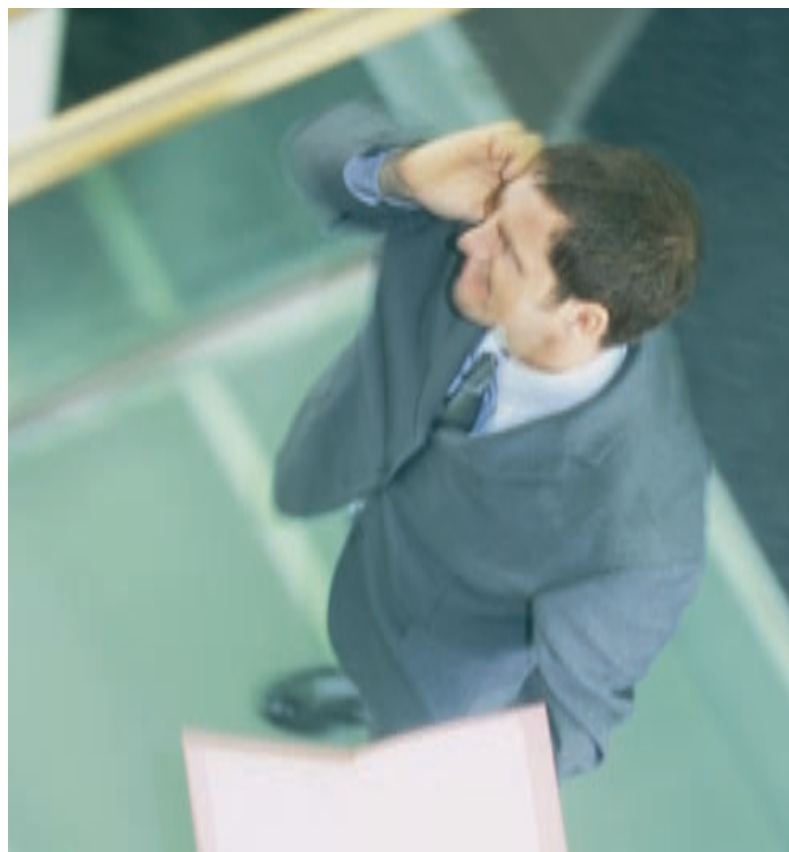
The choice of 2000 IPS's advanced telephone applications are designed to increase your company's competitiveness. The only application suite that covers all your communication needs is Business ConneCT.

- **Business ConneCT** is a single, powerful application answering all the needs of your employees, operators and contact centre agents. Because it is web based it gives every employee control on how and when they are contacted, by whom, and on which device: in the office, at home, or on the move – enabling everyone to be a highly effective team player at all times. As a fully-featured CTI application, Business ConneCT provides powerful features such as integrated voicemail, multiple directories, skill-based routing, call logging and presence management – in one easy to use package. Making a call or setting up a 3-party conference call is as simple as one click on a name, while on-screen information with each incoming call guarantees a personal and effective response.

For more demanding specialised roles separate, stand-alone, applications are also available like Contact@Net and MyOffice@Net.

- **Contact@Net** gives your staff multi-channel access to web, email, telephone, voicemail and fax, for improved customer satisfaction and more effective selling. In addition unified company contact information and skill-based routing ensure that incoming callers easily connect to the right person. This is even easier when combined with mobility services such as IP DECT.
- **MyOffice@Net** is a personal productivity application that helps your staff to work more efficiently by giving them control over their personal telephony settings and enabling them to work with these at their desk, elsewhere in the office, another office, at home, or even in a hotel room.

All applications are easily configured by your own IT staff, but if you require solutions more closely tailored to your operation, our Systems Integration and Consultancy services will provide specialised advice and customisation.



How SOPHO 2000 IPS adds value to your business



Your IT requirements...

... are to take advantage of voice-data convergence, without being locked-into a single approach. That's why SOPHO 2000 IPS offers:

- A native-IP switch with full support for TDM, so you can choose pure-IP or TDM, or a mix of both.
- A fully featured IP terminal range.
- SIP trunk offers connectivity with standard protocols to the public network, simplifying integration within existing networks (including firewalls).
- NEC Philips consultancy services – to help with system specification and implementation.

... are to enhance efficiency by integrating with company databases. That's why SOPHO 2000 IPS offers:

- Applications such as Business Connect, MyOffice@Net and Contact@Net – to enhance employee productivity.
- These packages can be integrated with existing information systems, including LDAP, Active Directory and Outlook.

... are to provide a secure platform. That's why 2000 IPS offers:

- A proprietary operating system to prevent viruses or hacking
- Up to eight password levels to prevent unauthorised or unwanted changes
- Encryption on login code and password entered from Dterm IP terminal

SOPHO 2000 IPS

Increasing customer responsiveness, reducing costs

- Next-generation native-IP platform with full TDM functionality
- Integrated applications for working smarter and more efficiently
- Compliance with IP standard Session Initiation Protocol (SIP) for reduced call costs
- Comprehensive mobile facilities for increased productivity
- Integration with SOPHO iS3000 at network and application level

Your facilities requirements...

... are to reduce the overall cost of supporting users, but increase support of mobile staff in the office and working from home. That's why SOPHO 2000 IPS offers:

- Management@Net, for centralised management and monitoring of the complete network.
- On-site mobility via IP DECT.
- Easy integration of mobile and/or remote users into the corporate network via SOPHO Mobility Access.
- IP phones and Softphones to give your staff full voice and data facilities anywhere there is a broadband connection.
- Business ConneCT – to give your staff access to their personal telecom profile, wherever they are located.

... are to offer the ability to conclude more calls with a positive end-result within a single call. That's why SOPHO 2000 IPS offers:

- The Business ConneCT Agent application is a skill-based routing Contact Centre ensuring your customers are put through to the right person.
- Incoming calls displayed on the user portal and presence management helping your operator find the right person at any time.
- Easy handover – any authorised employee can act as an operator to ensure full coverage at all times.

Your financial requirements...

... are to save on telecom and maintenance costs and protect existing investments. That's why SOPHO 2000 IPS offers:

- VoIP, to reduce call costs between offices and to the public network.
- SIP on trunk connections, so you can use the lower-cost network services offered by SIP carriers.
- Centralised operator and centralised management.
- High reliability for long operational life.
- Compatibility – 2000 IPS can be fully networked and share applications with SOPHO iS3000 (another successful platform from the NEC Philips portfolio).
- Cost accounting to provide good cost allocation management.



The SOPHO 2000 IPS in-depth

The SOPHO 2000 IPS (Internet Protocol Server) is a powerful IP-ready communications platform. It provides up to 1,000 ports, and with transparent networking can offer more than 100,000. Most importantly, the 2000 IPS can function within a hybrid network comprising traditional analogue switching, TDM/IP switching and pure-IP switching. This means you can continue to use your existing equipment while phasing in IP telephony, laying the foundations of your future networks at a speed that best suits your business.

Key features include:

- More than 400 traditional PBX features
- Supports legacy circuit switching for digital and analogue telephony
- Excellent intranodal (LAN) and internodal (WAN) peer-to-peer IP connectivity
- IP switching for VoIP
- Crystal-clear voice quality for both wired and wireless terminals
- Fully featured transparency through node-to-node networking (via CCIS and up to 255 nodes)
- Open to standard interfaces

General architecture

From the very beginning of the 2000 IPS concept, simplicity has been the driving force of this powerful, advanced system. It consists of independent modules, each pre-engineered to ensure Quality of Service (QoS) standards are maintained across the entire system. Each are small enough to fit in almost any environment, and with the availability of smaller-sized 'Distributed Modules' you can be sure that your space requirements are always met.

Networking

There are plenty of networking features in the 2000 IPS, enabling you to unite your geographically separated sites with one communications network. This increases efficiencies and greatly reduces overall costs.

Voice over IP

The 2000 IPS provides full (native) VoIP without losing any traditional telephony features or risking the proven reliability of TDM.

Certified SIP trunk interface

The 2000 IPS offers a wider choice of communications platforms, applications, and possibilities than ever before. That's because it is fully compliant with the internationally agreed standard, Session Initiation Protocol (SIP).

Reliability

The 2000 IPS's 99.99% (carrier class) reliability is well established and is measured against accepted industry standards. Useful reliability features include: remote maintenance, distributed call processing, error-correcting memory, battery back-up, and automatic system alarm indicators, all helping to ensure unsurpassed reliability.

Wireless terminals

Your staff need never miss a call – whether they are inside or outside your company's premises. What's more, they will always have direct access to 2000 IPS's powerful features, thanks to IP DECT phones, GSM integration with the PBX.

Open standards

Multi-vendor operability is assured, thanks to the open communications platform for easy addition of third-party applications.



Built-in hotel functionality

All the features required by hoteliers are included within the system software, enabling hotel staff to control:

- Automatic wake-up
- Do not disturb
- Check in / Check out
- Direct data entry
- Guest name display
- Maid / Room status
- Message waiting
- Room cut-off
- Single-digit dialling
- Automatic MW Lamp-off
- Room change/Room swap
- House Phone
- PMS interface

For further information on technical specifications, please see our SOPHO 2000 IPS datasheet.



Very high reliability

- 100,000+ sold worldwide
- Dual processor option
- Secure operating system



The products and services described herein are not necessarily available in all countries. Due to continuous improvements products and services are subject to change without notice. Issued 07/06 3522 001 07221

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