OpenScape Web Collaboration

Performance-boosting collaboration and secure support for teams from anywhere

OpenScape Web Collaboration is a scalable, reliable, and highly secure web conferencing solution for enterprises of all sizes. It helps teams collaborate more efficiently and cost-effectively – reducing overspending on business travel and third-party web conferencing services.

With OpenScape Web Collaboration, you can offer meetings with up to 1,000 participants, such as webinars, training sessions, project meetings, sales meetings, and product presentations. You can also deliver remote support to customers and end users by remotely accessing and controlling their computers.

Instant Meeting

The Instant Meeting module lets your teams collaborate online, in realtime and from anywhere, so that employees, partners and customers can share more ideas and information, at a moment's notice, and at a fraction of the costs normally incurred for on-site meetings.

Various advantages:

- Successfully and professionally engage your customers from preliminary negotiations through implementation, down to post-sales activities
- Clarify detailed customer inquiries in the shortest possible time
- Improve telesales, customer relationships and communications

- Demonstrate software products to your customers remotely
- Effectively host webinars

Collaborative document/content creation and sharing
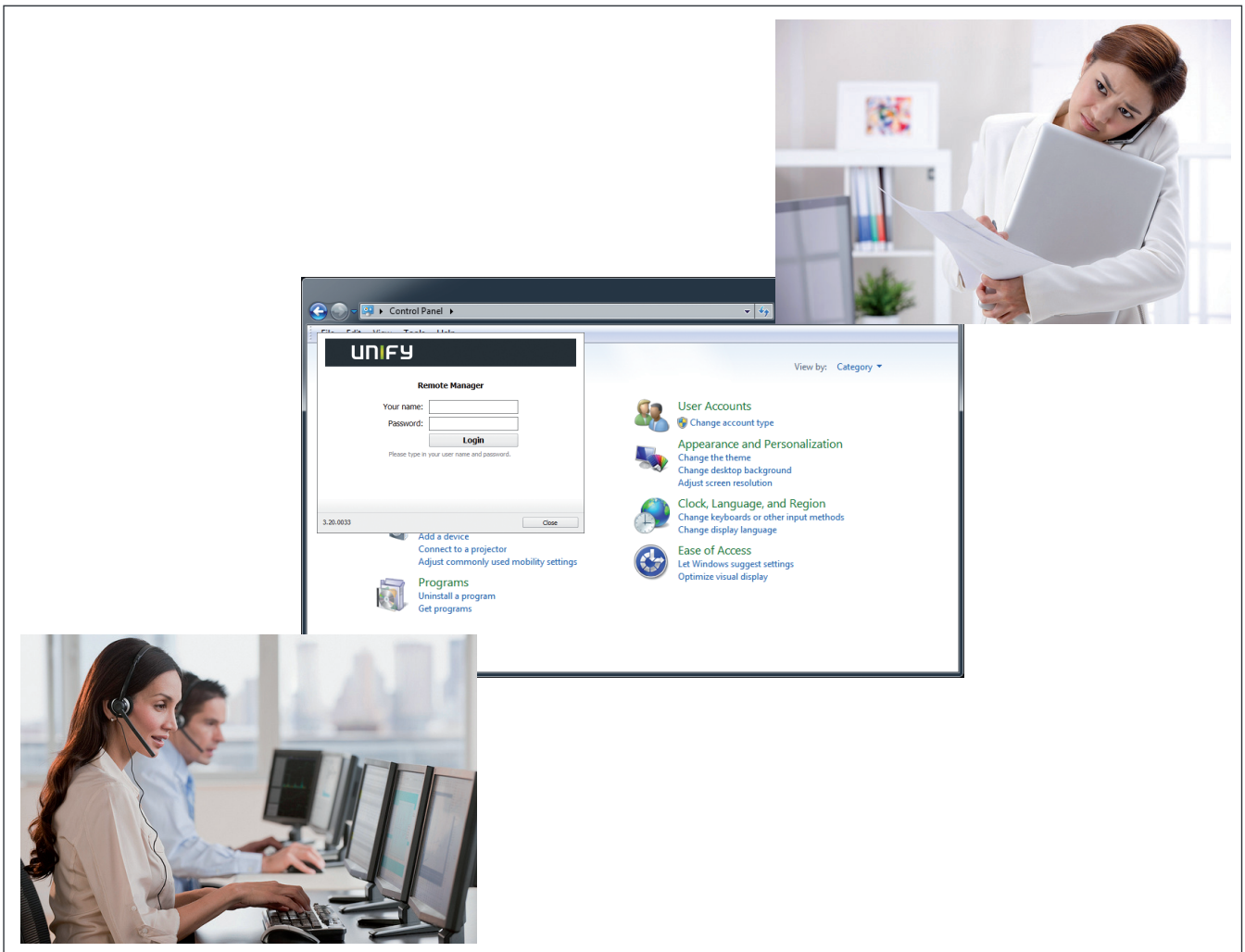
Secure Advisor

The Secure Advisor module lets you provide technical IT support or resolve customer service issues. Your technical support or customer service personnel have remote access and control of the remote user's computer, enabling them to resolve issues quickly and easily, and by viewing the remote user's screen to help them with user errors or application questions.

All sessions can be tamper-proof recorded and saved for later reporting if needed.

In addition, Secure Advisor can be integrated easily with your existing service desk application. This furthermore improves the productivity of your IT staff.

Various advantages:

- Shorten the duration of problem solving and increase the resolution rate
- Minimize on-site visits to diagnose and solve problems
- Work on remote computers without the need to have someone on the other end
- Install updates and patches in off-hours to reduce disruptions
- Monitor statistics on devices to avoid potential problems with CPU utilization, databases and applications

Remote support

Instant Meeting – Key features and capabilities

Usability

Simple and intuitive

The client user interface is so easy to use that it doesn't require end-user training.

Automatic language recognition

OpenScape Web Collaboration automatically recognizes the language of your operating system.

Multi-screen capability

Enables users to access computers with several monitors. The user decides whether to see one or all of them.

True color mode

The true color mode enables users to present their screen without loss of quality with 16 million colors.

Application selection

Enables users to choose applications which can be presented to other users.

Automatic reconnection after lost connection

If a network problem occurs, the collaboration session is automatically reconnected when the network is recovered.
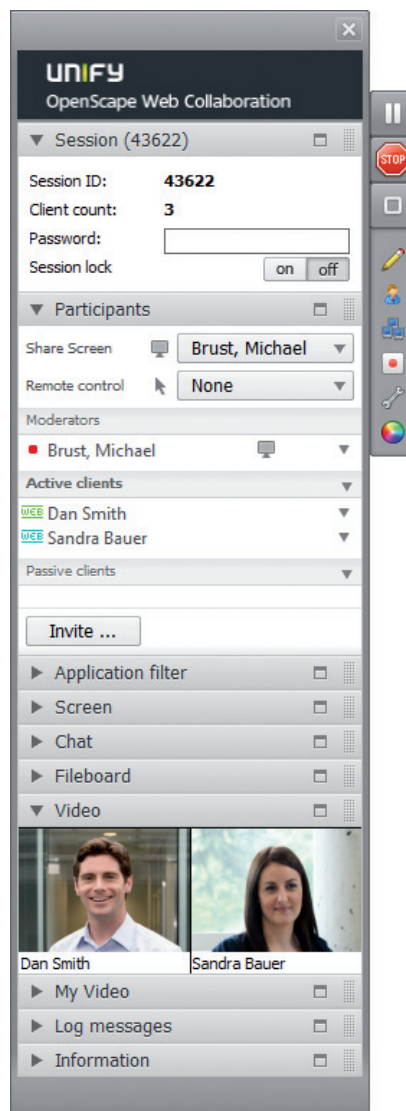
No installation or configuration

No installation or configuration is required. The user just starts the module and participates in the session.
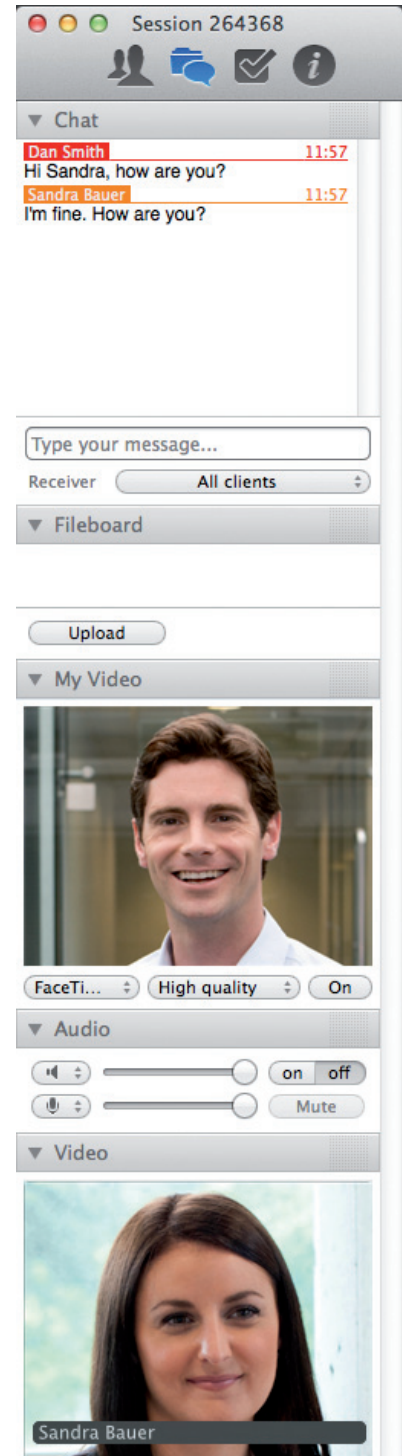
Changing viewing direction

The user is able to change the viewing direction and decide whether he is the presenter or the viewer.

Workplace-independent license model

Software licenses are based on the number of concurrent conference rooms.

Desktop client for Windows PCs

Desktop client for MAC PCs

Real-time collaboration

The solution provides the following technical features:

Video

Up to 8 participants can send their webcam image to other participants per session. The video technology is based on the H.264 codec which provides an outstanding video quality with very low bandwidth consumption.

File exchange

Users can upload documents to the fileboard, enabling all participants to securely download the files.

Chat function

Chat enables participants to communicate to each other or to all participants via text messages. URLs can also be sent via the chat window, which can be directly clicked by active participants from their local PC or device.

Leave a comment

The introduction of new mouse pointers (left and right mouse click) enables web meeting participants to leave and visualize messages or comments.

Mobility

Mobile users of iPhone, iPad, Android or any smartphone device can actively host and participate in a web conferencing session.

Whiteboard

Users can create sketches on a virtual flip chart, which can be saved as a bitmap file for later use.

Remote control

Includes online support and remote control tools for administration, maintenance and desktop sharing on remote PCs and servers.

Session recording

The web conferencing session can be recorded and stored utilizing very secure mechanisms.

Technology

Automatic read-out of proxy settings

OpenScape Web Collaboration automatically reads the proxy settings so that a configuration is not required.

Residue free

When the session finishes, no backlogs or entries in the registry are left, making all sessions extremely secure.

Mobile client for iPhone/iPad and Android devices

Security

Certified security

OpenScape Web Collaboration was certified for its functionality by TÜV Süd:

- ISO/IEC 25051:2006 (Functionality)
- PPP 13011:2008 (Data Security)

TÜV IT (http://www.tuev-sued.de/home_en) offers certifications in the field of IT security and IT quality in accordance with European and international standards, and also in accordance with specific security criteria.

256-bit AES encryption

256-bit AES encryption provides the most powerful encoding mechanism available in the market place.

HTTP protocol with SSL encryption

Mobile clients/web browsers are secured using the SSL encryption (Secure Sockets Layer).

Session password

Sessions can be set up to require a password. To join a secure session, participants must always enter the correct password for the session.

Blacklist and whitelist

Users can define access rights to allow other participants to run applications, write texts, or just passively point at something.

Tamper-proof recording

Tamper-proof recording enables users to record sessions and play them back later. The session will be recorded in a proper format that remains secure from distortion and manipulation.

Two way authentication

Improved security enabling two way authentication with SMS approval for remote support connectivity.
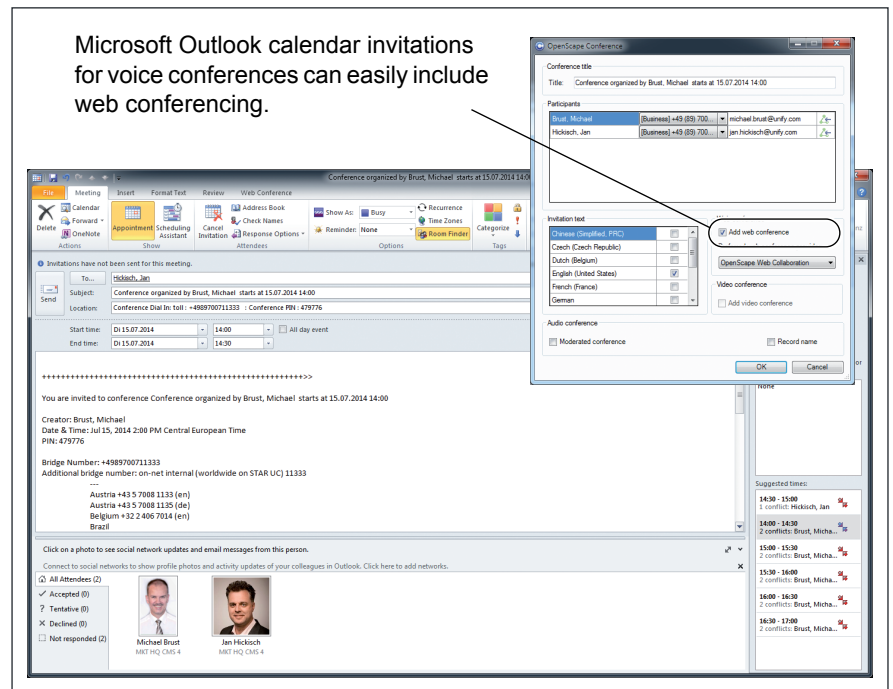
This option can be enabled in the User Managment for each user.

Cloud Server location

Furthermore, you can restrict or specify which cloud server locations are used for the connection (worldwide, Europe, or only Germany). Adding an additional layer of security.

Integration with e-mail and calendar applications

OpenScape natively integrates Microsoft Outlook, allowing users to schedule and start audio and web collaboration sessions from the calendar invitation.

Microsoft Outlook calendar invitations for voice conferences can easily include web conferencing.

Invitation to a web conference in Microsoft Outlook

Secure Advisor – Key features and functionalities

Remote access

Your technical support staff can establish a connection from any location in order to access individual PCs as well several thousand unattended PCs for maintenance and administration. No session number needs to be entered on the remote client, but the remote client must have been installed and configured so that it can be managed remotely.

Depending on the number of licenses purchased, any number of remote clients can be remotely accessed and controlled.

Remote control

Your technical support staff can start a session in just a few minutes – as if they were actually on site.

File access and transfer

You can also access files and transfer individual files and folders or synchronize entire folder structures remotely.

Performing installation

With Secure Advisor, you can remotely configure and install software.

Remote maintenance

During a connection, you can provide support and maintenance on the "remote client" PC.

Customer portal

The customer portal allows your IT staff to administer, manage and customize the solution to better meet the needs of your business and your users. Key capabilities include:
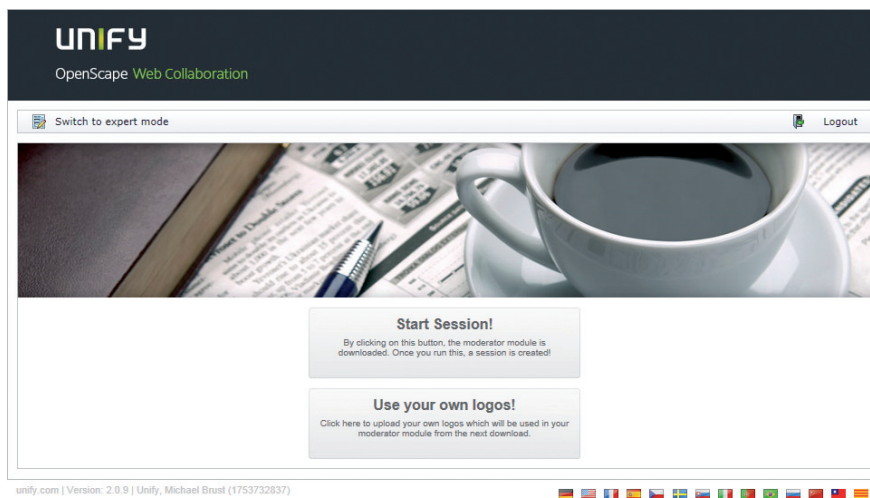
Settings and profiles

You can change your settings and manage your profiles to meet your requirements.

Download

You can download the latest versions of the software modules and documentation.

Functions

You can configure the functionality of your OpenScape Web Collaboration modules. For example, you can provide various options for the moderator and/or the participants, lock and unlock functions, or even completely remove them from your modules.

Customer portal

Display

You can change the user interface of your modules by adding or removing individual tabs, such as chat, video or audio – to/from the sidebar.

Logo

You can add your own company logo to the user interface.

Text

You can change the text displayed for session invitations and user messages.

System scalability and characteristics

- High scalability – virtually unlimited via cascading server architecture
- By default, OpenScape Web Collaboration supports up to 100 participants in a single session – regardless of whether participants are joining via desktop client, mobile client, or browser – and with an extended mode, up to 1,000 participants.
- Maximum of 8 video participants per session
- Display resolution and transfer rates:
  Low: 128x96 / 100 kbit/s,
  Medium: 256x192 / 200 kbit/s,
  High: 320x240 / 300 kbit/s

- Warm standby redundancy can be implemented in the host server.
- The OpenScape Web Collaboration server can be installed in a VMware ESX(i) 4.x and 5.x environment.

Languages

All languages are possible through Unicode support. Depending on the language of the operating system, automatic language detection is available for the moderator and the client.

The following languages are available:
- English
- German
- French
- Italian
- Spanish
- Catalan
- Dutch
- Polish
- Greek
- Russian
- Turkish
- Japanese

Hardware/Software requirements

Minimum requirements for the OpenScape Web Collaboration V7 server

OpenScape Web Collaboration server	
Software requirements (Server operating systems)	• Microsoft Windows 2003 Server • Microsoft Windows Server 2008 R2 (Standard or Enterprise Edition) with latest service pack • Microsoft Windows Server 2012 R2
Hardware requirements for up to 250 parallel users in x web sessions	• Xeon processor • At least 2.5 GHz • At least 4 GB RAM • 1000 Mbps network cards • At least 30 GB of free disk storage space

Desktop client

OpenScape Web Collaboration requirements for running the moderator's and the participants' client programs	
Software requirements (Client operating systems)	Windows: • Microsoft Windows XP, Vista, 7, 8 • Microsoft Windows Server 2000/2003/2008 MAC: • MAC OS X 10.6 (Snow Leopard) • MAC OS X 10.7 (Lion) • MAC OS X 10.8 (Mountain Lion) • MAC OS X 10.9 (Mavericks)
Hardware requirements	• Internet access (can be through proxy) • Processor speed at least 300 MHz • At least 64 MB RAM

Web browser

OpenScape Web Collaboration – mobile web browser client (no iPhone, iPad and Android devices)	
Tested browsers	• Internet Explorer (32-bit) version 8/9/10/11 • Mozilla Firefox (32-bit) RAPID RELEASE • Google Chrome (32-bit) version 24 and higher • Safari (Mac OS X only) RAPID RELEASE
Features	• View list of participants • Desktop sharing • View whiteboard • Remote control • URL push • Chat (to all participants) • Receive and show video (requires a front camera) • Viewer window

Mobile client for iPhone, iPad, and Android devices

OpenScape Web Collaboration – Mobile client for iPhone, iPad, and Android devices	
OS version	• At least iOS 4.3 • At least Android 2.2
Features	• Host and moderate sessions • View list of participants • Disconnect participants (as moderator) • Desktop sharing • Control and view whiteboard • Chat to all participants • Receive and send video (requires front camera) • Remote control • URL push • Viewer window

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