



HiPath DX

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Revision 8 *Universality* application pack 2 (HiPath Mobility Server)

For HiPath DX, HiPath DXR, iSDX, and Realitis DX,
delivering mobile business

Application Pack 2 is exclusively available to Revision 8 customers and will deliver powerful advantages to your business – greater staff availability, improved customer service and more flexible working patterns.

Application packs are the new format for DX upgrades, custom built to meet your requirements – faster. For the price of a single upgrade to Revision 8, you will also receive all of the previous DX software revisions – these are custom built to ensure that your requirements are met more quickly.

This means that in one simple step, you can transform your existing platform, irrespective of its size or age, into a leading edge, multimedia Real Time IP Communications Server.

Application pack 2 core feature:
– HiPath Mobility Server (HMS).

The drive for mobility

Terms such as ‘mobility’ and ‘mobile business’ are becoming ever more prevalent in the communications world, but what do the terms actually mean? And, more importantly, what are the drivers for mobile business in your organisation? In terms of classification, mobile business is about leveraging the power of your communications and data infrastructure whilst away from the office, using your preferred access tools. It’s about having the freedom to choose your working location and adopt a more efficient working style.

So what does mobility mean to your business? Quite simply, mobile business means better service for your customers, and greater satisfaction and efficiency from your employees. Having the option to work independently from any location whilst still being connected to company infrastructure delivers a powerful business advantage. This new flexibility means that you can offer total dedication and availability to your customers. Not only that, it means you are always connected to your support organisation, so you can get the information you need and make informed decisions faster. That’s not all.

The power of workplace independence means that your business can fully support new working patterns such as home working and virtual teams. All of which will help cultivate a motivating, flexible and dedicated working environment.

The HiPath Mobility Server

The HiPath Mobility Server (HMS) completes a powerful mobility offering for Revision 8 customers. The HMS works in conjunction with the networked home working feature introduced with Revision 7.1 New World software (included as standard with your Revision 8 upgrade).

With HMS installed, your workforce will always have access to company telecommunications, irrespective of time or current working location. Using HMS, your employees can work on the road, from an airport or hotel, from a customer’s premises or at work – still making and receiving calls as if they were in the office. This ability, combined with conventional ‘dial-up’ connections for remote workers, means that your business can provide a totally mobile business offering, in a highly cost effective manner.

HMS makes logging on to the company network a straight-forward and speedy process. All HMS users are allocated a personal ‘mobility’ number which they use to dial in to your company network. Users are then guided through a short series of commands by pre-recorded voice prompts to complete the log-on procedure. After this brief process, users are connected and able to make use of your company infrastructure outside your company walls.



HMS – the business benefits

Availability:

Your employees can be reached, irrespective of their work location.

Flexibility:

Staff can provide a more flexible service to your customers, entirely tailored to suit their individual requirements.

Workplace independence:

Using HMS, your work force can work from any desired location for any duration without incurring additional cost to the business and without jeopardising existing levels of customer service.

Cost reduction:

One of the great benefits of mobile working is cost reduction. Having a mobile work force will lessen the space requirement for permanent, in house staff. In addition, all HMS users are making calls using your company infrastructure, so home working and field based employees will receive the low call charges and internal network connections enjoyed by all office based staff.

Accurate internal billing:

The improved CIL information presented by HMS means that home working and remote calls can easily be identified and differentiated from other office traffic. This means that you can effectively monitor business traffic flows and produce accurate internal billing accounts when required.

Security

The networked home working feature offers secure access to the DX. All user access is controlled through combinations of personal numbers, passwords, and CLI information. The combination of these elements is totally definable by the customer.

Flexible implementation options

HMS is scalable to support up to 4096 remote workers. User licenses are available in bands to accommodate the requirements of all customers.

Additional information

The HMS software resides on a stand-alone server, connected to the DX via a DPNSS trunk.

The HMS application pack includes both a Siemens supported server and the HMS software.

Related documentation

(all supplied with HMS purchase):

- HiPath DX Home working user guide 1QBD 50144 AAK
- HiPath Mobility Server guide to changing voice prompts 1QDC 50043 AAA
- HiPath DX electronic publications CD ROM 1HGC50101AAA

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