



SKyPRO

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SKyPRO

- Founded 1987
- Novell platinum partner
- Developing Identity Management Connectors since 2003
- Developing unified communications software since 2006
- SKyPRO's mission is to provide “Unified Communications products and services” that lower communications costs and increase employee productivity and convenience.

SKyPRO and GroupWise

- GroupWise is a good product
Sara Radicati says: „(with GroupWise 8) Novell raises the bar on personal productivity with a highly connected collaborative workspace ..”
- SKyPRO provides “Unified Communications products and services” for Novell GroupWise.

GroupWise and Unified Communications

- **GroupWise is a great products**
 - Open Collaboration
 - GroupWise Mobility Solutions
 - Teaming + Conferencing
- **SKyPRO means Unified Communications (UC) for GroupWise**
- **UC is not a single product**
 - Set of products
 - Instant Messaging (IM, chat), Presence Information, IP Telephony, Video Conferencing, Call Control
 - Integrated Voicemail, E-mail, SMS and Fax (Unified Messaging)
 - Set must provide a consistent unified user interface and user experience
- **UC should also offer**
 - Business process integration,
 - Optimize business processes , reduce the response time and manage business flow

History of UC

- **History of UC is tied to evolution of technology**
 - Originally Private Branch Exchange (PBX) or Key System
 - Managed by phone Company --> High residual and reoccurring cost to customers
 - Use of Networks for transmission of voice instead of traditional telephone network
 - Realized potential of replacing expensive traditional PBX with IP based software solution
 - Handset became computer device
 - Voice (Audio) no FM anymore, encoded using CODEC (G.711 originally)
 - UC Goal is to not focus on telephony but the unification of ALL communication means inside a single platform.

- **Typical components of unified communications**
 - Typically not a single product but rather a solution which consists of various elements
 - IP telephony, call control, video conferencing, presence, instant messaging, conferencing + collaboration tools, mobility, business process integration (BPI), E-mail, SMS, Fax.

UC for GroupWise

- **Business Benefits of UC within GroupWise**
 - Know presence and location of other party
 - Seamless integration within one communication platform
 - Streamline information delivery
 - Minimizing human delay factor, faster response time
 - Better collaboration even if parties are not physically on the same site
 - All communication information within GroupWise platform
 - Use information from one communication channel for other communication system
 - Complete Communication history available within GroupWise
 - Very low investment necessary to implement UC for GW
 - Great communication costs savings opportunity
 - Very quick ROI

UC for GroupWise

- **GroupWise is a great products**
 - GroupWise 8
 - Teaming + Conferencing
- **SKyPRO UC Software**
 - **SKyCOM**
 - IP Telephony, Presence, Phone Conference (up to 7 participants) (current version 1.1)
 - Instant Messaging, Enhanced Presence (V1.2 – November 2009)
 - Video Telephony, Video Conference , File Transfer (v1.5 – March 2010)
 - Remote support (v2.0 – Fall 2010)
 - **FaxGwise**
 - Fax → for ISDN cards (current version 4.12a)
 - Fax → for analogue modems (version 4.2 – November 2009)
 - Fax → for analogue modems and faxboards (version 5.0 – February 2010)
 - **SKySMS**
 - SMS → currently in Beta (current version 0.7.5.5)
 - SMS → SMS Gateway (release version 1.0 – December 2009)

UC for GroupWise

■ SKyPRO UC Services

- **Hosted PBX Service**
 - SIP standard based IP Telephony, Presence
 - Direct Dial In (DID) possible (worldwide)
 - Unlimited Extension, Voicemail, Queues, Incoming Call Rules, Text2Speech, Conference Center, IVR (Interactive Voice Response), Call Screening
 - Automated Billing, Reporting (November 2009)
- **SIP Trunc Provider for SKyCOM (VoIP) Asterisk Server**
 - SIP standard based IP Telephony
 - Direct Dial In (DID) possible (worldwide)
 - Automated Billing, Reporting (November 2009)
- **SMS Gateway Service (December 2009)**
 - SMS Gateway for SKySMS
 - 2-way SMS possible
 - Automated Billing, Reporting
- **Fax Gateway Service (Spring 2010)**
 - Fax Gateway for FaxGwise Server
 - 2-way Fax possible
 - Automated Billing, Reporting

SKyPRO UC Components for GroupWise

■ SKyPRO UC Software

- SKyCOM
- FaxGwise
- SKySMS

■ SKyPRO UC Services

- Hosted PBX Service
- SIP Trunc Provider for SKyCOM (VoIP) Asterisk Server
- SMS Gateway Service (December 2009)
- Fax Gateway Service (Spring 2010)

SKyPRO UC Components for GroupWise

■ SKyPRO UC Software

■ SKyCOM

- Answer to Email with phone call
- Using existing GW address books
- SKyCOM generated data flows back into GW

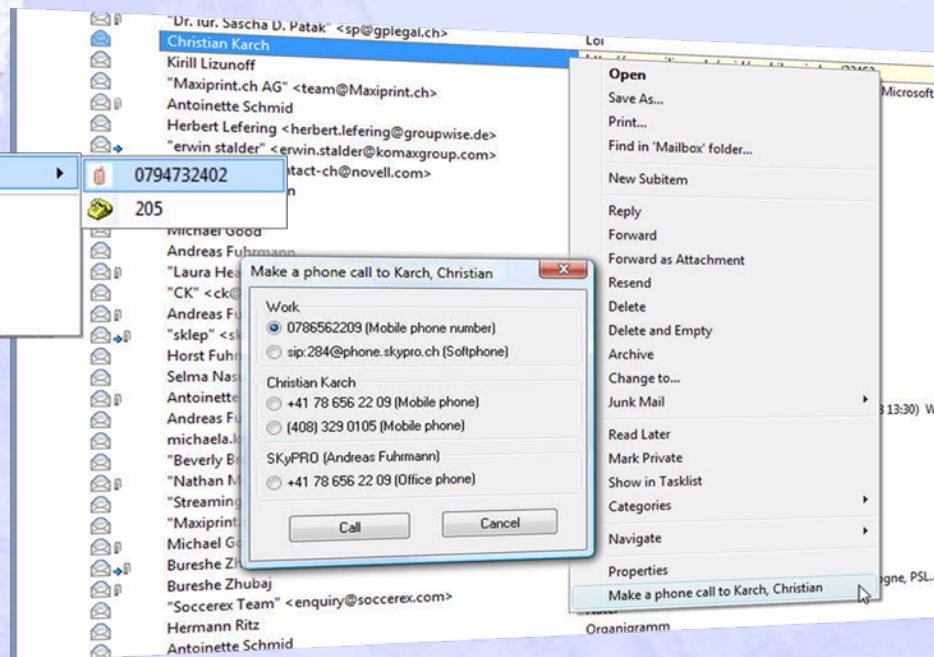
■ FaxGwise

- Answer to Email with fax
- Using existing GW address books
- Send fax from within other applications
- All fax information (sent & received) is stored within GroupWise

■ SKySMS

- Answer to Email with SMS
- Using existing GW address books
- Create new SMS
- All SMS information is stored within GroupWise

SKyCOM v1.1

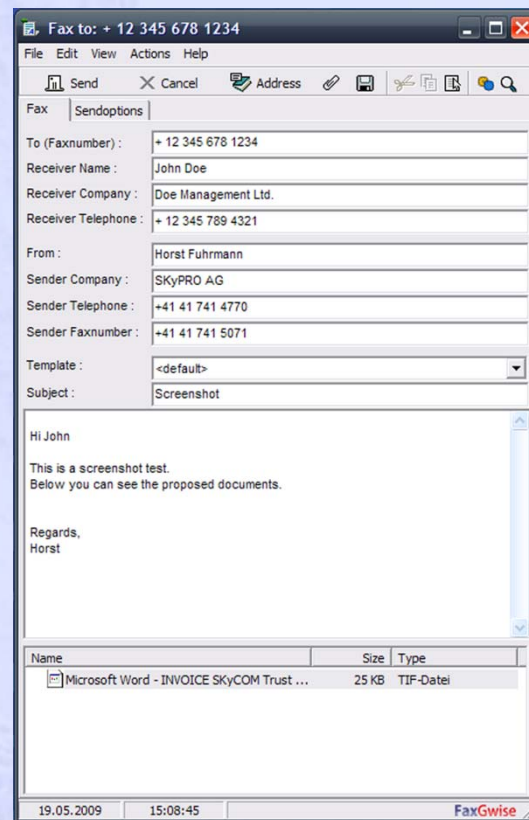
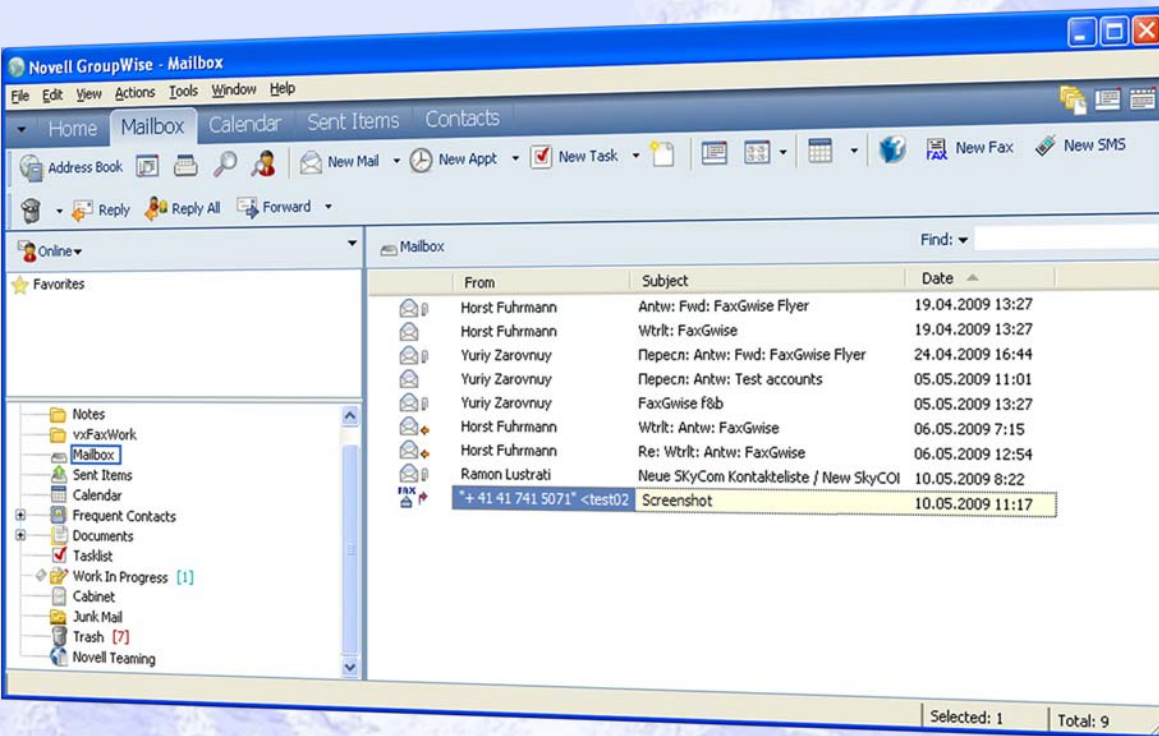


SKyCOM 4GW v1.1

■ SKyCOM

- “Softphone” VoIP client that integrates with Novell GroupWise 7 and higher. It includes all standard VoIP functions for UC.
- Max. 6 phone lines, auto conferencing feature
- Switch between headset and speakerphone, volume controls
- Recording phone call
- Information display (SIP messages)
- Contact display (GW address books, local contacts, presence status)
- Call History

FaxGwise v4.12a

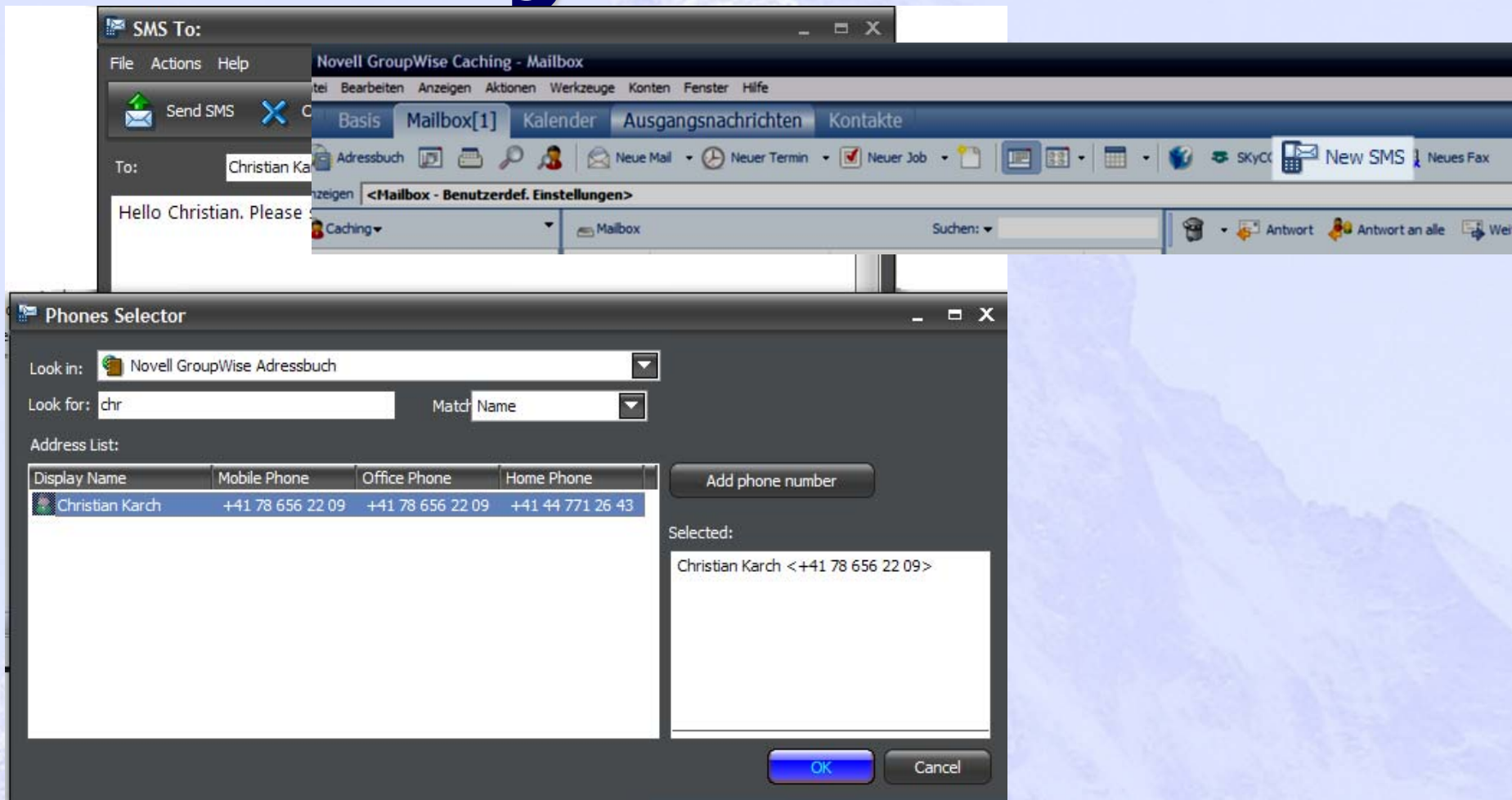


FaxGwise v4.12a

■ FaxGwise

- Fax fully integrated into GroupWise
- Easy to administrate
- Send a fax directly from GW
- Send a fax directly from MS office or open office
- Use existing GroupWise contact data to send a fax
- Send faxes from within MS Office or Open Office
- Send faxes from within other application
 - Use FaxGwise Printer
- Sending of Bulk Faxes
- Fax delivery status messages
- Journal of sent faxes

SKySMS 1.0



SKySMS v1.0

■ SKySMS

- Use existing GroupWise contact data to send SMS
- Receive SMS delivery status messages
- 2-way SMS service (SMS answer to email) possible

More about SKyPRO

- *Learn* more about SKyPRO
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