



SwyxWare Server Solutions – the solution for every size of business

All businesses, no matter what size they are, require a telephony communications system that allows them to communicate in a professional manner with their prospects, customers, suppliers and partners without being too complicated or too expensive. IP telephony solutions meet these criteria and provide

additional business benefits such as access to cheaper call tariffs, more sophisticated business applications, easier management, and a more flexible working model with remote/mobile employees being able to work as efficiently as those who are office based.

Addressing the Needs of Small and Large Businesses

Swyx is the market leading provider of software based IP telephony solutions designed to meet the communications needs of businesses both small and large. The solution for small businesses – **SwyxWare Compact** – delivers a complete IP telephony solution for small businesses and autonomous branch offices with up to 10 employees. This solution is ideal for the business that is focused on excelling in their field of expertise rather than on

growing the business.

For medium-large enterprises, or small businesses that are planning to grow, **SwyxWare Essential** is the ideal platform. Providing a strong foundation on which businesses can build a telephony solution **SwyxWare Essential** can be enhanced through the addition of option packs that allow an organisation to focus on business issues such as improving employee productivity and raising levels of customer service.

Key benefits of **SwyxWare Compact**

- Complete IP telephony communications solution for the small business or branch office with up to 10 employees
- Works on Windows XP Pro platform for reduced costs
- Pre-defined options simplifies customer choice
- Flexible phone options to match the needs of individual users so that users can work more productively
- Integrated applications that support business efficiency and customer service, with voicemail, call recording, 3 party conferencing, CTI and Extended Call Routing features for call management as standard
- Swyx Software Update Service means that you can always take advantage of the latest software release and functionality as it becomes available.



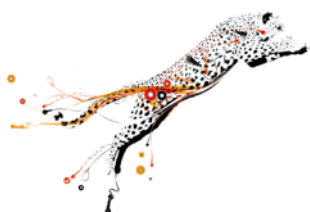
Key benefits of **SwyxWare Essential**

- A solution that will grow with your business so that you only pay for the solution that you need, when you need it
- Licenses are required for concurrent (logged in) users only, so businesses can keep software license costs to a minimum
- Software architecture means you can upgrade features and functionalities quickly and without the need for expensive upgrade contracts
- Flexible options allow each business to choose the solution that exactly meets their requirements
- Access to the cost effective SwyxProfessional Option Pack
- Swyx Software Update Service means that you can always take advantage of the latest software release and functionality as it becomes available.

Feature Comparison: **SwyxWare Compact** and **SwyxWare Essential**

Feature	SwyxWare Compact	SwyxWare Essential
Operating Systems	Microsoft® Windows® XP Pro*	Microsoft® Windows® 2000 Server, Microsoft® Windows® 2003 Server
Number of users supported	Maximum of 10 Fixed user licences	No fixed limit Concurrent user licences
Phone devices supported	SwyxIt! softphone, SIP phones, IP SwyxPhones, H.323 phones, USB handset, USB headsets, DECT handsets (IP600)	SwyxIt! softphone, SIP phones, IP SwyxPhones, H.323 phones, USB handset, USB headsets, DECT handsets (IP600)
Option Packs :		
1. SwyxConference	Not applicable	Multiple user licenses available
2. SwyxCTI	10 users	Multiple user licenses available
3. SwyxECR (Extended Call Routing)	10 users	Multiple user licenses available
4. SwyxFax	10 users	Multiple user licenses available
5. SwyxRecord	10 users	Multiple user licenses available
6. SwyxVoicemail	10 users	Multiple user licenses available
7. SwyxStandby	Not applicable	Multiple user licenses available
8. SwyxMonitor	Not applicable	Multiple user licenses available
9. ambiLOG	Optional extra	Multiple user licenses available
10. SwyxProfessional Option Pack	Not applicable	Multiple user licenses available Includes SwyxConference, SwyxCTI, SwyxECR, SwyxFax, SwyxRecord and SwyxVoicemail
Voice Channels	2 included (up to 10 are allowed)	Up to 76 B channels
Fax Channels	1 Fax channel	Multiple channels licenses available

* Recommended for use with Microsoft® Windows® XP Pro but also runs on Microsoft Windows 2000 Server and Microsoft Windows 2003 Server



SwyxWare Option Packs - Highlights

1. SwyxConference – ad hoc and scheduled conference calls for more than 3 participants can easily be set up and can include both internal and external callers.

2. SwyxCTI – integrates the SwyxIt! softphone with a Swyx IP desk phone so that users can choose to take full advantage of easy to use PC telephony (including dialling from Microsoft® Outlook® contacts), or the familiar functionality of a desk phone. Or a combination of both when dialling, re-dialling, holding and forwarding calls, conferencing, accessing voicemail, etc.

3. SwyxECR (Extended Call Routing) – an easy to use graphical tool that allows you to set up sophisticated call handling sequences for incoming calls to ensure the satisfaction of your callers.

4. SwyxFax – gives individuals the ability to receive faxes through their Inbox and send faxes from their PC/laptop so that your business does not need to incur the costs of a physical fax machine.

5. SwyxRecord – each user has the ability to record conversations on an ad hoc basis directly from their SwyxIt! softphone, through a simple button click.

6. SwyxVoicemail – a highly featured voicemail environment that can easily be customised by each individual user whether in the office or remote. Users can access their voicemails via a telephone or via the SwyxIt! softphone and voicemails can even be delivered to a user's PC inbox (as a WAV file).

7. SwyxStandby – by providing a backup server this option addresses the requirements of customers who have grown to the point where they feel the need for a business continuity plan.

8. SwyxMonitor – to protect the business and support customers, call recording can be implemented system-wide and supervisors can silently 'intrude' on employees/agents calls.

9. ambiLOG – this Call Accounting tool is both flexible and simple to use and can work in conjunction with SwyxWare Compact and SwyxWare Essential to make call accounting information easy to analyse.

10. SwyxProfessional – a bundle of Options 1- 6 above, providing a cost effective solution for the organisation that immediately recognises the business value of applications specifically designed to increase employee productivity, improve business efficiency and raise levels of customer service.

For more information

For more information contact your local Swyx distributor or reseller. To find your local distributor or reseller visit www.swyx.com or call Swyx on +44 (0) 118 325 0110 or +49 (0) 231 47770.

