



Swyx Products
Advantages





Advantages: Content

- **SwyxWare** vs. traditional PBX systems ▶▶
- **SwyxWare Strengths** ▶▶
 - Voicemail ▶▶
 - Site Coupling ▶▶
 - Availability ▶▶
 - Teamwork ▶▶
 - Home Offices ▶▶
 - Migration ▶▶
 - Net Investment ▶▶
 - Service Provider ▶▶
 - Specialization ▶▶
 - Terminal-Server ▶▶





PBXs: Comparison traditional PBX vs. SwyxWare

- What are the limits of traditional PBX, which functions are possible?

Basic functions?



Telephony functions?



Special functions?

Telephone calls:
 Hold, call swap, call transfer, call pick up, group functions, ...



Management, Conferencing, home integration, Conferences, Mail/fax over IP, recording, Call sharing, Active voice mail, scalability ...



Anyone can do this.



**With SwyxWare!
 included!**



Hardly anyone...



Advantages: SwyxWare Strengths

SwyxWare vs. traditional PBXs and other IP solutions - the top 10 of advantages:

- | | | | |
|---|----------------------|----|-------------------------|
| 1 | Voicemail | 6 | Migration |
| 2 | Availability | 7 | Net Investment |
| 3 | Conference | 8 | Service Provider |
| 4 | Site Coupling | 9 | Specialization |
| 5 | Home Office | 10 | Terminal Server |



For companies with these requirements...

- Companies interested in Voicemail/Voicebox functionality
- Companies with existing PBXs that can not be upgraded with voicemail functionality

...SwyxWare offers:

- SwyxWare is a software solution, existing systems can be expanded easy and cost efficient (e.g. existing Server-Hardware)
- SwyxWare doesn't have any special hard- or software requirements
- SwyxWare offers voicemail with every email software
- Security for your investment with a slow migration to IP Telephony (even if the rental agreement of the "old" system is still binding)



For companies with these requirements...

- Companies with subsidiary structure
- Companies with international locations
- Companies with existing fixed lines

Building centers, retailing,
banks, ...

...SwyxWare offers:

- Easy administration (centralized)
- Inter-site status signaling
- Cost savings for internal calls to subsidiaries



Sales representatives,
central switchboard, small
call centers, ...

For companies with these requirements...

- Companies where the availability of the employees is of particular importance
- Companies that require special telephony functions

...SwyxWare offers:

- ACD/IVR functionalities are standard, easy to configure and at no additional costs!
- ACD and IVR as functional add on to the existing PBX
- Additional services with the installation and configuration



For companies with these requirements...

IT and software companies,
architects, venture capital
companies, ...

- Companies intensively using conference services
- Companies coordinating projects with different service companies/
mechanics

...SwyxWare offers:

- A conference server is included in SwyxWare. Standard functions are ad hoc and dial-in conferences. Conferences can also be recorded and forwarded via email.
- The integrated application sharing makes team work during a call easy and efficient.



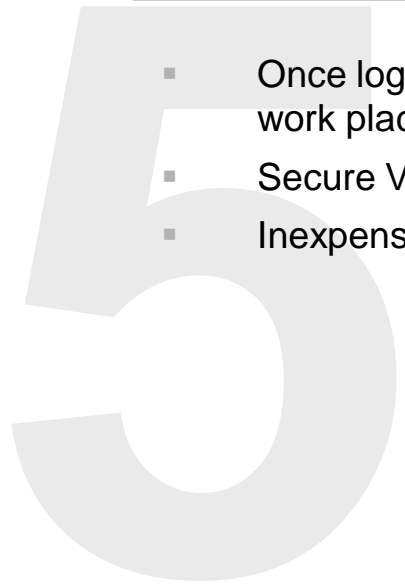
For companies with these requirements...

- Companies with home offices
- Employees who do not have a fixed work place in the company

Business manager,
consultants, sales
representatives, ...

...SwyxWare offers:

- Once logged on, the personal telephone environment is available at every work place, follow-me functionality
- Secure VPN connection
- Inexpensive phone calls over cheap DSL connections with flat rates



For companies with these requirements...

- Companies that want to replace their existing telecommunications system
- Companies with expiring leasing contracts

...SwyxWare offers:

- SwyxWare is a future technology, offering standard PBX functions and new IP functions at the same time: Internal SO functionality, integration of analog devices, use of desktop phones
- Every user can choose the device that perfectly fits his telephony requirements (PC telephony, IP desktop phone, handset/ headset, DECT device, etc.)



For companies with these requirements...

Startups, setup of new subsidiaries, ...

- New founded companies
- Customers who build new office buildings

...SwyxWare offers:

- Investment in a key technology
- SwyxWare can be upgraded at any time, the number of users is not fix
- The upgrade with license keys is very flexible and easy



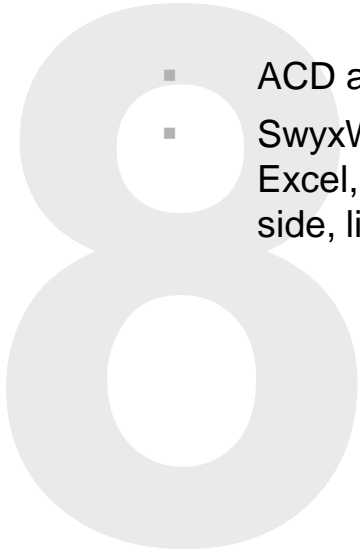
For companies with these requirements...

Advocates, accountants,
agencies, consultants, call center,
...

- Service providers that require extensive telephony functions for incoming and outgoing calls
- Customers using standard CRM software or their own application/database

...SwyxWare offers:

- ACD and IVR are included in the standard scope of service
- SwyxWare can be integrated in any Windows application (IE, Word, Excel, etc.) or CRM-/database (-> no preconditions on the server or client side, like Microsoft Exchange or Outlook)



For companies with these requirements...

- e.g. integration in existing CRM software or other applications, implementation of services (announcement systems, ticket systems, database integration, web interfaces, etc.)

...SwyxWare offers:

- SwyxWare can be easily customized for special environments, e.g. by script control, client-SDK and skin technology
- The software concept allows an easy system integration of the pbx



For companies with these requirements...

- Companies with Microsoft Windows Terminal Server (WTS) or Citrix

...SwyxWare offers:

- ... an IP-PBX solution for companies using Microsoft Terminal Server
- In combination with an IP desktop phone SwyxWare offers full CTI functionality

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