Don't take risks with your communication system — upgrade now!

Why is it essential to keep your system up to date?

As the business landscape evolves, organizations like yours must constantly adapt to remain competitive, make the right investment choices and ensure long-term sustainability. Capitalizing on existing assets can be a winning strategy, especially in an area as vital as communications.

Having a state-of-the-art communication system enhances security, improves efficiency and ensures compliance. Up-to-date technology protects against cyber threats, streamlines IT operations and facilitates real-time communications. It also enables greater scalability, which promotes a more productive working environment and maintains customer confidence through secure, reliable data processing.

What are the risks with an outdated system?

Phone calls are critical in your day-to-day activities. An outdated communication system can expose your organization to risks that could compromise your business.

Cybersecurity
- Security breaches
- Zero-day attacks
- Data confidentiality and privacy at risk

Obsolescence
- Hardware supply shortage
- Cross-compatibility issues
- End of vendor support

Maintenance
- Lack of expertise
- Cost of maintenance
- Time to react

Modernize your communication system to mitigate these risks and gain competitive advantages like improved employee efficiency, greater customer satisfaction and more agile IT operations.

Alcatel·Lucent Enterprise

How can modernizing your communication system improve employee efficiency, customer satisfaction and IT operations agility?

By modernizing your communication system, you capitalize on your past investments while introducing new working habits and technologies such as cloud and artificial intelligence that can help achieve the following benefits:

1. **Boost your employees' efficiency:** Adoption of modern working patterns (such as work from anywhere), continuity of communications between all employees working in different businesses to avoid silos between on-site and remote employees, adapted communications tools for each user profile

2. **Enrich the conversation with your customers**: New communication channels such as video and instant messaging, integration with your CRM business applications, AI-assisted communication for faster information exchange with customers, automation with chatbot and voicebot according to business needs

3. **Gain agility in your IT operations:** Secured and automated management of your communication system, maximized service availability, savings on day-to-day management tasks to focus on new business needs, on-premises communication system connected to Alcatel-Lucent Enterprise cloud services in a hybrid model

ALE is engaged in the modernization of private and public organizations of all sizes. Here are a few examples of our commitment to our customers' success:

- A gas handling specialist in Germany has modernized its telephone system to improve internal and external communications between employees and with customers. Full story here.

- A French company specializing in the distribution of household appliances has optimized customer service with an all-in-one omnichannel contact center application to handle phone calls, emails, web chat and social media. Full story here.

- The IT department of a local authority in a European country is taking advantage of the modernization of its communication system to offer new services accessible from a secure cloud hosted in a local data center. Full story here.

1. Boost your employees' efficiency

The latest releases of ALE's communication products are adapted to new employee needs. They are easy to adopt and use, provide modern user interfaces and deliver productivity gains in several situations:

Work from anywhere

All employees use the same communication services, inside or outside the office, to ensure seamless call continuity. This is achieved by connecting the existing communication system to the cloud-based services of Rainbow™ by Alcatel-Lucent Enterprise and extending its capabilities with secure connectivity based on standard WebRTC.

Mobility and single phone number

Whether telecommuting and communicating from a smartphone or in the office with a phone or computer with a softphone application, employees are easily reachable using a single business number.

Office phones

Employees who communicate frequently benefit from the new generation of ALE DeskPhones offering super wideband 3D Symphonic HD sound to facilitate interactivity and mutual understanding. These phones can also be used securely by employees working from home.

Frontline employees

Technical and industrial staff, care providers and security guards often use rugged, easy-to-clean wireless handsets or a smartphone app. Equipping employees with individual DECT or WLAN handsets instead of shared handsets according to the workstation facilitates barrier-free work while maintaining business numbers.

Team collaboration

Rainbow by ALE facilitates information exchange, teamwork and project management. It allows video calls and access to secure group messaging and indicates whether collaborators are online, in a meeting or available for a quick chat. Those using Microsoft Teams can make calls within Teams through a dedicated Rainbow connector.

Business phones in the digital workplace

The new generation of business phones makes communications easier, thanks to high-quality sound, Bluetooth connectivity and optimized ergonomics for comfortable communications. The speaker mode alleviates the fatigue of wearing a headset all day. A shared office mode is available for flexible open-floor plans. Many teleworkers also use it at home by connecting it to their Wi-Fi internet box. It can be adapted to meetings in huddle rooms due to the 3D sound and 360° recording so all participants in the room can make their voices heard.

2. Enrich the conversation with your customers

The latest releases of ALE's customer service solutions improve business performance by providing a unified experience for all your back and front office teams and by adding new communication channels to respond quickly and accurately to customer requests:

Automated Attendant

Connect faster with an automated attendant and voice recognition. Route calls more easily to the right people. Optimize your costs. The Alcatel-Lucent Visual Automated Attendant (VAA) is a centralized, multisite solution that teams can configure from a very simple graphical interface.

Call recording

Improve customer interactions aligned with your quality policy by recording communications systematically or on demand from the workstation. The Alcatel-Lucent OmniPCX Record Suite generates recordings and voice transcriptions that provide support in the event of a dispute or employee coaching sessions.

Remote contact center agent

Make it easy to connect with your customer interaction experts from anywhere. Employees have access to all communication services from a phone or softphone when working from home.

CRM integration

Improve the customer request resolution rate by communicating directly from a CRM or ticketing application such as Salesforce, Microsoft Dynamics or ServiceNow. Automatic display of customer data in the CRM application, for each call, improves the telephone reception and service provided.

Chat from your ecommerce website

Improve your website interactivity by allowing visitors to get real-time information from your experts using instant messaging. Integrate chatbots for automation.

Omnichannel conversation

Improve customers engagement with ALE Connect by giving your employees a 360° view of all customer interactions using phone, email, messaging and social media.

API openness

Tailor communications routing to your business needs — such as agent skills or caller profiles — with our open development environments for on-premises systems or SaaS applications in the cloud.

3. Gain agility in your IT operations

By upgrading to the latest release, you can ensure long-term success with a reliable, secure and up-to-date communication system. It will maximize service availability and free you from mundane day-to-day management tasks through automation, allowing you to focus on new business needs. Your IT teams can take advantage of new opportunities in virtualization and cloud connectivity to streamline infrastructure and standardize on IP networks.

You'll see immediate benefits in the following areas:

Cybersecurity

Stronger defense against cyber attacks and protection of your sensitive communications and data, such as customer credit card numbers, patient data, and proprietary information— thanks to the new communication native encryption feature.

Compliance

Improved data protection while complying with European regulations: General Data Protection Regulation (GDPR), Network and Information Security (NIS 2) and Cyber Resilience Act (CRA).

Communications cost savings

Optimization of your costs by leveraging the local SIP access provider you choose.

Maintenance

A single web portal for administering and delegating routine operations to local administrators. Automation of routine management tasks and customization according to business needs with APIs and our low-code workflow development environment.

Connectivity

A reliable, on-premises communication infrastructure connecting all your sites regardless of the network infrastructure conditions: digital, IP, SIP, DECT or WLAN; hybrid cloud connectivity to extend the capabilities of the on-premises communication system with new services.

Hybrid cloud connectivity

The communication system deployed on-premises can be securely connected with cloud-based services to extend its capabilities, whether in the field of mobility, collaboration, integration with business applications such as CRM, omnichannel customer relation or remote management. Call control remains on site, while cloud capabilities are used for less critical means of communication (such as instant messaging, video, etc.).

What developments does the ALE communication system provide?

The following table identifies the main new features based on the [Alcatel-Lucent OmniPCX® Enterprise Purple](#) (OXE Purple) product release.

OmniPCX Enterprise Communication Server Releases		2016 R11.x	2018 R12.2	2020 R12.4	2021 R100	OXE Purple 2025 R101.1
Ensure employee efficiency with the anywhere digital workplace						
Hybrid work:	Call from any device and connect office staff to remote workers with **Rainbow WebRTC Gateway**		■	■	■	+ OPUS codec support
	Improve collaboration with **Rainbow video conferencing and secure group chat**		■	■	■	+ Webinar feature
	Work from home and call using a **business phone with secure remote connectivity**			■	■	+ SIP phones for remote
	Call with ease using 3D Symphonic HD audio, AudioHub, WiFi-ready **ALE DeskPhones Enterprise**			■	■	+ Rainbow Hub-ready
Frontline workers:	Connect frontline employees with **Microsoft Teams users** in the company			■	■	+ Supervision groups
	Equip frontline workers with **mobile handsets and headsets** available anywhere on-site			■	■	+ new ALE headset DECT
	Connect mobile on-site workers using **easy-to-clean, rugged DECT handsets**			■	■	+ DECT cloud-ready
	Protect **lone workers** using handsets with alarm features	■	■	+WLAN	■	+ DECT coverage alarm
Improve the customer satisfaction with a truly digital experience						
Superior call management:	Professional greeting and call dispatch using **4059EE Attendant console** for human interactions			■	■	+ Rainbow SSO
	Automate greeting and call routing using **Visual Automated Attendant** and natural language processing	■	■	■	■	+ Improved security
	Record voice and video of all interactions for quality and regulation with **OmniPCX Record Suite**	■	■	■	■	+ Microsoft AZURE support
Using data:	Improve customer service flexibility with remote agents using **ALE SoftPhone**				■	+ CSTA monitoring
	Manage phone calls from the CRM application using **Rainbow CRM connectors**		■	■	■	+ SuiteCRM and JADU
Using any channel:	Improve first contact resolution: for agent, 360° view on all channels with **ALE Connect**				■	+ Unified statistics
	Connect to customers their way: **voice, email, web chat, Facebook Messenger, X/Twitter**				■	+ Chatbot integration

OmniPCX Enterprise Communication Server Releases	2016 R11.x	2018 R12.2	2020 R12.4	2021 R100	OXE Purple 2025 R101.1
Enable outcome-based IT with smooth transformation options					
Cloud agility: Optimize infrastructure with **virtualized software** and **private cloud**	■	■	■	■	+ AWS and Proxmox
Connect any device, application or external system using **SIP, IP, Digital, WLAN, DECT**	■	■	■	■	+ SIP DECT for 3rd party
Rely on standards to ensure sustainability and interoperability using **SIP protocol**	■	■	■	■	+ ALE DeskPhones Essential
Centralize and delegate operations from anywhere using **OmniVista 8770 NMS web-based client**		■	■	■	+ SIP Device mgr. ALE-30
Security: Secure communications over LAN/WAN using virtualization-friendly, **native encryption**			■	■	+ SRTP with AES-256
SaaS flexibility: Add flexibility and communications as a service with the subscription model **Purple on Demand**				■	+ Transform OXE to PoD
Automation: Cloud-based and AI-assisted configuration automation with **Unified Management Center**					+ new UMC 1.0

Where do you start?

It is critical to take action to reduce the risks inherent in an aging communication system: cybersecurity, hardware and software obsolescence and maintainability.

If you are covered by an annual or multi-year support contract that includes updating your communication system, you have access to the latest software releases of ALE products free of charge, including security patches to correct any vulnerabilities detected by our ALE cyber surveillance team. Check with the service provider of your communication solution and ask for advice tailored to your situation.

Contact an ALE representative to find out more about how modernizing your communication system and the latest developments in our products can help you transform your business.

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