



With **ProCall Enterprise**, you can boost the efficiency and productivity of your employees and increase teamwork. This makes your company more agile and your clients more satisfied.

# ProCall Enterprise

Unified Communications with Audio / Video

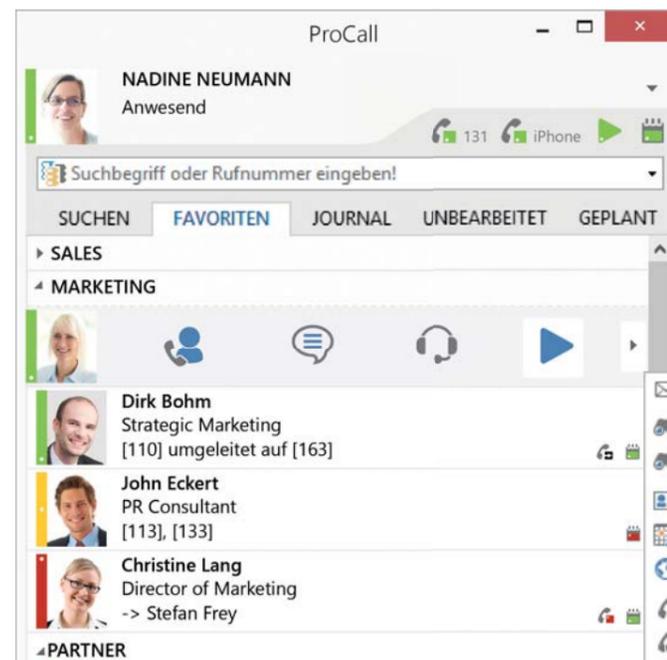
# Working Successfully Together

Combining the familiar and the new - why the software from estos is so popular. ProCall 5 Enterprise is the latest generation and the logical development of the UC best-seller.

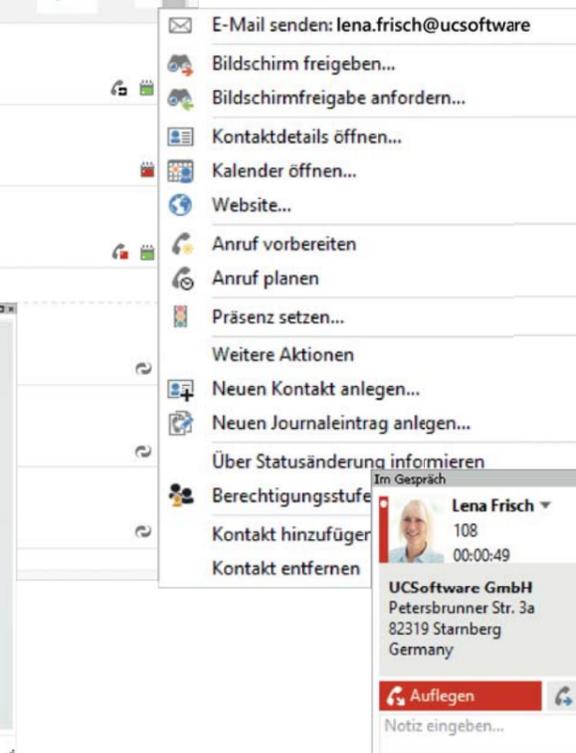
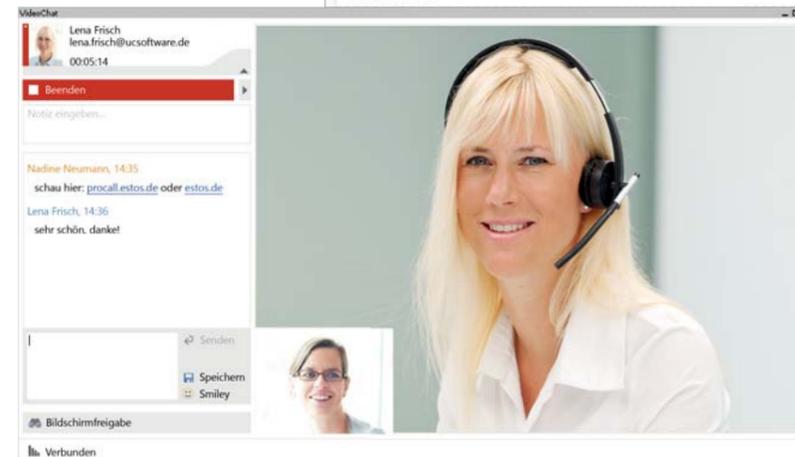
Applications for Unified Communications & Collaboration (UCC) make communication within companies more effective. They optimize users' workflows by minimizing errors, making recurring tasks easier and simplifying collaboration both within the team and beyond the company's borders with business partners.

UCC takes up the core concept behind computer-based telephony (hotkey dialing / Click2Dial), but also transfers it (the market researchers Gartner call this: „reducing the human latency“) to other media (instant messaging, audio/video and e-mail). Unlike the classic CTI solution, which is centered around telephone lines, the latest generation of UCC software is based on person-centered architecture. This puts the communication partner, the „calling partner“ in the centre.

The principle driven by real-time technologies (SIP, XMPP, WebRTC) is as crucial for the successful long-term implementation of a Unified Communications and Collaboration strategy in the company as the perfect interaction with the existing ITC infrastructure, for example with common telephone systems, groupware platforms (such as Lotus Notes, Microsoft Exchange and Tobit David InfoCenter), CRM and ERP systems (e.g. Microsoft Dynamics CRM and NAV), specialist applications (e.g. DATEV pro), Windows Terminal and Citrix servers and virtual server technologies. The software supports modern Windows operating systems and Microsoft Office 32 and 64-bit versions.



ProCall now allows smartphones, such as the Apple iPhone or Android devices, but also classical mobile phones, to be integrated via a simple Bluetooth pairing for call management and the display of calls, contacts and journals. This means that you can operate your mobile phone without any time-consuming tapping on the display. The implementation of MDM and BYOD concepts is therefore no longer a problem.



ProCall Enterprise Server was developed especially for Microsoft Windows Server operating systems. ProCall Client software is available for Microsoft Windows and Apple Mac OS X (concentrated range of functions). Native apps are available via the respective app stores with special functions for the Apple iPhone and iPad as well as Android smartphones. VMware and Citrix support add the finishing touch to the portfolio.

Common requirements as regards the hardware and software used must be met for the seamless operation of ProCall Enterprise. ProCall Enterprise has few compulsory and a wide range of optional interfaces, ideally based on open standards. These are intended to make it as easy as possible for you to set up and use your software with maximum interoperability and investment protection.



ProCall Enterprise is a Unified Communications & Collaboration software suite for companies focused on CTI. The native clients for Windows, Mac, iOS and Android have been optimized for various form factors (PC, tablet, smartphone). Employees are easily reachable via multi-media (audio / video) and are also networked when mobile thanks to Bluetooth integration. Through federation, you can communicate securely and successfully beyond the company's four walls.

## ProCall 5 Enterprise

### System requirement

Server 2008/2012R2  
Windows 7/8/8.1  
Office 2010/2013 (x86/x64)  
Exchange 2010/2013  
IBM Notes 9  
SQL Server 2012/2014  
VMware ready  
OpenScape Business ready

### CTI (Computer Telephony Integration)

One Number Concept (optional)  
Remote Office (optional)  
Hotkey dialing  
Click2Dial  
Reverse search  
Busy lamp field  
Groupware integration

### UCC (Unified Communications & Collaboration)

Audio / video chat (WebRTC)  
Presence management  
Instant messaging  
Bluetooth Integration  
Federation A/V  
Fax integration (optional)  
Desktop sharing  
STUN/TURN server  
Mac Client & Web service  
Apps for Android, iPhone & iPad  
Business process integration

## ProCall 4+ Enterprise

### System requirement

Server 2008/2012  
Windows Vista/7  
Office 2007/2010  
Exchange 2007/2010  
Lotus Notes 8  
SQL Server 2012

### CTI (Computer Telephony Integration)

Remote Office (optional)  
Hotkey dialing  
Click2Dial  
Reverse search  
Busy lamp field  
Groupware integration

### UC (Unified Communications)

Presence management  
Instant messaging  
Federation  
Fax integration (optional)  
Desktop sharing  
Mac Client & Web service  
Apps for Android & iPhone  
Business process integration



**Trial**  
45 days without registration

Presented by

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