

# SCM

Samsung Communication Manager



Powerful and reliable all-in-one IP phone system that enables seamless, secure, and optimized Enterprise Communications

## FREQUENTLY ASKED QUESTIONS

**SAMSUNG**

## 1

## What is the SCM?

The Samsung Communication Manager (SCM) is a pure-IP based all-in-one communications solution that provides an Enterprise-grade call control and other built-in applications such as unified communications, voice conferencing and mobility. The SCM offers all of this Enterprise functionality from a single, virtualized server.

The SCM is the platform that helps enterprises build smart business communications – from powerful and reliable IP PBX, gateways and switches to enterprise-ready mobile devices. The solution creates the perfect ecosystem for seamless, secure, and optimized communications among devices with an easy-to-manage interface.

## 2

## Who can benefit from the SCM?

The SCM is perfect for companies that require an IP PBX solution in the 500 ~ 3,000 user range.

It is ideally suited for:

- a) Companies looking to get the benefits of Unified Communications (UC) and other productivity tools.
- b) Multisite branches with Centralized Call processing, such as financial services or retail chains.
- c) Multisite Branches with Mission-Critical Telephony Environment.
- d) Companies with a strong need for mobility.
- e) The SCM can be tailored to a variety of industries such as Education, Health Care, Manufacturing, Energy, Retail, etc.

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## What are the Advantages of the SCM?

The SCM helps organizations address business challenges in a number of ways:

- a) Cost Savings Opportunities
  - Simplified installation and setup. SCM' single, intuitive interface can significantly reduce overhead cost due to its ease of use and centralized management structure.
  - VoIP provides toll bypass functionality for branch offices.
  - SCM supports rich built-in applications including conference, ACD Lite and unified messaging
  - SCM provides excellent integration of mobile phones into your voice network.
  - The SCM' straightforward architecture allows you to grow seamlessly and cost-effectively accommodating thousands of users on a single server.
  - Efficient hardware design that saves on energy cost, wiring and space.
- b) Improved Efficiency and Business Performance
  - Simplified Move/Add/Change (MAC) process allows the IT team to rapidly respond to sudden changes.
  - The SCM embedded applications allow employees to be available on any device (desk phone, softphone, mobile phone, etc.) from only one number.
- Real-time administration and remote support improve support for remote offices and mobile employees.
- A redundant server and gateways are offered to secure business continuity at all times.
- The embedded Unified Messaging System (UMS) truly integrates voice mail, auto attendant, e-mail messages, e-mail gateway, and access manager, making employees more responsive, flexible and efficient.
- c) Enhanced Employee Productivity
  - The SCM' robust Unified Messaging allows employees to access their messages coming from email, call or fax on their device of choice.
  - One point of contact, regardless of their location, improves productivity and customer experience.
  - Increase responsiveness to customers and business continuity with Active-Active Geo-Redundancy and Survivability.
  - Samsung UC client provides mobile and flexible workforce to collaborate and communicate easily, productively and creatively through one single application.

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## Is the SCM a new product?

Yes. The SCM made its successful introduction at Samsung Telecommunications America's Head Office and its 9 remote locations in 2012; and the platform itself has been deployed by over 50,000 enterprise customers worldwide.

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## Why SCM?

The SCM is an easy-to-use and reliable system that helps businesses transform the way they communicate. The combination of the SCM, Samsung IP Phones, Gateways, Switches, and its SAFE mobile devices provides the most complete, optimized, secure and seamless communications solution for enterprises. With Samsung's complete communications product line, your business will enjoy the most innovative solutions that bring maximum value, performance and award-winning design.

### INNOVATION | RELIABILITY | SIMPLICITY

#### SCM

- Pure-IP Platform
- Easy-to-manage solution
- Simple licensing process
- Scalability
- Single server simplicity
- Single database
- Built-in applications
- Open architecture
- Redundancy/Survivability
- Mobility Solutions
- Efficient, compact design
- Single Source Manufacturer with more than 20 years in the industry.

#### Samsung's Awards, Rankings and Accolades:

- Recognized for Sustainability Leadership at 2013 International CES.
- Ranked #9 - Best Global Brands 2012 by Interbrand.
- No. 1 Global Market Share: Smartphone, TV, Printer, Monitor 2012
- Ranked #25 Best Global Green Brands 2012 by Interbrand.
- Ranked #5 – Best Laptop Brands: 2012 by LAPTOP Magazine.

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## What Applications are included with the SCM?

The SCM comes equipped with built-in applications that enable you to drive efficiency and productivity without having to pay for extra software. The SCM also supports over 300 SIP protocol features and CSTA Link, making third party app integration easier.

#### EMBEDDED APPLICATIONS

**Automatic Call Distribution (ACD LITE):** useful when there are more calls than people available to answer them.

- Queuing and Routing Control
- Maximum Queuing Count
- Agent Status and Real-Time Monitoring

#### Conference:

- Predefined and Progressive Conference
- Meet-Me Conference and Conference Control
- Add-On Conference

**Voice Mail/Auto Attendant (VM/AA):** provides voice mail, automated attendant, access manager, e-mail server interface and Outlook integration.

#### EXTERNAL APPLICATIONS

##### Samsung Communicator

A unified communications client software that empowers users to communicate via Voice and Video as well as share information to/from anywhere in the world as authorized by the organization.

##### Third Party Applications

The SCM can interface with external SIP Conference Server, SIP VMS, SIP UMS, SIP IVR (AA Server), and Legacy (PTSTN) VMS.

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## Can the SCM provide call traffic reports?

Yes. The SCM comes with a reporting functionality that provides statistical information for calls generated in the system by hours, dates and months, i.e.: internal calls, outbound-inbound calls, tandem calls, call failures, failure reason calls and all calls. The system also provides system and call performance reports and as well as ACD lite reports.

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## How can I get support for this product?

Samsung Authorized Dealers are located nationwide for complete support everywhere, pre-and post-sale.

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## What are the System's Capacity and Specs?

SYSTEM CAPACITY	Users	Maximum 3,000
	Gateway	Maximum 256
	CPS	50
	Concurrent Call	1,000
	Conference Channel	128
	UMS Channel	64
HARDWARE SPECIFICATIONS	Rack Unit	1 RU
	CPU	1 Quad Core Processor
	RAM	4GB
REDUNDANCY	System	Active-Standby Active-Active

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## How do I learn more?

For more information about the SCM contact:

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