

Telepo Integrates Enterprise Office, Mobile and IP



The Telepo Mobile+ client transparently enables network and location-independent least-cost routing, contact synchronization, and midcall services on S60 and Series 80 devices.

Enterprises have found that they can improve business processes through integrated secure business communication solutions. This enables information workers to cooperate efficiently in a multimedia and real-time environment and to save money while doing it. The Telepo Business Communication Server addresses that need by joining voice communication and infrastructure into a single secure system that provides mobile workers with the same set of services anywhere, anytime — with a compelling return on investment (ROI).

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Telepo Business Communication provides a converged Mobile and VoIP Solution

“While business users enjoy mobility, enterprises find issues with the increased use of mobile phones,” says Lars-Michaël Paqvalén, Telepo AB’s managing director. “The enterprises would like to enable the same services and call handling features as within a corporate office, maintaining the same end user experience and security, independent of PBX providers – in any network and location. As enterprise communication spending is soaring, especially roaming costs for travelling users, cost control and savings is becoming more important.”

The Telepo Business Communication Server is the first solution that seamlessly integrates enterprise fixed, mobile, and voice over IP (VoIP) voice communication and infrastructure in a single and secure end-to-end system, providing mobile workers with the same set of services and access — anywhere, anytime. The solution provides a converged set of services, such as least-cost routing, single-number reach, personal call routing, and other PBX services across all devices and networks. It has support for any VoIP clients, IP phones, SIP-enabled phones and Voice over WLAN/Wi-Fi dual mode mobile phones. The product is built upon a number of open standards, including SIP.

Telepo has developed mobile phone client software called Telepo Mobile+ that runs as a background application on S60 and Series 80 devices. The software integrates these mobile phones with enterprise voice infrastructure without requirements to change user behavior. Through the software, users have access to all corporate voice services from any device and any network. For example, from within a call, the application gives easy access to PBX functions such as call transfer, consultation call and conference calls by a voice menu or graphical user interface.



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“Adding value without changing end-user behavior is a top priority for us”, says Lars-Michaël Paqvalén, Telepo’s managing director. “With our solution, mobile users can continue to use their mobile phones, as they have been, while also gaining access to corporate services. It yields increased productivity and considerably lower cost.”

Looking Ahead

“Telepo has already sold more than 100,000 user licenses and we expect a rapid growth from the new Nokia E-series devices, targeting primarily enterprises users through system integrators or service providers,” states Paqvalén. “As we are entering into new markets, Nokia has proven to be the best partner and customer.”

By summer 2006, a large number of system integrators and service providers have started providing the Telepo Business Communication solution as an application service provider (ASP) service, hosting the infrastructure for the application. Telepo is continuing to enrich its features with multimedia conferencing, video, and collaboration, as well as further integration with other enterprise applications and platforms.

Continued

How Forum Nokia PRO helps Telepo

"This software has been developed in close cooperation with Nokia and Forum Nokia PRO, where Nokia itself is using the software," says Paqvalén. "Being a member of the Forum Nokia PRO Enterprise Zone and having Nokia as our customer has enabled us to make use of Nokia's vast experience in mobility and mobile applications. Telepo received support from Forum Nokia PRO in technical development and also in marketing. While the main technical help was the benefit of having early access to devices, tools, and SDKs, in the marketing area, the option of being able to use Nokia's name in press releases and marketing materials, bring Nokia speakers to our events and participate in Nokia events has helped Telepo considerably," he concludes.

Telepo solves the business case

"Today's enterprises are looking for secure end-to-end offerings, built on open standards and proven components, with a return on investment of less than six to nine months," says Paqvalén. "With significantly reduced calling costs through intelligent and transparent routing of all mobile and fixed network traffic, and reduced costs of operations through a central point of management for the global corporate voice communication network, this can be achieved," he says.

"By utilizing existing technologies [such as Session Initiation Protocol (SIP) and IP], reusing existing infrastructures, and integrating with business applications, and not increasing costs and complexity, increased efficiency and lower costs can be achieved, "Nokia has shown this themselves by using our solutions," says Paqvalén. His customer at Nokia, Erkki Reuhkala, solutions manager for Nokia Business Infrastructure, agrees. Commenting upon Nokia's internal deployment, he says "The Telepo solution provides the best overall value, and fit with our objectives, both in the short term and long term."

Customers reduce costs by using Telepo's Business Communication Solution

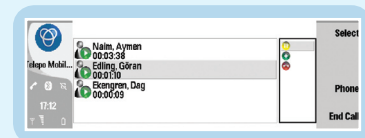
The Telepo Business Communication Server hit the market in early 2005, and so far has sold more than 100,000 user licenses worldwide. Scania Belgium NV and Orbis Oy are early adopters. Scania, one of the world's leading manufacturers of trucks and buses for heavy transport applications and of industrial and marine engines, was looking for a telecommunications solution for its new headquarters in Brussels, Belgium. A significant number of employees needed mobile phones. Building a Digital Enhanced Cordless Telecommunications (DECT) wireless network was one alternative, but Scania explored whether it could instead use ordinary mobile phones and an operator's mobile network to avoid having to invest in Scania's own wireless network. The company also wanted to increase control of all voice communication by providing intelligent routing capabilities as well as existing corporate services. The requirement was to utilize existing directories, IT infrastructure, and any wireless network for service access. This meant that the solution had to be built on open standards, be service-provider-independent, and support migration toward all-IP. "Telepo Business Communication solution has provided us with the tool to successfully control and integrate Nokia mobile devices seamlessly into our business processes, without any requirements for replacement investments," says Bernard Sadon, chief information officer (CIO) of Scania Belgium. "This innovative and flexible solution has enabled Scania to solve all its business challenges and given us the right tools to reduce cost of operations [and] investments, and increase customer satisfaction."

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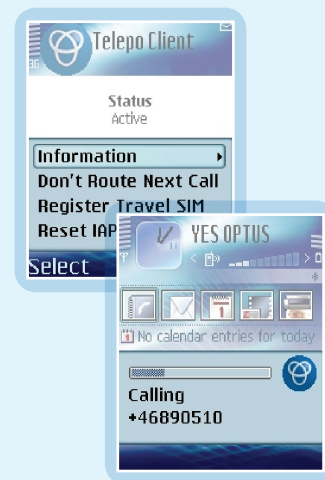
Orbis, an internationally known application specialist in testing, radio frequency (RF), machine vision, and fiber-optic technologies, wanted to control costs and increase savings on mobile-originated internal calls and international calls from home networks and roaming employees. The company hoped to do this by utilizing its existing corporate WAN for voice transit and any wireless network for local service access. Orbis wanted to bring to mobile phones the same least-cost routing functionality that exists with corporate fixed telephony systems, remove existing cost barriers, and move toward increased mobility of its workers. The IT department wanted to implement the cost savings without changing the dialing process or end-user behavior, and it wanted to utilize the company's existing deployments of S60 and Series 80 devices from Nokia. "With the Telepo Intelligent Call Routing solution, we have achieved 35 to 49 percent savings on roaming costs, without the need to change end-user behavior," says Markus Nylander, technical manager of IT, Orbis.

For more information, go to:

www.nokia.com/developers



The Telepo Mobile+ client provides call routing and management for both S60 and Series 80 devices.



The Mobile+ Client provides many options to optimize the communication process and reduce costs.