

Alcatel-Lucent OXO Connect

Small Business.
Big Impact.

ALE

Where
Everything
Connects



To succeed as a small or medium business (SMB), you need to keep customer satisfaction and employee productivity high and operational costs low. Dynamic communications that help you strengthen relationships, increase collaboration and mobility, and improve performance are at the core of your future success.

The key to delivering an **outstanding customer experience** is the ability to provide teams and customers with the means and tools to better communicate, collaborate and share.

Small and medium-sized business (SMB) owners understand this well, as indicated in the surveys identified below:

- **Cloud, Mobility, Managed Services and Collaboration:** Top 4 IT spending priorities for SMBs ([TechAisle](#))
- **Mobility:** 51% of SMB respondents expect workforce telecommuting to increase in the next year ([SMB Group](#))
- **Managed Services:** 61% of SMB respondents say they have experienced cyber-attacks ([Ponemon](#)). The cloud enables managed service providers to monitor daily, upgrade and remediate.
- **Collaboration:** Visual conversations make meetings shorter and decision-making faster.

SMB employees use collaboration apps **for better work-life balance, flexible scheduling and easier telecommuting:** These are the **top 3 most important factors** people consider when evaluating a job prospect ([flexjobs.com](#)).

Alcatel-Lucent OXO Connect® provides small and medium-sized businesses (SMBs) with a solution that delivers the unbeatable digital connected experience that customers expect.

Brochure

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OXO Connect: the SMB solution for a big impact

OXO Connect Evolution is an all-IP scalable phone system based on a robust, connected and converged communication platform for businesses with up to 300 users.

OXO Connect offers built-in access to the cloud-based, Alcatel-Lucent Rainbow™ collaboration service. Together, OXO Connect Evolution and Rainbow offer customer-focused business communications and video collaboration services to all employees, wherever they may be.

SMB professionals work together to respond to customer requests and can share information faster and more accurately with guests, business partners and customers.

Your business needs to be always-on: Enjoy high reliability with ALE technology that is tested and validated from phone-to-cloud. OXO Connect is optimized for cost-effective and secure operations: Unified Communications and remote management are offered through an external cloud service connection.



Today, more than 20 million small and medium business employees have selected ALE and have garnered big business impacts.

Innovative, customer-focused and cost-effective communications for SMB

Scalable communication:

Your communication solution will grow with your business.

Our communication solution connects from 5 to 300 employees. Teams are instantly connected via the Rainbow cloud. They'll benefit from the latest mobility and video collaboration features from the cloud.

Impactful meetings:

It's proven, video conversations make meetings shorter and decision-making faster. Rainbow makes team meetings more impactful allowing participants, at the office or remote, to join, share screens and launch an audio or video call in a few clicks.

Efficient mobility:

Teams are becoming increasingly mobile. The cloud enables sales representatives and field engineers to get the same experience they have at their desks on their laptop or smartphone.

Increase network performance while adding mobility for users:

Benefit from an affordable, high-performance wired and wireless LAN networking solution that is simple to deploy, operate and maintain.

Reliable, secure communications:

With almost 100 years of experience serving Enterprises and SMB organizations, Alcatel-Lucent Enterprise understands that your intellectual property can be mission-critical. All Rainbow communications are encrypted and data is never shared for commercial purposes.



Brochure

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Efficient communication

The key to delivering outstanding customer service is your ability to provide teams and customers with tools to better communicate, collaborate and share. These include:

Business phones: The ALE modern business-grade design deskphones offer audio high-quality and professional features.

The comprehensive range offer:

- Compact models: 8008/8008G, 8018 and 8019s
- Alphabetic keyboard: 8028s, 8029s, 8039s, as well as those listed below
- Color screen and super wideband-ready* audio quality: 8058s as well as those listed below
- Bluetooth® handset and support for a wireless headset: 8068s as well as those listed below
- Touch screen: 8078s
- 100% touch screen, video model with Rainbow and Android apps: 8088

*software update



Onsite mobility: Each deskphone can be used on demand with “Hot Desking user” authentication.

With powerful OmniTouch® 8118 and 8128 WLAN handsets and a single Wi-Fi infrastructure for voice and data, as well as the DECT family (8212 DECT, 8232 DECT, 8242 DECT, 8262 DECT and 8262EX DECT) employees can answer customer calls immediately, wherever they are, to reduce costs and save time and minimize call backs.



Connect and instantly share with your business community: Alcatel-Lucent Rainbow is a cloud-based, enterprise-grade, Unified Communication as a Service (UCaaS) that connects people and systems.

The Rainbow application offers contact management, presence, instant messaging, audio/video calling, screen sharing, and file sharing via desktops and smartphones. Rainbow is the only cloud service that offers mobile and borderless collaboration capabilities integrated with the ALE phone systems.



Teamwork and collaboration:

Teams can work together easily and increase productivity when they have more control and can monitor their communications.

Offsite mobility: Employees can keep in touch with their business anytime and anywhere, and benefit from a range of offsite mobility services.

With the one-number service, employees can use a single professional phone number while on the move and can retrieve business telephony services anywhere, resulting in reduced calling costs.

Whether you are in the office, at home, with friends or on the road, with Rainbow, you can access your coworkers and stay connected, whatever your device (web browser, iOS/Android phones).

Speed up your digital transformation with the cloud: Communication mobility, business community openness, click-to-deploy, ease-of-use and viral adoption.

Leverage your investments and connect your phone system: No rip and replace

Rainbow offers a hybrid cloud that leverages your investments in OXO Connect by connecting easily to the cloud and providing unified presence, click-to-call from desk phone, full softphone, and multimedia conference.



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Networking solutions for greater mobility: ALE offers a comprehensive solution for both wired (LAN) and wireless (Wi-Fi) networking designed with:

Simplicity: High speed Wi-Fi with optimal radio coverage, yet simple to deploy and scale.

Performance: Distributed intelligent architecture for better performance and high availability.

User centricity: Easy to connect to, excellent quality and secure user experience for employees and guests.



OmniAccess® Stellar WLAN and
OmniSwitch® 2220 WebSmart LAN Switches

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February 2019

20 million SMB employees use Alcatel-Lucent Enterprise solutions to deliver an unbeatable customer experience

To learn more about the Alcatel-Lucent OXO Connect portfolio, contact your Alcatel-Lucent Enterprise sales representative, authorized reseller or sales agent.

We are ALE.

We make everything connect
by delivering technology
that works, for you.
On Premises. Hybrid. Cloud.



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