



When every second counts.

Orchestrating crisis management with OpenScape Xpert

Every day, utilities and energy firms face significant and unique challenges which can threaten the supply of resources, from severe weather conditions and power outages to operational issues and emergencies.

To effectively handle these time critical events and restore normal operation, speed and efficiency are essential - every second counts.



Orchestrating crisis management

Unify has specifically designed a command and control communications solution to handle high pressure, high volume communication situations.

OpenScape Xpert is a dispatch solution that assists control centers in the handling, coordination and resolution of time critical situations.

This powerful solution enables command centers at utilities and energy firms to manage virtually unlimited calls in parallel.

Dramatically different, OpenScape Xpert dispatching solution supports multi-line call handling and comes equipped with up to four handsets and an optional speaker box for additional lines and on site team collaboration.

Up to 600 lines per turret enables instant group calls between multiple parties. Radio integration simplifies incident collaboration with those in the field. Plus new, vital information can be immediately shared with "barging in" feature to join active priority calls.

Manage 100+ calls on one phone and at the same time. OpenScape Xpert makes it happen.

As time critical event unfolds, the graphical display helps responders identify and prioritize incoming calls by importance, not sequence. Immediate access to key personnel is accelerated with speed-dials that can be sorted. For compliance purposes all calls can be monitored.

Keeping you operational

Utilities and energy firms strive to maintain continuous service to the public at all times.

So command centers have to be prepared, around the clock, to handle emergencies and be prepared to respond and restore services as quickly as possible, while keeping their customers informed.

In emergency situations, seamless communication and cooperation must take place between callers, call takers and dispatchers. The command centre team is under pressure to fuse information from multiple resources and turn this into actionable

OpenScape Xpert at work

Supervision of critical infrastructure for gas, oil, electricity, nuclear power plants or coal fired power plant:

- Communicating supply load fluctuation
- Weak point alert management
- Dispatch field staff to quickly handle technical issues

Emergency center for power plants:

- Call taking and dispatching of internal fire services or external first responders

Monitor production plants:

- Dispatch first responders and rescue services

intelligence to effectively coordinate a response to the problem.

A primary challenge to effective incident management is intense call volume. A traditional telephony system simply can't handle it:

- Connecting with key personnel cannot be prioritized and they can't always get through
- Vital calls might be missed
- Group calls can't take place

Ordinary phone technology slows down the coordination efforts of response teams and emergency services, ultimately compromising the organizations ability to operate.

Incident collaboration is not limited to the office network. The real-time exchange of accurate and up-to-date information often happens with response teams in the field using radios.

Without radio integration, command center teams waste valuable time exchanging vital information between key personnel in the field and emergency services. Every minute wasted on incompatible devices means danger for your facilities and employees and compromises utilities supplies for customers.

Benefits for dispatchers

Fully control emergency calls

Response times are improved because high priority calls are pushed to the front of the queue in the incoming call list. Call takers also gain improved control over situations because they can pick any call independent of its position in the queue. To ensure all calls are answered, all incoming calls are logged, so controllers can return those that are missed.

Fully control team coordination

Key personnel have more control in coordinating teams with a single operational view of all incoming and outgoing calls. This enables them to react more quickly to situations because they can 'barge-in' to calls to collaborate with colleagues.

Fully control to resolution

Control center staff can remain in conference calls with colleagues and outside parties until emergencies are resolved. They can also initiate immediate group calls with hundreds of participants to broadcast mission critical announcements to key personnel simultaneously.

Benefits for operators

Open standards protects your investment

Being software and open standards-



based, OpenScape Xpert integrates seamlessly into your existing infrastructure supporting both TDM and IP networks. This protects your investment while offering a smooth migration path.

Open architecture for data center integration

OpenScape Xpert can be integrated into your existing communications infrastructure and can be centrally operated in your data center and easily connecting to remote locations and disaster recovery sites.

Inherent flexibility

The modular design and open architecture of OpenScape Xpert means endpoint options can be configured to operator preference. Options include a soft client running on the customer's PC or our innovative OpenStage Xpert 6010p dispatcher console with numerous handsets, headsets, microphones and optional speaker box.

Virtualization reduces your TCO

VMware deployment option of OpenScape Xpert optimizes resources through server consolidation. It reduces energy costs while simplifying system maintenance. Plus virtualization increases availability and

fault tolerant deployments beyond built-in reliability.

Easy to use GUI lowers TCO

Minimal training is required for your command center staff to use OpenScape Xpert. The intuitive interface is customizable with preferred language, personal and group profiles. And, industry specific productivity applications as well as surveillance cameras can be easily integrated through its web interfaces.

Trust our experience

Unify (formerly Siemens Enterprise Communications) has a long history of delivering high performance communications solutions to a wide variety of public and private sector organizations. With a global presence that extends to more than 17,000 positions in 35 countries, Unify is the name you can trust for reliable, high performance business continuity solutions. Plus Unify's consulting team provides the expertise you need to get you there:

- Dedicated Project Management to ensure your implementation stays on track and is completed in a timely manner.
- Complete design and implementation services

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