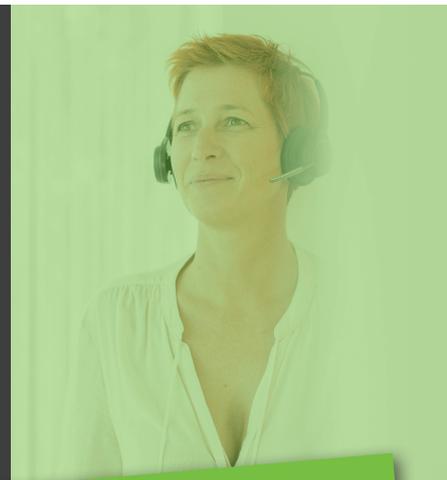# ProCall DataCenter

Unified communications & CTI for large companies and corporations with distributed locations

The interaction between people is the basis of all business processes. Efficiently organizing communication and collaboration among employees poses technical, legal and organizational challenges, especially for large companies and corporations with distributed locations. With proven UCC functions and special procedures for reliability, multi-site and multi-server operation, **ProCall DataCenter** offers a solution

Multi-server environment for large companies

ProCall DataCenter is especially suitable for companies with many users or distributed locations due to its multi-server environment.

Large environments

- Building scalable system architectures with several thousand users
- Possibility of connecting PBX telephone systems from different manufacturers
- No restriction in interaction between users of different servers
- System management by multiple administrators possible

Different locations

- Integration of geographically distributed server architectures
- Risk minimization through decentralized IT
- Virtual association of users who are physically distributed across different locations
- UCServer availability directly at the user's location and/or the telephone system
- Customized architectural design
- Advantage over SIP federation: No restriction in user interaction between sites

Reliability

- Reliability: Server failure affects only the users bound to the explicit home server.
- Significant increase in availability by distributing users across multiple servers
- Optional design of the central databases as clusters
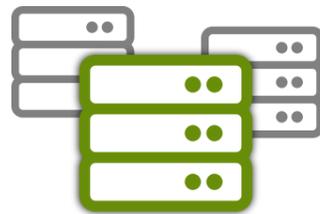
Possible deployment scenario: Replacement of SIP federation

Chatting, diverting calls or picking up calls are just some of the functions with which ProCall DataCenter simplifies location-independent collaboration.

Requirements of a company

- A company with three locations currently operates several UCServers, connected via SIP federation
- The current usage restrictions between SIP federation users should be lifted
- Each location should continue to operate independently of the availability of the other locations
- The overall system should be centrally administered
- PBX telephone systems from different manufacturers should be connected to the system
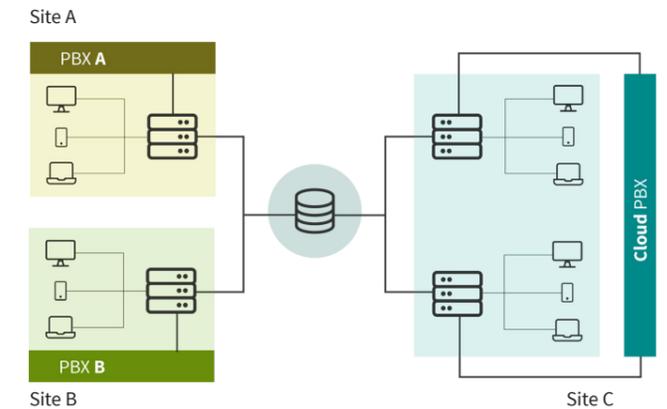
Technical setup solution

- 1x REDIS, 1x SQL server , 1x AD connection
- 4x UCServer, 4x Media Server (on the same machine)

ProCall DataCenter compared with a SIP federation

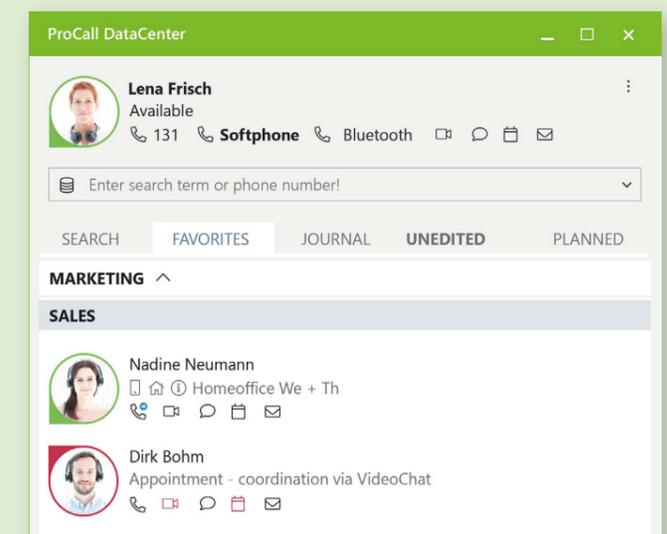|	Funktions	ProCall DataCenter	SIP-Federation
⚙	Central administration	✓	✗
	Central licensing	✓	✗
👤	Exchange of presence states	✓	✓
	Setting presences with third parties	✓	✗
📞	Set call forwarding with third parties	✓	✗
	Pick-up calls from third parties	✓	✗
💬	1:1 Chat	✓	✓
	Group chat	✓	✗
	Transmission states (chat delivered, read)	✓	✗

In general:

- Central overall system administration
- Overall system level license management
- Multiple administrators can simultaneously work on the same configuration
- Connection of external SIP federations is possible
- Multiple UCServers are linked together to form one system
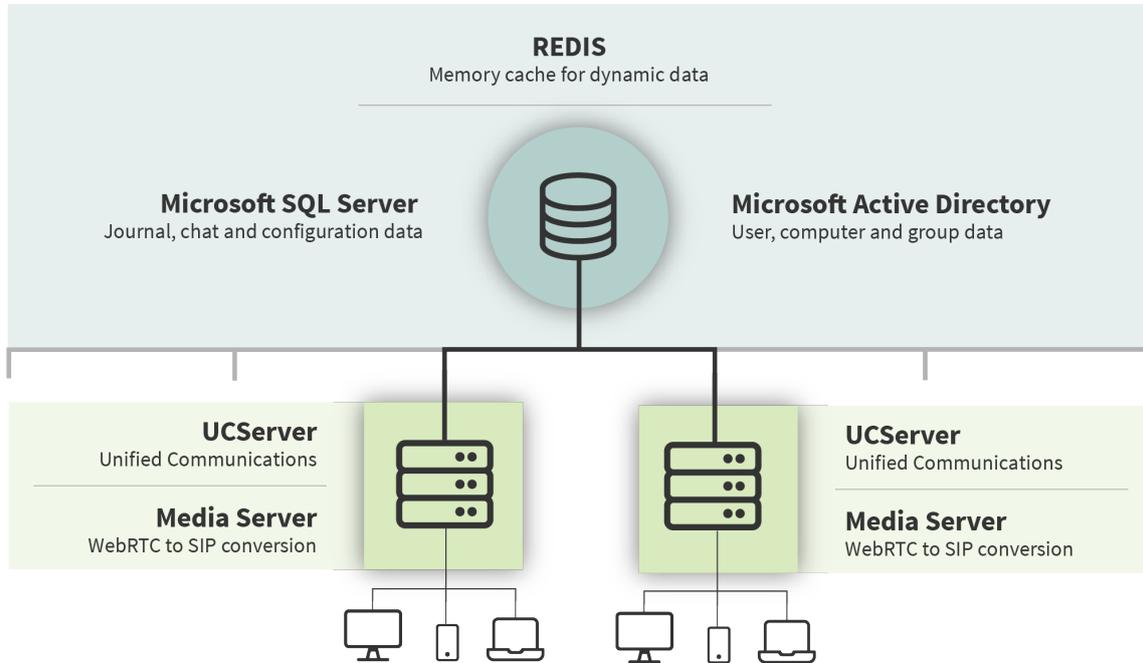- Integration/outsourcing of additional media servers also possible

Rolling release model
- No more major releases
- Rolling new updates and features

Per user license
- Named user license per ProCall user
- Two line licenses included per user

Per server License
- Licensing per UCServer and MediaServer
- Attractive starter bundle offer

Communication with colleagues, partners and customers

As a unified communications & CTI software, ProCall offers its users maximum flexibility in their daily work. Whether from the workplace or on the move, whether via PC, laptop, tablet or smartphone – ProCall combines all important communication channels in a single application.

ProCall DataCenter

Lena Frisch
Available
131 Softphone Bluetooth

Enter search term or phone number!

SEARCH FAVORITES JOURNAL UNEDITED PLANNED

MARKETING

SALES

Nadine Neumann
Homeoffice We + Th

Dirk Bohm
Appointment - coordination via VideoChat

Multi-server system architecture

REDIS
Memory cache for dynamic data

Microsoft SQL Server
Journal, chat and configuration data

Microsoft Active Directory
User, computer and group data

UCServer
Unified Communications

Media Server
WebRTC to SIP conversion

UCServer
Unified Communications

Media Server
WebRTC to SIP conversion

Resource requirements

INSGESAMT
- **REDIS**
  Memory cache for dynamic data
- **Microsoft SQL Server**
  Journal, chat and configuration data
- **Microsoft Active Directory**
  User, computer and group data

PRO 2500 USER / PRO STANDORT
- **1x UCServer**
  Unified Communications
- **1x Media Server**
  WebRTC to SIP conversion
  → Depending on application and load

All technical information always up-to-date!
support.estos.de/en

estos.com