



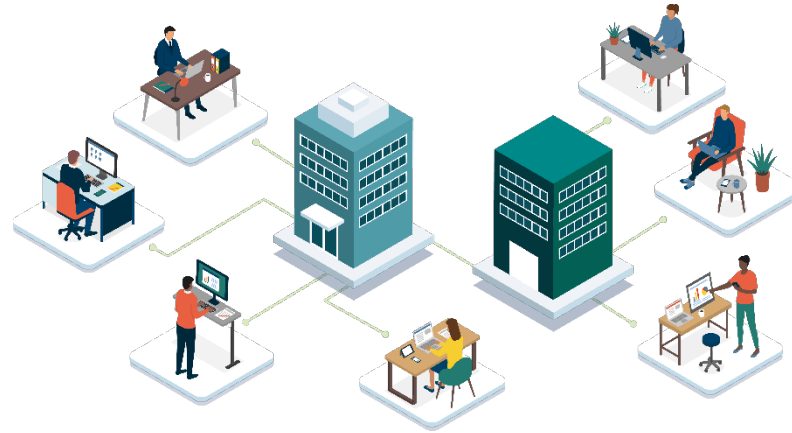
**estos**

enables easy communication



# ProCall DataCenter

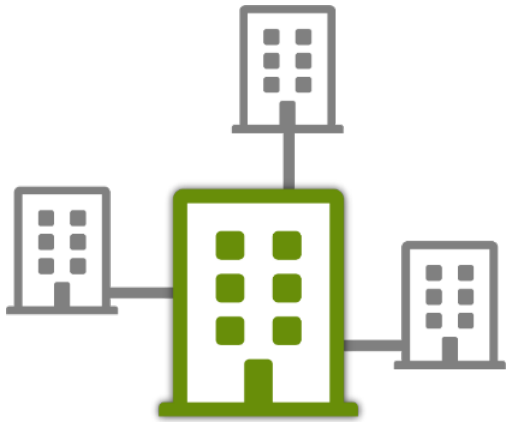
Unified communications & CTI for large companies  
and corporations with distributed locations



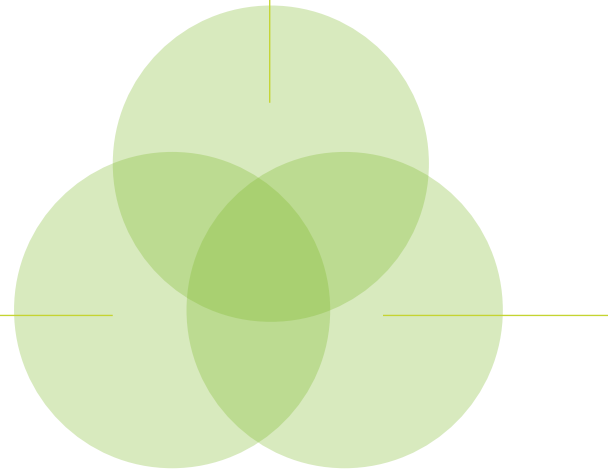
# Multi-server environment

ProCall DataCenter for complex requirements

# Large environments



**Distributed locations**



**Reliability**

# Large environments



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

# Distributed locations



- Integration of **geographically distributed server architectures**
- Minimization of risks through **decentralized IT**
- **Virtual connection of users** who are physically dispersed across different locations
- **Availability of the UCServer directly at the user's location** and/or the PBX
- **Customized architectural design**
- **Advantage over SIP federation:** No restriction in user interaction between locations

# Reliability



- **Reliability :**  
Server failure affects only the users linked to the explicit home server
- Significant **improvement in availability** by distributing users across multiple servers
- Optional design of central **databases as clusters**

# Administration of the overall system

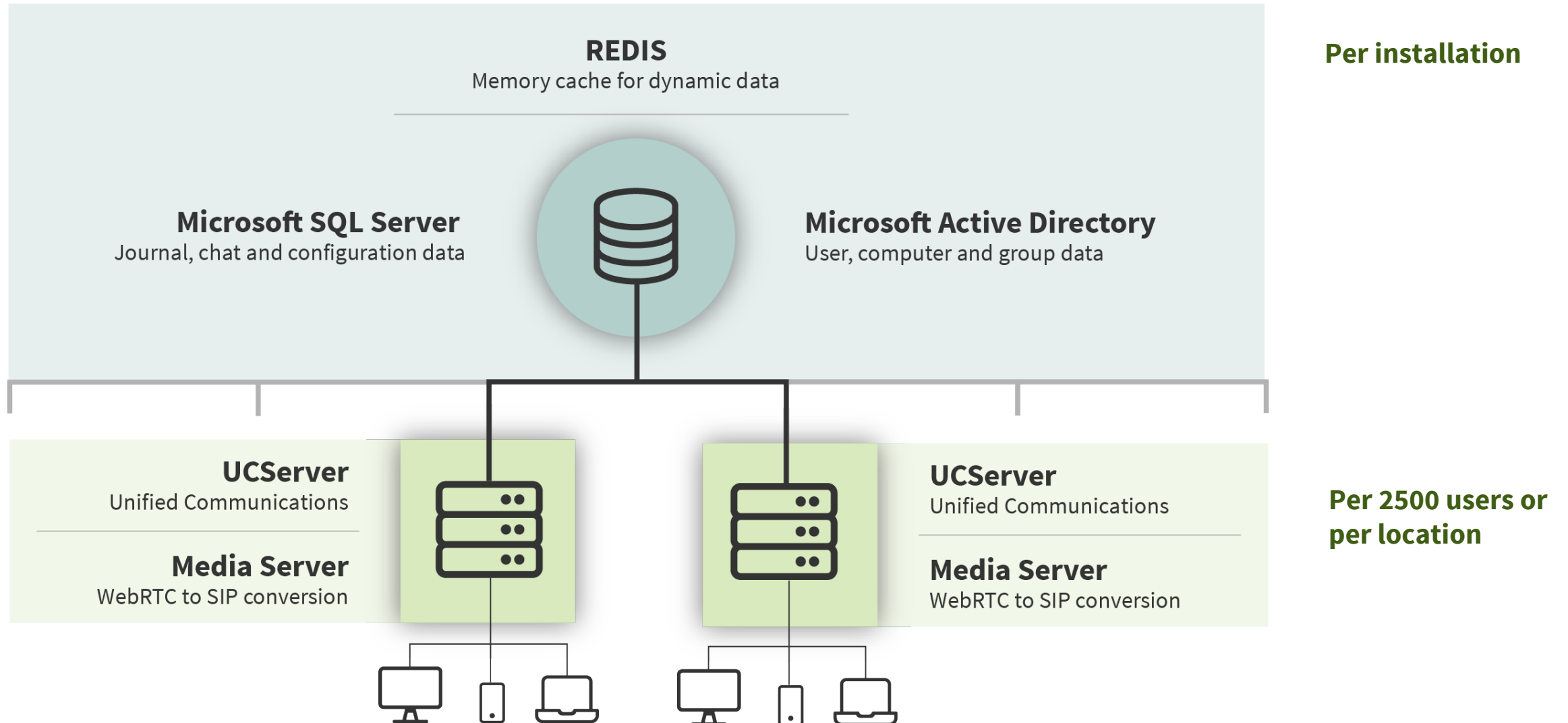


## In general:

- Central overall system administration
- Overall system level license management
- Multiple administrators can simultaneously work on the same configuration



# Multi-server system architecture



# Multi-server environment



- **REDIS database:** Memory cache for dynamic data
- **SQL server:** Journal, chat and configuration data
- **Active Directory:** User, computer and group data



- **UCServer:** Unified communications
- **Media Server:** WebRTC to SIP conversion

- Connection of external SIP federations is possible
- Multiple **UCServers** are linked together to form one system
- Integration/outsourcing of additional **media servers** also possible

# What is Redis? (Remote Dictionary Server)

*Redis is an in-memory database with a simple key value store and belongs to the family of NoSQL databases (i.e. it is not relational). Redis is open source and according to a survey by DB-Engines.com the most common key value store. Source: Wikipedia*

In a Redis server, data is stored in the working memory and not the storage. Therefore, Redis is both a cache and storage at the same time. Due to this topology, Redis is mainly used for fast data delivery. (e.g. Twitter).

**Redis** is available for the following operating systems: **Linux, OS X.**

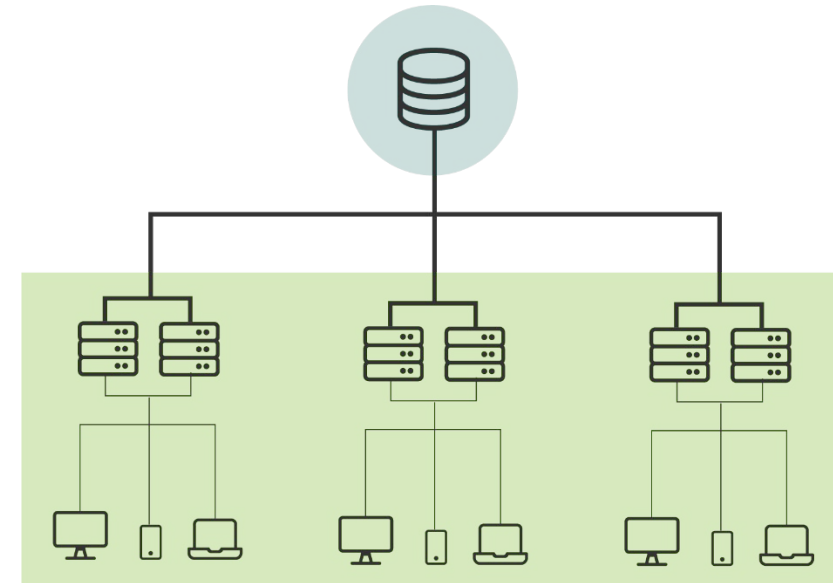
**estos recommends deploying Redis in a Docker.**

# Example: Large environments

## Requirements

- A company wants to equip **7,000 users** with a UC solution
- The company is expanding in terms of personnel, which is intended to be mapped by the solution in a **scalable** manner
- Due to the corporate alignment, a **high telephony load** is expected, which can also be adapted in a scalable manner
- A complete system failure is avoided by a **distribution of users**

## Technical setup



- 1x REDIS
- 1x SQL server
- 1x AD connection



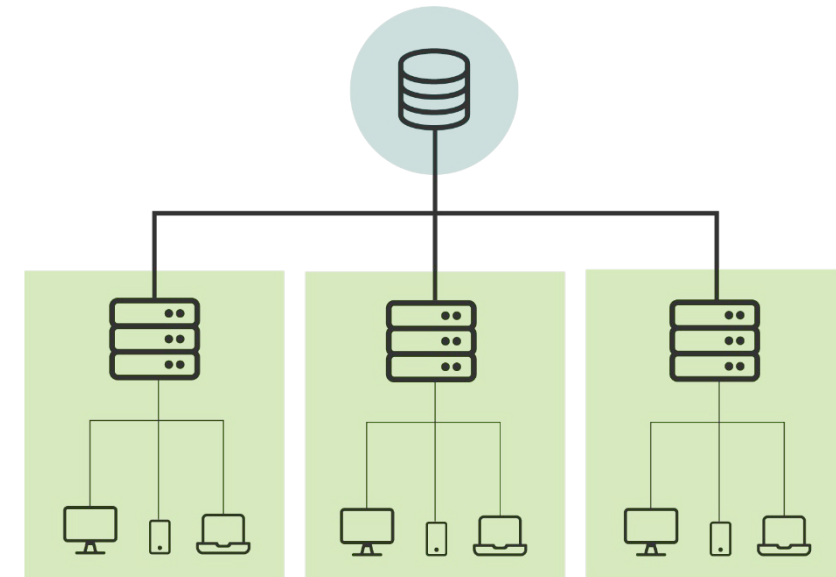
- 3x UCServer
- 3x media servers (outsourced)

# Example: Distributed locations

## Requirements

- A company operating from **three locations** wants to run **separate UCServers** at each site due to their IT/network structure
- **Each location** should operate **independently** of the availability of the other locations
- **Management** should be handled by the respective sites' own IT department

## Technical setup



- 1x REDIS
- 1x SQL server
- 1x AD connection



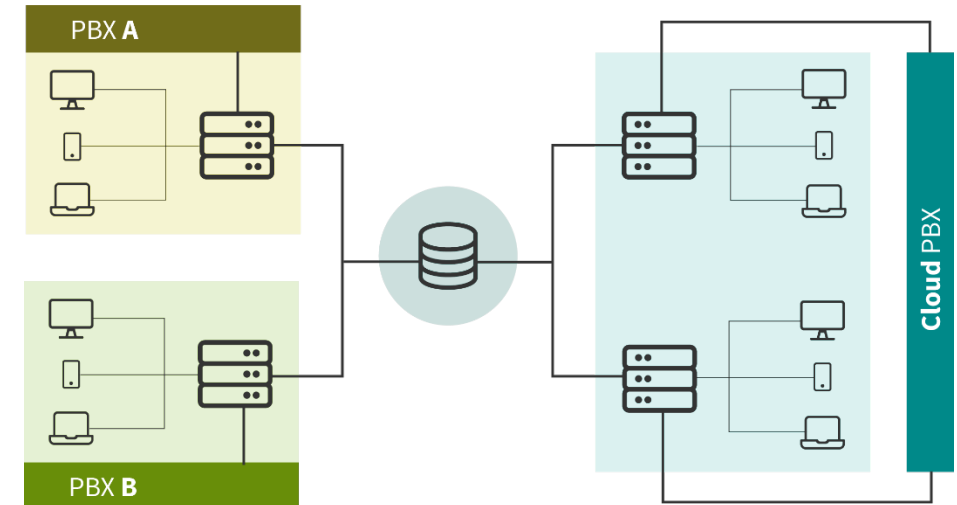
- 3x UCServer/media server (on the same machine)

# Example: SIP federation replacement

## Requirements

- A company with **three locations** currently operates several UC Servers, **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







- 1x REDIS
- 1x SQL server
- 1x AD connection



- 4x UCServer/media server (on the same machine)

# ProCall DataCenter vs. SIP federation

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

# Release and license models



## ProCall DataCenter



## 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





# ProCall

Communication with colleagues, partners and customers

# ProCall – unified communications & CTI software



## **ProCall Business**

Compact communication for companies with up to 50 users

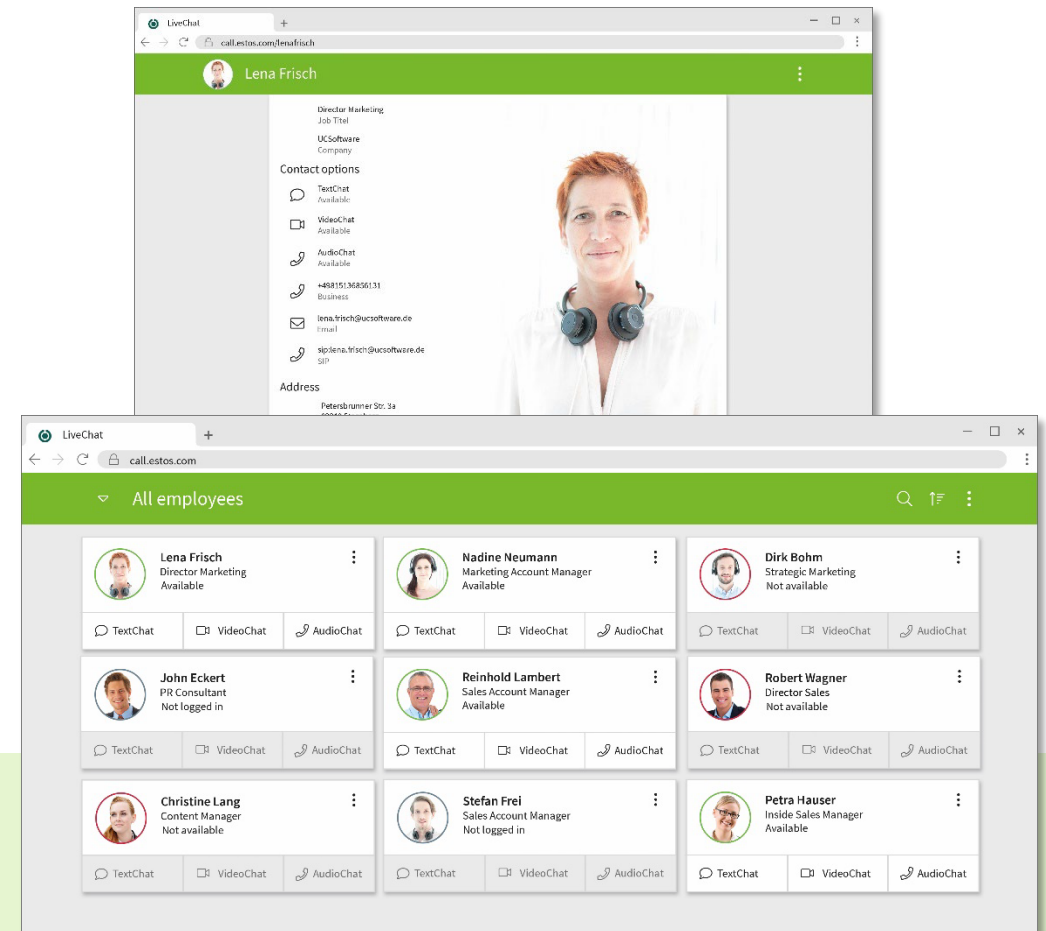
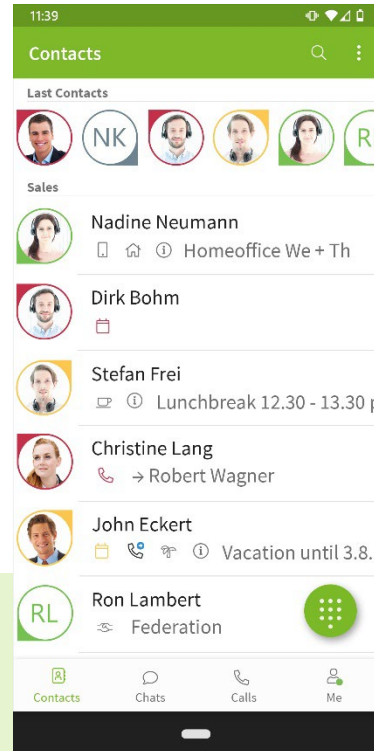
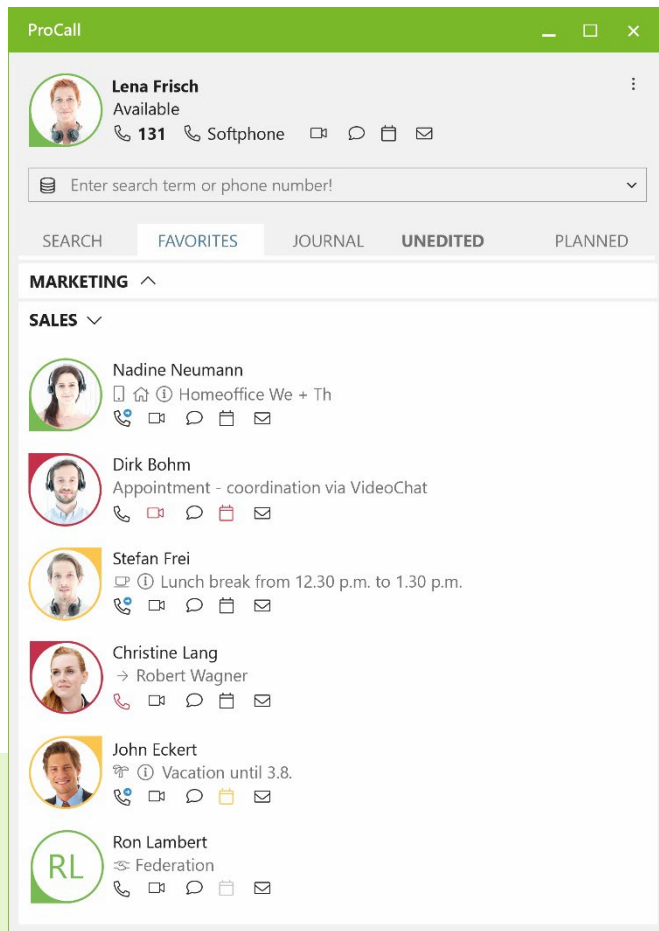
## **ProCall Enterprise**

Flexible communication for small and medium-sized companies

## **ProCall DataCenter**

Communication in a multi-server environment for large companies

# Communicate anywhere



Employees in the company  
or in the home office



Employees  
on the move



Prospective clients, partners  
or customers via the website

# ProCall Enterprise at a glance



## Computer Telephony Integration (CTI)

CTI simplifies your day-to-day work steps and reduces sources of error. The telephone is controlled by the PC.



## Softphone Functions (SIP)

The integrated SIP compatible softphone allows employees to talk directly over the PC. Uncomplicated and safe, even on the move.



## Audio/Video Communication (WebRTC)

Based on the internet technology WebRTC (Real Time Communication), you benefit from easy face-to-face communication regardless of distance.



## Contact portal/Multimedia Business Card

The company website becomes the medium of interaction for your customer. With text, audio and audio/video chats. Cloud-ready thanks to estos UCConnect.



## Screen Sharing

The simple screen sharing allows you to view and work on documents with your call partner.



## Federation

Networking via federation allows you to securely exchange information beyond your company's borders.



## Integration with Bluetooth

In addition to CTI for your desktop phone, ProCall Enterprise also offers CTI functions for smartphones and Bluetooth enabled mobile phones. As simple as in a car.



## Instant Messaging (Chat)

Easily share text messages with colleagues or customers, or pass on important information quickly and straight away.



## Presence Management

View your colleagues' availability at a glance and choose the appropriate communication method.



## Business Process Integration (CEBP)

Go one step further and integrate the communication functions into your company's business processes. This creates added value.



## Unified Messaging Integration

Integrate Unified Messaging Services such as fax, voice mailbox, and SMS text messaging into ProCall Enterprise for additional communication functions.



## MultiSite

Integrate distributed locations into a multi-server environment. Presence and contact information can be viewed across branches.



## MultiVendor

Integrate different telephone systems from various manufacturers into one application, whether from the cloud or on the premises.

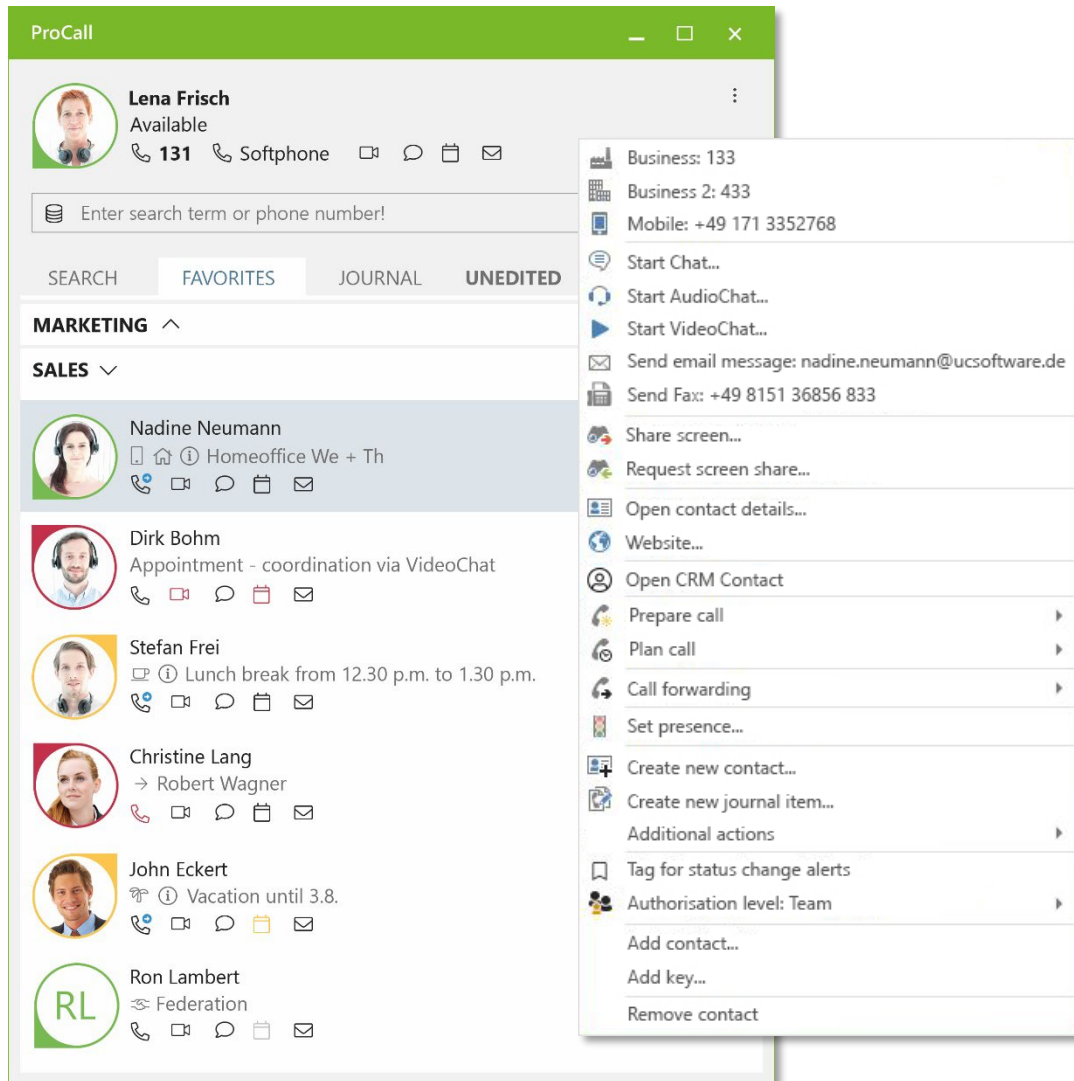


## MultiDevice

MultiDevice means that ProCall Enterprise is platform-independent and device-spanning, and also offers native clients for macOS, iOS and Android.

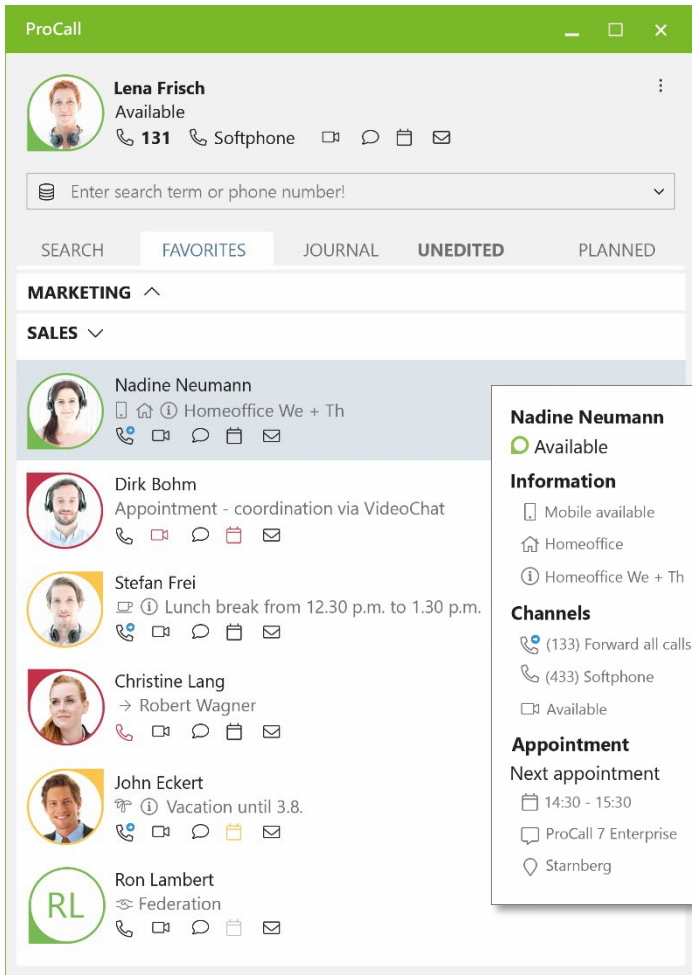


# Employees in the company / home office



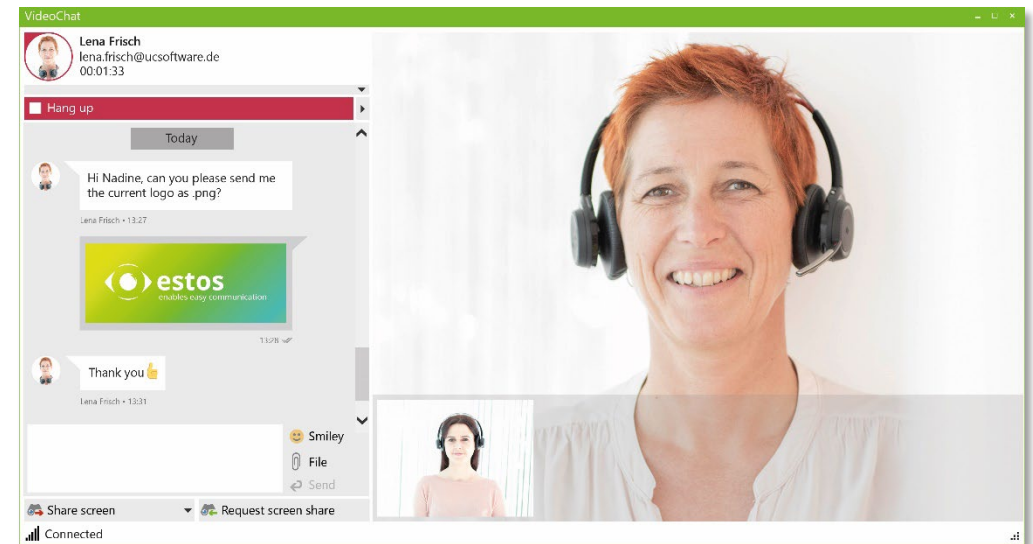
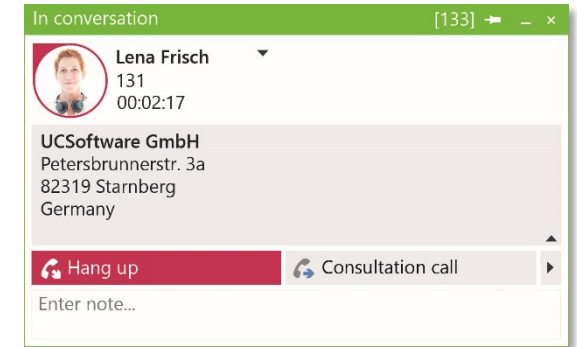
## Native client for Microsoft Windows

- Presence management with calendar integration
- Convenient telephony – softphone functions, CTI and integration with Bluetooth
- Video chat with screen sharing
- Chat with read function
- Easy online meetings with ProCall Meetings
- Connection to third-party applications for business process integration (CEBP)



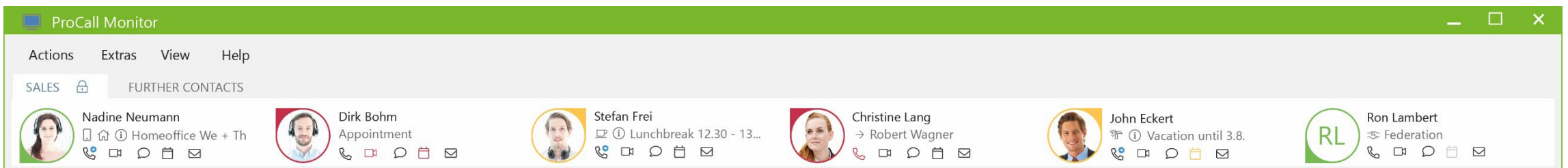
ProCall client with favorites view and tooltip

Conversation window  
Telephony



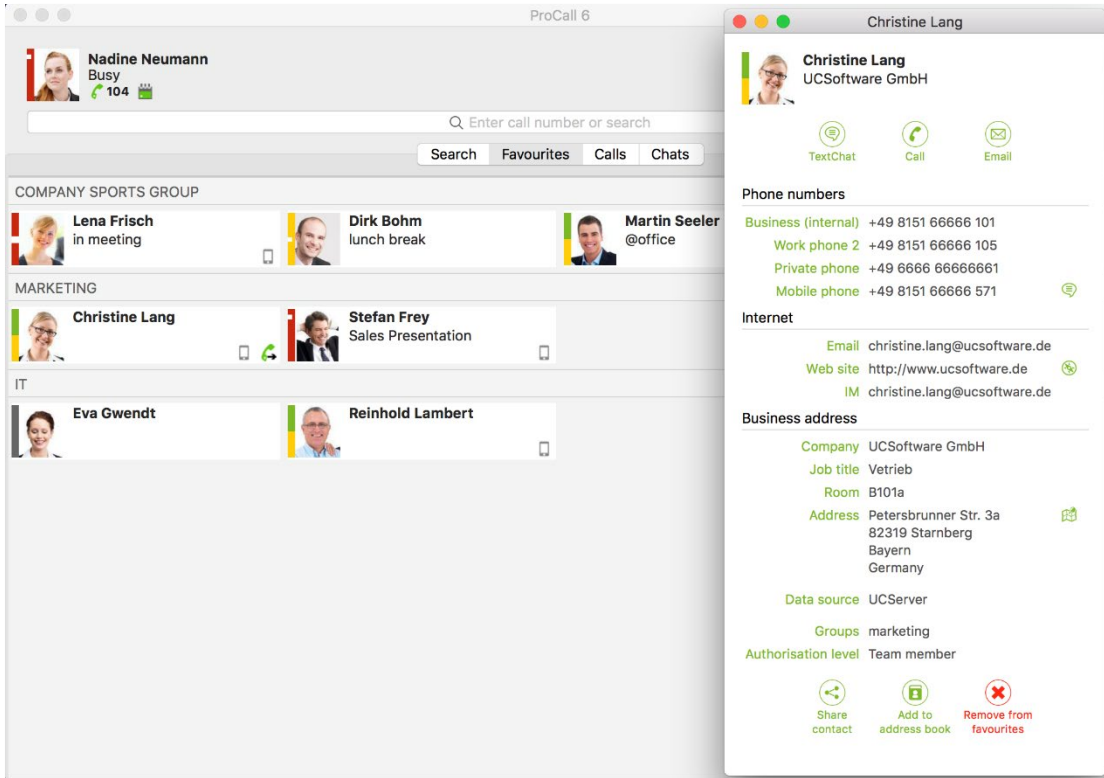
VideoChat window

## ProCall Monitor





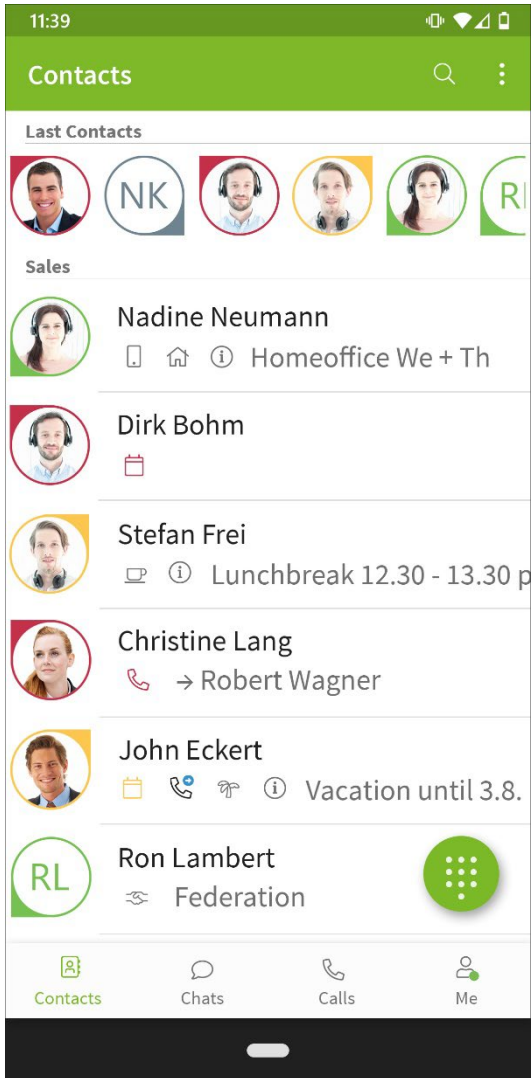
# Employees in the company/home office



## Native client for macOS

- Computer Telephony Integration ( CTI )
- Instant messaging and presence management, including federation
- Connection of popular CRM, ERP and industry software.
- Search, name resolution for CTI calls and contact details e.g. from CRM/ERP or groupware
- Easy commissioning with UCConnect

# Employees on the move

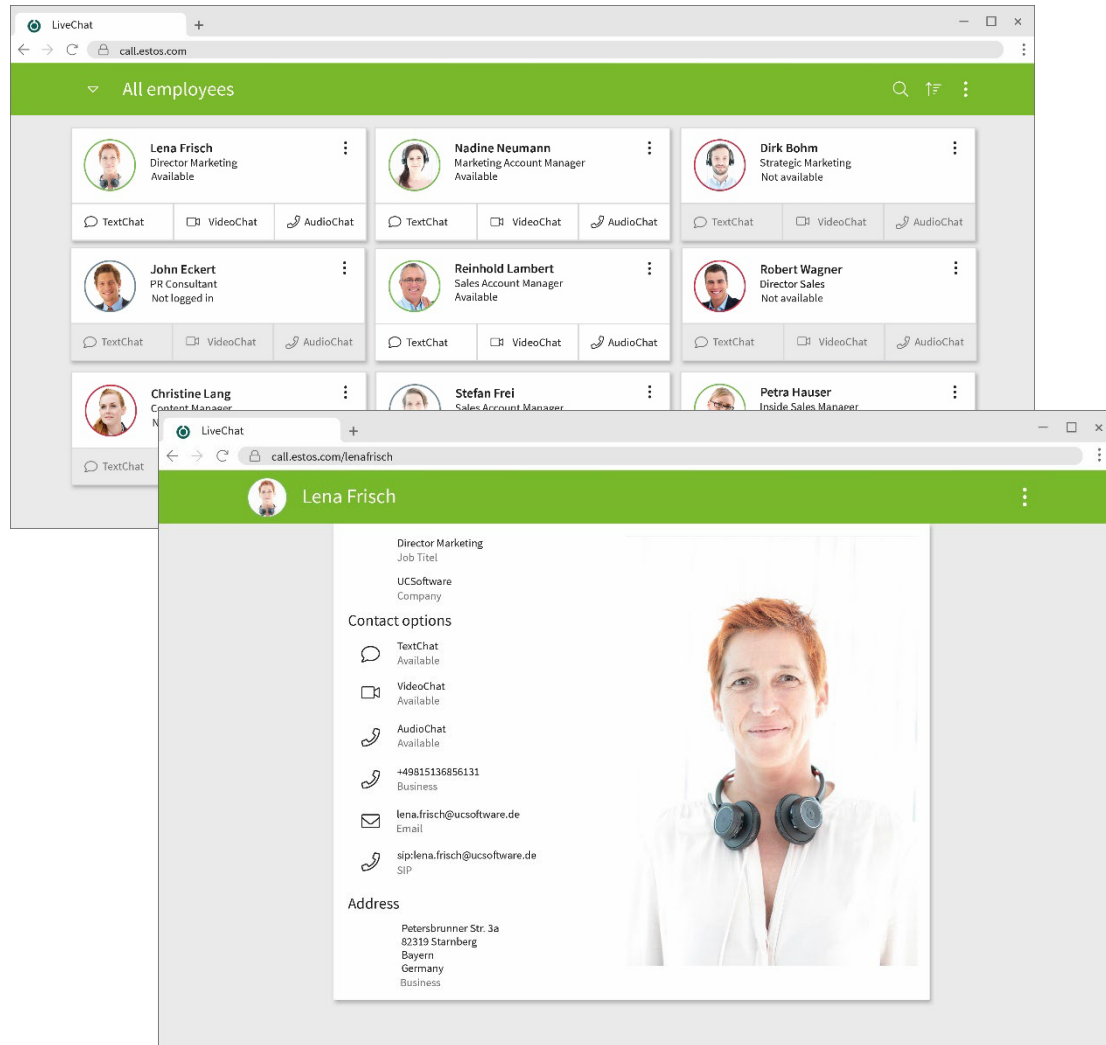


## Native client for Android and iOS

- Using the office phone on the move
- Presence management with calendar integration
- Quick access to all business contacts and all communication functions
- Record last contacts at a glance
- Chat for fast and secure sharing of messages and content



# Prospective customers, clients or partners



## Contact portal & multimedia business card

- Communication for the company website
- Text, audio and video chats
- No downloads or plug-ins
- Browser-based with WebRTC
- End-to-end TLS encryption

# Immer aktuell!

Allgemeine Informationen zum Produkt



[estos.com/products/procall-datacenter](https://estos.com/products/procall-datacenter)

estos Partnerportal und Shop



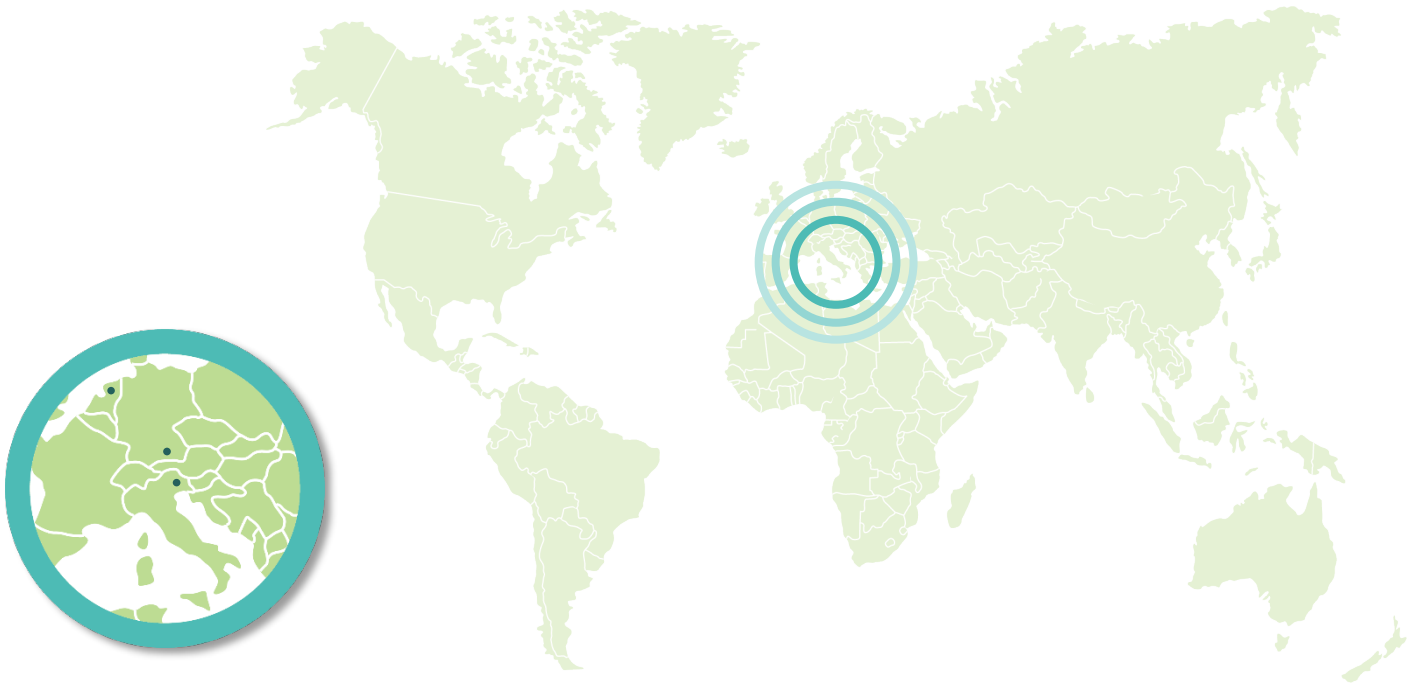
[my.estos.de](https://my.estos.de)

Technische Informationen



[support.estos.de](https://support.estos.de)





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Starnberg  
Deutschland

**estos Italia srl**  
Udine  
Italien

**estos Benelux BV**  
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Niederlande



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