

Samsung Communication Manager Series



Communication is a critical element for competitive advantage and business success. As such, businesses are focusing on optimising the way employees collaborate and communicate for a more productive and agile work environment.

The Samsung Communication Manager series are pure-IP based, all-in-one, communication solutions. With Samsung Communication Manager Compact (SCMC) designed for up to 512 users and the Samsung Communication Manager Express (SCME) designed for up to 3,000 users.



Key Benefits

Enhanced system Resilience

The SCM series delivers high reliability with multiple Gigabit Ethernet ports for network connectivity and gateway functionality supporting “Hot Swap” which enables gateway modules to be exchanged without powering down the system.

Compatibility & Mobility

The SCM series is a IP-based VoIP call manager, designed to allow easy integration of 3rd party applications specific to your business needs. Individual users can take control of their handset through an intuitive web portal, and the flexible hot desking function lets you take control of your work location. You can also improve productivity and customer service experience with its simplified move, add, change process and hot desking which enables ‘work as you go’ environments.



Security

Security of information across the internet is increasingly important. The SCM series supports TLS and sRTP for voice packet security and has an embedded SBC (Session Border Controller) for secure network connectivity.

Scalability and Easy Management

The SCM systems allow your business to grow. Additional user licences can be added without further changes to software or hardware up to the maximum capacity of the system. The easy configuration web interface lets the business take control of their communications with any changes required being instantly applied.

Low Total Cost of Ownership

Installation is quick and the easy management tools reduce the time and money spent on system administration.

This all in one solution allows efficient and effective management of the entire voice ecosystem in one interface, integrating all administrative functionality for the system’s database, applications and troubleshooting.

The single server architecture reduces hardware and management costs. The SCM series requires less space with its all-in-one features and functionality on a single IU server, so businesses can save money on electricity and cooling, supporting environmental initiatives.

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MAJOR FUNCTIONS & BENEFITS

FUNCTION	Benefit				
Straightforward Architecture	<ul style="list-style-type: none"> • Single server architecture • SCMC accommodates up to 512 users • SCME accommodates up to 3000 users • Entire voice ecosystems consolidated into one interface 				
Resiliency and High Availability	<table border="0"> <tr> <td>SCMC</td> <td>SCME</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Dual PSU (optional) • Dual gig network ports </td> <td> <ul style="list-style-type: none"> • High availability modes: active-standby, active-active • Switchover cases: LAN cable down, SCM down or process down • Data synchronisation: Real-time, total sync or by command </td> </tr> </table>	SCMC	SCME	<ul style="list-style-type: none"> • Dual PSU (optional) • Dual gig network ports 	<ul style="list-style-type: none"> • High availability modes: active-standby, active-active • Switchover cases: LAN cable down, SCM down or process down • Data synchronisation: Real-time, total sync or by command
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Integration	<ul style="list-style-type: none"> • Integrated voicemail, auto attendant, email and access manager • Seamless integration for mobile phones into your voice network 				
Call evaluation, feedback, results and audit reports	<ul style="list-style-type: none"> • Unified messaging • Conferencing • Mobile Extension (MOBEX) • Call move • System monitoring • Call trace • WE VoIP • Supports SIP features (300+) and multiple interfaces for 3rd party application connectivity 				

SPECIFICATIONS

DESCRIPTION	Category	Samsung Communication Manager Compact	Samsung Communication Manager Express
Capacity	Users	512	3,000
	Gateways	32	256
	CPS	5	50
	Concurrent Calls	150	1,000
	MOH Channels	6	256
	UMS Channels/Conference Channels	32/32	64/64
	SIP Trunks/Total Trunks	128/256	512/512
Redundancy	Network	Y	Y
	Power	Optional	N/A
	System	N/A	Active-Standby, Active-Active
Dimensions	Dimensions	1u (441.5 x 352 x 44mm WxDxH)	1u (431 X 393.7 X 42.6 mm WxDxH)