

CeBIT 2010: serVonic Unified Communication – Fax, Unified Messaging and CTI for Microsoft UC-Strategy

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Olching, 8th February 2010: At this year's CeBIT in Hanover, Germany, serVonic introduces the innovations of its Unified Communication-solutions at the booth of Microsoft in Hall 4 Booth A26. Highlight in the field of unified messaging is the presentation of the IXI-UMS fax server solution for Microsoft Exchange Server 2010. The solution of the fax specialist is fully integrated into the latest Microsoft Exchange-version and adds the features for fax sending and fax reception, according to the individual need of the company. In the field of Computer Telephony Integration (CTI), the Olching-based software manufacturer for the first time demonstrates the new CTI-solution IXI-PCS, which – in addition to conventional telephony features – also enables the integration of the Microsoft Office Communications Server into traditional PBX-environments. "As long-term Microsoft Partner, we support Microsoft's Unified Communications-strategy with our software products and offer complementary solutions," says Karin Abrell, Manager Marketing/PR, about the presentation at Microsoft's partner booth.

Visitors of the booth can also find information about the topics SaaS and virtualization in connection with serVonic's Unified Communication-solutions.

IXI-UMS fax server ready for Microsoft Exchange Server 2010

With Exchange Server 2010, the fax feature offered by Microsoft for the Exchange Server 2007 is left out. With its IXI-UMS fax server, serVonic as one of the first companies here offers a highly integrative fax server solution. As a pure software solution, IXI-UMS is integrated into the Microsoft Exchange- and Active Directory-architecture via the IXI-UMS Exchange 2010 Connector. Changes, extensions of the schema or an installation on the Exchange Server are not necessary. IXI-UMS cannot only be deployed with Microsoft Exchange 2010, but also for all the Exchange Server-versions as well as with IBM Lotus Domino. That way, customers can migrate to the latest Exchange-version step by step or serve mixed IT-environments without having to replace the fax server. Due to the modular design, the IXI-UMS fax server can be extended to a full unified messaging server with Fax, Voice, SMS and Mobile any time.

IXI-UMS can be installed on a standard computer, a suitable media gateway or on virtual servers. The PBX-connection can be realized via ISDN/Q.SIG as well as via SIP/H.323.

CTI: IXI-PCS connects worlds

In the field of CTI, serVonic for the first time presents the new IXI-PCS Server and therewith extends its previous CTI-portfolio with IXI-Call. With the client-/server-based CTI-solution, traditional telephony features (e.g. starting and forwarding calls, caller identification and partner monitor) in Windows- and Linux-environments are available. Plain features (search in the address book, dialing, journal overview) are available in all the environments with the IXI-PCS Web Dialer. Besides the providing of sheer telephony features, the challenge today is to fill the gap between traditional telephony world and IP-based Unified Communications-world. IXI-PCS here offers efficient modules, which allow a deep integration into existing IT-structures on the one hand and which are compatible with important future technologies on the other hand. By means of the integrated Remote Call Control Gateway, the connection of the SIP-based Microsoft Office Communications Server 2007 with conventional PBX's and the respective telephones that way can be realized. The Unified Communications-solution from Microsoft offers extensive features such as presence management, chat, audio-, video- and

web-conferencing, desktop- and application-sharing. However, the solution can only be deployed as VoIP-PBX with soft phones. As middleware, the Remote Call Control Gateway enables the integration of the Microsoft solution via uaCSTA with all the common PBX's. Computer telephony, caller journal, presence and chat that way are also available with conventional PBX's. With the gateway, the control then is handled via the client Microsoft Office Communicator, so a company can make use of Microsoft OCS and serVonic CTI at a time or migrate to new technologies gradually.

Software as a Service and virtualization: IXI-UMS ready for hosting

Topics like Software as a Service (SaaS) and Cloud Computing more and more gain in importance. serVonic here is also well-prepared with its software solutions and offers IXI-UMS for fax and unified messaging not only On-Premise, but also On-Demand as an SaaS-solution. Users of the Microsoft Online Services "Exchange Online" or of Hosted Exchange that way can also make use of unified messaging from serVonic, for example. As standard-based solution, IXI-UMS is seamlessly integrated into the messaging architecture, independent of the site of the messaging server – on-site or hosted – and provides the user with the UMS- or fax-messages directly in the inbox.

serVonic's unified messaging solution is also available for companies with virtual environments such as Hyper-V or VMware. Due to a concept easy to implement, the connection can be realized via VoIP as well as via ISDN. A fully automatic VMware detection moreover makes the licensing of serVonic's software easier.

Further information at www.servonic.com

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serVonic, headquartered in Olching near Munich, Germany, is a leading manufacturer of software solutions with focus on unified communication with unified messaging and CTI. The products of serVonic support existing standards like standard interfaces and standard hardware; proprietary solutions are avoided. The company strives to provide its customers with future-oriented product development, with a focus on integration in available environments. serVonic is partner of Dialogic, Funkwerk EC, IBM, innovaphone, Microsoft, Siemens, SAP and TE-Systems.

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