

CENTRINITY INTRODUCES...

# It's about Time

connect > communicate > collaborate

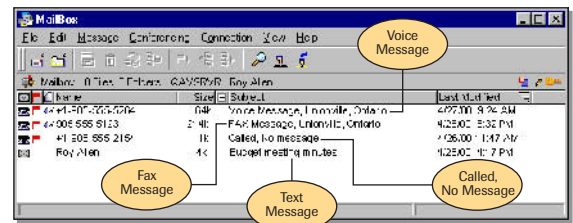
## FIRSTCLASS<sup>®</sup> Unified Messaging

### *Connect* to your FirstClass collaborative environment with true unified messaging

With FirstClass Unified Messaging (UM), you can experience the power of reliable self-service communication, collaboration, conferencing, data management and calendaring capabilities in one easy-to-use solution. FirstClass UM, the first truly unified messaging product, seamlessly integrates all your communications – email, voice mail and fax – in one mailbox on a single server, accessible via a FirstClass Client, web browser, telephone, cell phone and Palm OS<sup>®</sup> devices.

### *Communicate* – one mailbox, one instant

With FirstClass UM, you can send and receive messages fast. Really fast. The instant you receive a message, you hear a ping and see a red flag in your central mailbox. If you have FirstClass IP Notifier, a pager or a cell phone, you can also receive instant notification of messages. And FirstClass UM allows you to bring priority messages to the front of the line for immediate attention.



### *Collaborate*, consolidate messages, reduce costs

When you use FirstClass UM for all your online collaboration, you consolidate your messaging, minimize hardware requirements (e.g. phones and fax machines) and reduce system management and administration overhead, and thus your total cost of ownership (TCO). Server-centric and powered by proven FirstClass core technology, FirstClass UM offers you the benefits of unparalleled scalability, reliability and security. FirstClass UM's self-managed voice greetings features put you in charge of the collaborative process.

Experience the *power* of FirstClass UM – anywhere, anytime, any way!

- Telephony grade solution
- Proven FirstClass reliability, scalability & security
- One mailbox for email, voice mail and fax
- Anywhere, anytime access with FirstClass Client, web browser, phone, cell phone or Palm OS devices
- Fully integrated, feature-rich intranet/internet environments
- Palm OS access to calendars, address book and to-do list with HotSync<sup>®</sup> technology
- Cross-platform application deployment
- Auto-attendant – creation of front-end answering system for incoming calls
- Customizable voice greetings, based on caller ID, time of call, location
- Database integration with FirstClass RAD

.....➤ Unparalleled **reliability**. True unified communications.

*“...[messaging and groupware solutions] must be reliable, flexible and functional. Centrinity offers these desired characteristics in FirstClass with its core architecture based on its collaboration and communication functionality.... With its Internet features, discussion conferences and unified communication capabilities... FirstClass is taking groupware to a whole new level.”*

INTERNATIONAL DATA CORPORATION, Centrinity White Paper, July 2000

*“FirstClass UM gives me the ability to consolidate our internal and external communication, simplify system administration and minimize costs. For any company in need of a robust communication solution, FirstClass UM is the way to go.”*

STEVE WEINTRAUT, Systems Engineer, PrimeSource Corporation, USA

*“We decided on Centrinity’s FirstClass UM because of our positive experience with their [FirstClass] Gold product – it’s reliable and able to meet our expanding needs. Having one platform for all our communications is key for us. It’s a very cost-effective solution that will integrate our online communications with our website and collaborative areas.”*

STEWART LYNCH, Director of Instruction, Technology and Information Services, Richmond School District, Canada

.....➤ A FirstClass UM Scenario: **Instant** centralized communications

*New York airport. 5:00 p.m.:* The flight to Los Angeles is delayed. Timothy, a sales professional, needs to communicate with his office. **Fast.**

**5:10 p.m.:** A **web kiosk**. Timothy accesses his FirstClass account using a **web browser**. He reads an **urgent** email from his assistant – he forgot to take a critical sales sample with him, and it’s being sent as cargo on his flight. **5:14 p.m.:** He sends an **email** to a customer regarding a change in meeting time. **5:16 p.m.:** He reads a **fax** from a supplier and **forwards** it to his pricing team with instructions to revise his proposal. The team leader is online; she receives Timothy’s fax right away and replies that the team’s working on the proposal. **5:27 p.m.:** While visiting a couple of websites, Timothy receives a **voice message** from his customer. The revised time is fine. **Half hour later:** A restaurant at the airport. Timothy’s **pager** beeps. He needs to check his FirstClass system. **Right away.** Timothy picks up his **cell phone** and, thanks to FirstClass’ **text-to-speech** capability, listens to the urgent email. The pricing proposal is ready. Everything’s on schedule. Time to **relax...**

*No matter what the story, it’s about **time!***

.....➤ **Voice Services system requirements**

The following requirements are in addition to FirstClass Intranet Server Gold or FirstClass Collaborative Classroom Gold system requirements.

**Windows®**

- Windows NT® 4.0
- 10 GB internal hard disk space
- 128 MB RAM

Processor – choose appropriate option:

- up to 100 users: PII – 233 processor
- up to 650 users: PIII – 500 processor
- up to 3000 users: dual PII – 500 processor or faster

Additional hardware requirements:

- internal PCI and/or ISA slots

**Mac OS**

Voice Services is configured to run on Windows NT 4.0, which can be linked to a FirstClass Intranet Server Gold or FirstClass Collaborative Classroom Gold solution running on Mac OS.

For more information on FirstClass:

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