



Software Communication System

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ALL TOGETHER. NOW.



Imagine all your business communications working together. Imagine fast, seamless collaboration with colleagues and customers. You dreamed it, we did it: Software Communication System (SCS) by Nortel. Open, software-based, uniquely simple unified communications.

Unified

SCS raises the bar on unified communications with a platform that seamlessly integrates virtually all of your business communications and desktop applications. All for a single, inclusive user fee.

[Learn more](#)

Open

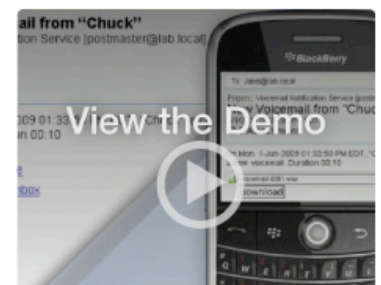
Based entirely on open communications and Web standards, SCS offers easy integration with your existing Web-based applications and all SIP-based products and applications. Say good-bye to vendor lock-in.

[Learn more](#)

Simple

SCS delivers a top-to-bottom simplicity that's unique in the industry. Employees can control and customize an array of applications with just a few clicks. And administration is just as quick and easy.

[Learn more](#)



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Delivering on the Promise of UC

Unified communications should unify your communications. Simple, right? Now it is.

Fast, easy, integrated communication? Communication that promotes collaboration, speeds decision making, and shrinks costs? That rises to the challenge of a dispersed and mobile workforce? Now it's for real. Presenting Software Communication System (SCS) by Nortel, the first truly open, truly simple UC software solution. Yes, it's easy to deploy and manage on standard IT servers. Yet its open, Web services-based design offers not only a full suite of UC features, but also the foundation you need to sync your business processes with the latest communications technologies—today and tomorrow. The promise, realized.

[Click here for a quick video overview of the SCS, including a brief walkthrough of the advanced UC features & softphone.](#)



Softphone and plug-ins

With SCS, every user gets a softphone and choice of plug-in as part of the package. That means increased productivity and mobility—employees are just one click away, even when they're on the road. Plus, the softphone incorporates integrated presence, instant messaging, video conferencing, voice/video call recording, and more, while the plug-in ensures seamless integration with Microsoft Outlook and IBM Lotus Notes/Sametime.



Presence and IM

Accelerate communications, collaboration, response times, and decision making with presence and instant messaging. IM features include the abilities to establish unique presence privacy rules for each contact, send messages to groups, manage multiple conversations with tabs, and keep a record of conversations. SCS even integrates with GoogleTalk and other leading IM platforms.

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Benefits

Easy to use, sensibly priced with an all-inclusive user fee, and based entirely on open communications and Web standards, SCS saves money, time, and headaches while making your business more efficient and flexible.

Save money

SCS can eliminate or reduce the expense of:

- Outsourced conferencing fees
- Teleworker expenses (second-line costs)
- Facilities costs
- Legacy PBX maintenance
- Service provider charges (long distance, cellular, calling card, trunk connections)

SCS pays for itself in as little as 6 to 12 months

The payback time for an SCS solution can be as short as 6 to 12 months, according to customers and partners. Using our SCS Business Case Calculator, your authorized Nortel reseller can run a tailored analysis of your organization's payback time and return on investment. [Click here to see a video summary on SCS's Return on Investment.](#)

Save time

Unified communications makes your employees more efficient. Highly mobile, highly collaborative employees can save 30 to 60 minutes every day¹ by deploying unified messaging, presence and IM, and single-number reachability (Find Me/Follow Me). [Click here to experience "A Day in the Life of an SCS User".](#)



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Open Architecture

As the lines between IT and communications blur, doing business requires a new type of communications system—one that's based on open Web standards and also fits seamlessly into an existing IT environment.

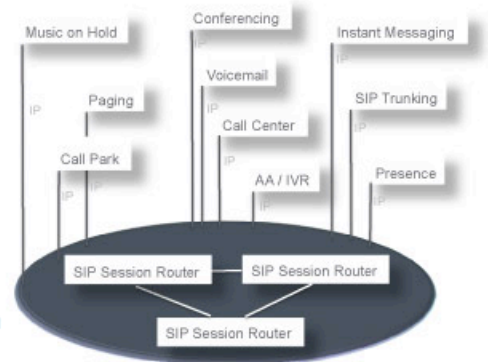
That communications system is Software Communication System, or SCS, by Nortel. SCS is based entirely on open-standards Session Initiation Protocol (SIP) and uses Web 2.0 interfaces for all management, administration, and end-user capabilities. From a design perspective, SCS is based on services-oriented architecture (SOA), facilitating business process integration and application mash-ups.

When We Say Open, We Mean ...

Flexibility

Because it's based on SOA, SCS is not a box that comes with preset features. Rather, its communications features are broken down into their modular, and open, components. Each feature can then independently interface with other applications.

For example, to increase the productivity of a meeting, external information feeds via RSS (Really Simple Syndication) or instant-message services can be integrated directly into a conferencing application.



Traditional PBXs evolve to become feature servers on the network

Redundancy and scalability

The other implication of a SOA-based design is that reliability and scalability can be enhanced for independent features like conferencing, through the ability to deploy each one on its own dedicated

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Deployment and Management

Nortel's Software Communication System (SCS) offers a top-to-bottom simplicity that's unique in the industry. It's easy to install, easy to manage, easy to use—even easy to buy.

When We Say Simple, We Mean ...

All-in-one packaging

SCS is easy for partners to sell because of its packaging philosophy. All users get all features and applications for one sensible, per-user price. No additional core hardware required, no extra applications or license fees.

Efficient installation

SCS installation follows best practices for call servers and is designed for efficient provisioning and configuration, minimizing time spent on-site. It can be deployed on a variety of industry-leading hardware platforms from Dell, IBM, and HP. In certain scenarios, installation can take less than ten minutes. For SCS-supported components, including gateways and phones, the SCS management is centralized, performed directly from the administration interface. This simplifies configuration and overall management.

In-house administration

SCS is simple enough that customers can choose to do moves, adds, and changes in-house. Adding a new user, for example, is a five-step process that takes just a couple of minutes. Managing permissions is a breeze as well, thanks to a sophisticated subscriber management capability. You can put users/devices into groups to control access when required, for example to disable long-distance calls from phones in lobbies or lunchrooms. Another option is to add SCS services such as user conferencing automatically when adding a new user.