Rainbow by Alcatel-Lucent Enterprise

Instantly connect and collaborate with your business community

New technologies are revolutionising the way that we communicate and interact. For businesses, the desire to remain competitive and attractive while continuing to deliver superior customer experiences necessitates that we have professional, reliable, and connected business phones in place.

Rainbow by Alcatel-Lucent Enterprise™ is a hybrid collaboration service that empowers organisations and individuals to connect and collaborate efficiently with colleagues, business contacts, and customers, while leveraging your existing telephony investments.

Whether handling project details, answering customer questions, or providing quick resolutions, your team can do it all through Rainbow. With instant messaging, high definition audio or video conferences, and seamlessly created collaborative workspaces or groups, participants can securely share large files and host web conferences on the fly.

Rainbow by Alcatel-Lucent Enterprise is the hybrid collaboration service from ALE

Available on desktop, web, smartphone, and tablet, Rainbow's key collaboration capabilities connect all your employees regardless of where they are situated, making it the perfect solution for effective remote working.

Extremely simple to deploy, Rainbow protects your existing investments and provides encrypted communications and data storage in data centers located in high privacy-conscious countries.

Rainbow also offers unlimited customisation capabilities with numerous Application Programming Interfaces (APIs) and Software Development Kits (SDKs) open to any developer. Rainbow hybrid services can be integrated into a website (for example, a customer portal to reach sales or support teams) or integrated into any mobile application to provide augmented interactions with end-customers.

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Value proposition for end-customers

- **Speed up your digital transformation** through truly mobile cloud-based communication, intuitive user collaboration, seamless deployment, and consistent design that boosts user-adoption
- **Leverage investments and connect your telephony system** with no rip-and-replace requirements. Rainbow offers a hybrid cloud that leverages your investments in PBX telephony systems by easily connecting them to the cloud and providing unified presence, desk phone click-to-call and softphone capabilities, and multimedia conferencing
- **Increase business process productivity** through the Rainbow Developer Hub. A Communications Platform-as-a-Service (CPaaS), the Hub provides integration capabilities into existing business applications, web sites, mobile apps, and workflows through various APIs and SDKs.
- **Flexible pricing models adapted to your needs** with usage or per-user subscription levels for audio conference. Pay-as you-grow with API consumption on the Developer Hub.

Rainbow service plans

Rainbow Essential: This free option is available to anyone who wants to try Rainbow for an unlimited period (no SLA). The Essential subscription can also be blended with any premium subscription, optimizing the cost of the solution for the whole organization.

Rainbow Business: The per-user subscription addresses individuals and teams who want to improve their daily communication, on- or off-site, on-the-move, or as a productive remote worker.

Rainbow Enterprise: The per-user subscription includes all services from Rainbow Business, but with the addition of collaborative multi-party services with video conferencing and extended file storage. Integration into existing office tools such as Microsoft 0365 and Google Suite also forms part of this service plan.

Rainbow Enterprise Dial-In Pack: The per-user subscription package including Rainbow Enterprise capabilities with unlimited phone conferencing minutes. It is a monthly or multi-year (pre-paid for a period of one year, three years or five years) subscription.

Rainbow PSTN Dial-In Service: An optional service proposed as a "pay-as-you-go" model for phone conferencing with a price-per-minute/per-connection. Option available with the Enterprise subscription.

Rainbow Connect: The per-user subscription addresses users of any Customer Relationship Management (CRM) application. The integration of the Rainbow functionality is provided using a specific connector dedicated to the compatible CRM application.

Rainbow Room: An optional per-room subscription proposed for meeting rooms equipped with large screens for communication and interaction with people inside and outside of the company. Additional hardware is required to equip the meeting room and ALE has audio and video hardware kits readily available.

Rainbow Alert: This subscription provides access to Rainbow Alert solution and helps manage critical situations more efficiently, and significantly reduces operating cost as it replaces out-of-date pager systems.

Rainbow Hybrid User Service Plans

Rainbow Hybrid User Services	Essential	Business	Enterprise	Enterprise Dial-in Pack
Compatible Devices				
Apps for Computers (Web, Windows & macOS Desktop), Smartphones (Android, iPhone) and Tablets (Android, iOS)	●	●	●	●
Available in 88 countries (see details in country green list tab) and 22 languages	●	●	●	●
Collaboration services				
User self-enrolment and profile management	●	●	●	●
Search engine (users, texts, bubbles, channels, companies)	●	●	● +properties/tags	● +properties/tags
Contacts, contact groups, guest users	●	●	●	●
Conversations, Persistent chat (1 on 1, group chat)	●	●	●	●
Presence information	●	●	●	●
Team collaboration (bubbles)	● 5 folders 50 bubbles Group chat with 20 participants	● 100 folders 200 bubbles Group chat with 100 participants Manage multiple organizers Schedule meetings Manage tags	● 100 folders 500 bubbles Group chat with 300 participants Manage multiple organizers Schedule meetings Manage tags	● 100 folders 500 bubbles Group chat with 300 participants Manage multiple organizers Schedule meetings Manage tags
Built-in voice and video calling, screen/app sharing	● 1 on 1	● 1 on 1	● Up to 120 participants	● Up to 120 participants
File sharing, storage	● 1 Gb of storage	● 1 Gb of storage	● 20 Gb of storage	● 20 Gb of storage
Channels (broadcast news)	● Follow	● Follow	● Create, manage, follow	● Create, manage, follow
Call history	●	●	●	●
Recording (1 on 1 and conferences)		●	●	●
Ad-hoc web conferencing (add participants to a 1-to-1 call)		●	●	●
Scheduled web conferencing (start a multi-party conference)			●	●
Remote desktop control			●	●
PSTN Dial-In . Allow Dial-In access to conference, up to 120 total participants . Local Dial-in numbers across 46 countries			● Pay per Use Service Plan	● Pay per Use Service Plan
Integration with office suites				
Click to call connector for Google Chrome		●	●	●
Rainbow Telephony connector for Microsoft Teams		●	●	●
Calendar information (Microsoft Office 365 Exchange Online, Google Calendar)		●	●	●
Microsoft Outlook plug-in, including Outlook contact search and web/audio conference scheduling		●	●	●
Directory integration				
Rainbow Business Contact directory (50K contacts)		●	●	●
Rainbow Personal Contact directory		●	●	●
Microsoft Azure Active Directory (AD) contact search		●	● + Setup, configure connector	● + Setup, configure connector
Telephony services with ALE PBX				
ALE Business phone control (with single call management)	●	●	●	●
Phone presence	●	●	●	●
Call logging	●	●	●	●
Any device (choose and control any phone)		●	●	●
Leverage PBX DDI number for incoming calls to VoIP (**)		●	●	●
VoIP calling to PBX extensions, to public phone numbers (**)		●	●	●
Caller identification, user search via the PBX phoone book		●	●	●

Rainbow Hybrid User Services (Cont'd)	Essential	Business	Enterprise	Enterprise Dial-in Pack
Second call management, 3-way call, call forwarding		●	●	●
Voicemail (visual interface, notifications, call)		●	●	●
OXE CCD agent (logOn/off, withdraw, wrap-up)			●	●
Telephony services with 3rd Party PBX				
Third-party PBX connectors CTI & Media (Cisco, NEC, Mitel, Asterisk)			●	●
Security and Compliance				
Region-based data residency. Data Centers in France, Germany, USA, Canada, Brazil, Singapore, Australia, China.	●	●	●	●
Data encryption at rest and in transit (AES-256)	●	●	●	●
Single Sign-On (SSO)	●	●	● +Administration	● +Administration
Certified ISO/IEC 20000/1 - 27001/17/18	●	●	●	●
Management services				
Company administration and control	● 1 administrator	● Multiple administrator	● Multiple administrator	● Multiple administrator
Custom company logo, custom company banner	●	●	●	●
Analytics		●	●	●
Company domain name management		●	●	●
User provisioning and deprovisioning		● CSV file	● CSV file, Azure AD	● CSV file, Azure AD
Support				
Digital Help Center (FAQ, knowledge base, production notes)	●	●	●	●
Service Level Agreement (SLA) and help desk		●	●	●
Uptime		● 99.9% guaranteed uptime SLA	● 99.9% guaranteed uptime SLA	● 99.9% guaranteed uptime SLA

Rainbow feature list https://support.openrainbow.com/hc/en-us/articles/115001057424-Feature-List-White-List

Increase business productivity

Dial-in Pack

Price per minute per connection type per participant
- Up to 120 PSTN participants, high quality audio, secure communications
- Local dial-in numbers across 50+ countries
- Join a conference with an access code

CRM connect

Price per user, per month/year
- For SalesForce, Microsoft Dyamics and ServiceNow applications
- Phone control with single call management
- Contact/incident screen pop-up (auto search, contact search and display)

Room

Price per room, per month/year
- Audio/video conferencing system for huddle and conference rooms
- Dedicated Rainbow app for Android TV box
- HD video and audio streaming
- Centralized room management
- Audio/video kits for huddle and meeting rooms

Alert

Price per user, per month
- Available with 1-/3-/5-Year plans (optional alerting service plan)
- Unlimited emergency messages received
- Bypassing of Rainbow and native system "Do not disturb" status
- Persistent visual notifications and audio beeps
- Alert acknowledgment
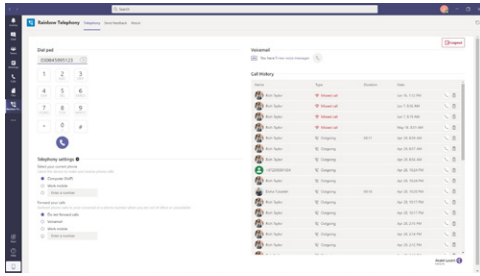
Rainbow Telephony connector for MS Teams
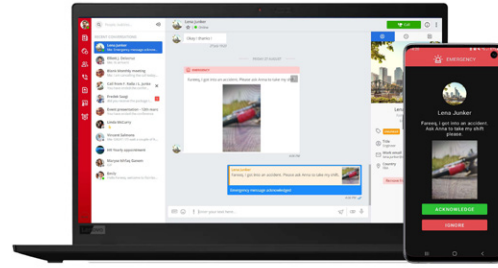
Rainbow Alert

Rainbow for Developers is an open CPaaS with a set of APIs and SDKs that allow any developer to integrate the powerful Rainbow collaboration tool into existing in-house applications, both web and smartphone based.

Rainbow for Developers makes digital transformation easy by providing extensive APIs, documentation, and support so that developers can build applications that connect humans, things and apps, transforming the way the way they communicate and collaborate.

The service allows a developer to:

· Add real-time interaction and multimedia capabilities to any web or smartphone application
· Automate live interactions with AI-powered Bots and Chat Bots
· Integrate Rainbow with any customer's infrastructure or hardware (IoT)

Rainbow for Developers offers more than 300 APIs, based on industry standards for chat, video, multimedia and provisioning services.

Find more information, check out our dedicated website for developers: developers.openrainbow.com

For more information about Rainbow Cloud Services, please visit our website: www.openrainbow.com

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