Radisys
engage@work

SOLUTION BRIEF

Digital Collaboration

Secure, reliable, real-time communication and collaboration available on all platforms

Communications and engagement in today's business environment must be mobile, real-time and interactive. Traditionally businesses have been forced to use multiple tools and applications to communicate with their audiences and collaborate with one another. Engage@Work changes this paradigm by bringing together collaboration, communication and digital engagement under one application. Engage@Work simplifies collaboration and offers added capabilities in a single extensible solution capable of managing all business communications.

- ✔ **Messaging**
- ✔ **Channels**
- ✔ **Text**
- ✔ **Video**
- ✔ **Voice**

KEY BENEFITS

SECURE

- On-premise deployment option means that enterprise data is completely isolated within their firewall, ensuring complete security of user data

- Businesses have total control of their data with access to every user's activity

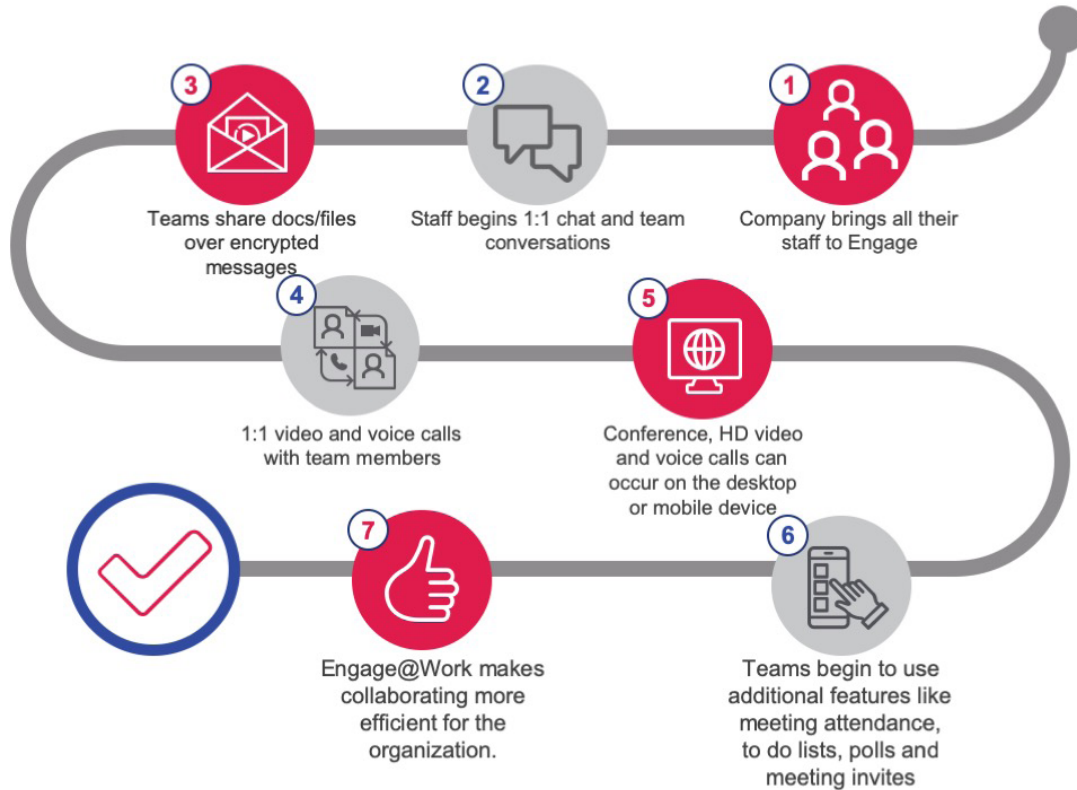- Developed with state-of-the-art encryption

RELIABLE

- 24x7 technical support is available for ease of deployment

- Engage@Work integrates with a wide array of systems to optimize workflows and facilitate operational efficiencies

- Light-weight solution does not increase the organization's operational workload

REAL-TIME COMMUNICATION

- Chat, messaging, HD video conferencing, file sharing, and channel communications all take place in real-time with no additional software requirements

- Engage@Work is a scalable mobile solution capable of supporting large enterprises and service providers

Take your Collaborations to the Next Level

Engage@Work extends collaborations beyond chat-messaging and file sharing. Available on any platform—desktop, web, iOS, Android all feature phone—with seamless transfers between WiFi and mobile data, HD video conferencing and broadcast communications are accessible on any device without compromising performance or security. With so many features and capabilities, Engage@Work takes collaboration to the next level.

3 Teams share docs/files over encrypted messages

2 Staff begins 1:1 chat and team conversations

1 Company brings all their staff to Engage

4 1:1 video and voice calls with team members

5 Conference, HD video and voice calls can occur on the desktop or mobile device

7 Engage@Work makes collaborating more efficient for the organization.

6 Teams begin to use additional features like meeting attendance, to do lists, polls and meeting invites

Light-weight, cost effective collaboration application leveraging group chat

Fully encrypted messages

Audio, Conferencing & HD Video Calls

Share photos, videos, EMOJIS, GIFs, Location

Integrations with wide array of systems to provide a rich user experience

Capable of supporting large enterprises with 500 member chat groups

The Engage@Work Difference

Engage@Work is the perfect application for conducting all internal communication—one-to-one chat, group messaging, public and private channels to manage large groups.

Official communication and notifications can be kept separate from group communications and notifications.

The option of an on-premise installation ensures complete security of user data.

Deployment

- Pre-packaged dedicated solution for varying business needs
- Rapid installation with one-click virtual appliance deployment
- Install on-premises behind firewall

Security & Compliance

- State of the art encryption
- Isolated installation within firewall of business
- Complete record of user activity, logins etc.
- Authentication using company e-mail id* and control to manage user access

Customization and Integration

- Custom themes with different color setting option
- Integration with 3rd party systems
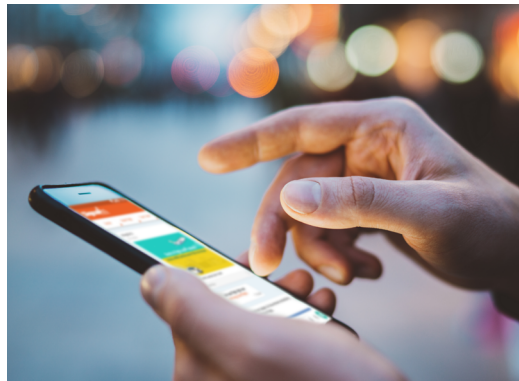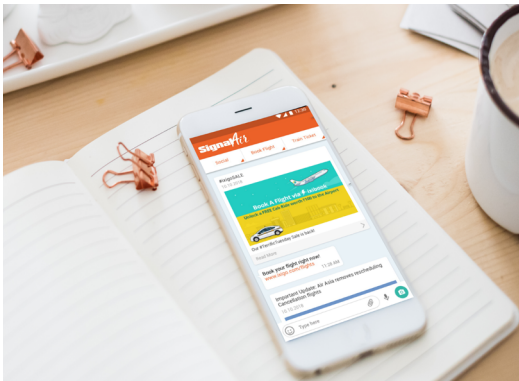
Developer Support

- Connector APIs available for enterprise integrations with a wide array of systems
- Admin portal support

Customer Support

- Premier support available 24x7
- Feature request forum for addition of new feature
- Ability to sponsor new features to be added to the product
- Public Issue tracker

FEATURES

Broadcast Messages
Send a text message up to 100 contacts at once

2-way Interactive Channels
Administered channel with BOT Integration

Audio & Video Conference
Up to 5 people at a time

Text Messages
Send UNLIMITED Text Messages

Live Video Streaming
Live streaming of key events directly in the chat interface possible

Language Customization
Your app in your language

Share Any File
One-tap sharing of all photos, videos, PDF, Excel, Word

500 Member Groups
Large group size for inclusivity

Voice Notes
On messaging

Why choose Engage@Work?

Customer care is accessible from anywhere at all times with Engage@Work. This comprehensive application fosters efficient communications that will save agent time and optimize customer support operations without adding overhead cost.

- Real-time digital communications and engagement

- Efficient, all-inclusive application

- Simple administrative interfaces that can be managed at the departmental level, with no involvement from IT

- Secure communications that can be hosted in the enterprise network for total data privacy and user control

- Webscale performance to support large user groups

- Platform agnostic

- Easily customized

About Radisys

Radisys, a global leader in open telecom solutions, enables service providers to drive disruption with new open architecture business models. Radisys' innovative disaggregated and virtualized technology solutions leverage open reference architectures and standards, combined with open software and hardware to power business transformation for the telecom industry, while its world-class services organization delivers systems integration expertise necessary to solve communications' and content providers' complex deployment challenges.

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