digitronic UMS

Unified Messaging System

What is digitronic UMS?

digitronic UMS is a unified messaging solution that fully integrates into any mail system. This means that calls, fax messages, e-mails or SMS can be received, processed and sent under a uniform and familiar interface.

What do you achieve with the solution?

With digitronic UMS you can make your internal and external communication more efficient and optimise your work processes. This enables you to react more flexibly to the wishes of customers and business partners.

What makes the software special?

digitronic UMS meets the highest requirements for scalability and reliability. Operation as an SAP fax is possible. All UMS services can be monitored via SNMP monitoring. It is possible to operate several UMS servers in load balancing and expand them into highly available systems.

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- all communication channels (e-mail, SMS, telephone, fax) in a uniform and well-known interface

- efficient design of internal and external communication

- optimisation of work processes and communication procedures

- access your personal mailbox at any time, from anywhere and with any phone

- can be fully integrated into any mail system

- scalable and reliable

Our promise as a manufacturer

All solutions from our company have been developed on the basis of concrete requirements and needs from practice. The solutions therefore already include many individual configuration options. As a manufacturer, however, we are also happy to work with you to develop customizations that best meet your specific requirements.

Contact

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digitronic UMS
Unified Messaging System

Technical details

Functions

- fax, fax-on-demand (group 3)
- digital answering machine (voice mail)
- VoiceAccess, e-mail reading, text-2-speech
- SMS
- callback
- call signalling (message waiting)

Supported environments *(selection)*

- Active Directory/Exchange, Microsoft 365
- Google, Novell Groupwise, IBM Notes

Supported interfaces

- IMAP, SMTP, LDAP, SQL, IPP, SNMP
- SIP/SIPS, T.38, H.323, ISDN, CAPI
- GSM/V.24, SMSC/UCP over IP

How it works

- integration as a gateway solution
- between IT and TC infrastructure
- connection via standard interfaces

Special features

- universal, pure software solution
- flexibly configurable
- freely scalable
- any e-mail client (no special UMS client required)
- connection of multifunctional devices
- connection of applications (e.g. SAP)
- supports multi-client operation

Supported operating systems

- Windows Server 2016 and later

Further information

Requirements on your premises

- server system (also virtualised) with Microsoft Windows server operating system
- technical user (several if necessary)
- for operation of the UMS modules and
- for access to IT infrastructure
- ensuring connectivity between UMS server and IT and TC infrastructure
- software for converting mail systems (e.g. Microsoft Office)

Included in delivery

- digitronic UMS software components
- digitronic UMS licences
- digitronic UMS documentation for administrators and users
- additional software (if required)
- additional software licences (if required)

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