



HCL SOFTWARE

HCL

HCL Sametime

Instant messaging and online meetings for your business environment



Overview

HCL Sametime instant messaging facilitates communications for your business environment. It offers a unified user experience for instant messaging, online meetings, voice, video, data and more. Access online meetings from your desktop, laptop, tablet or smartphone. Share files, applications and screens with people internally or externally using security-rich features. One-click connect to colleagues enables fast access to information and meet demands of your business every day. HCL Sametime brings social communications into your processes with a unified user experience and integration. Communicate the way you want — instantly.

HCL Sametime is a suite of real-time, enterprise ready communication products that provide comprehensive one-to-one and group collaboration capabilities including instant messaging (IM), voice, video, conferencing, and telephony. Think of HCL Sametime as the 'last mile' in an organization's social communication platform.

Examples of how HCL Sametime can deliver real business value:



Finding expertise

Consider a front-line support center employee that needs to be able to quickly engage an expert or decision maker. With HCL Sametime, that employee can easily see who is available to help with just a quick look into the corporate directory or email program. With just a few clicks, the appropriate person can then be engaged by IM, phone, or video call. The result is faster customer response time leading to greater customer satisfaction.

Gaining external customer insights

Shrinking travel budgets mean it's not always possible for product management, marketing, and other staff to meet with clients in person to gather their feedback. At the same time, it's essential to the future of your business that customer feedback is gathered and incorporated into your product roadmap. HCL Sametime's advanced web, voice, video conferencing and telephony capabilities allow you to get face to face with external customers without having to leave your office.



Increasing knowledge sharing

Sametime makes it easy for employees to 'show' what they are thinking about. When a picture (or presentation) is worth a thousand words, simply capture the part of your screen that you want to share to the Sametime IM window, or upgrade your IM chat to a meeting room conference with just a few clicks. Moreover, with HCL Sametime's high-definition, continuous presence video capabilities, you're able to instantly gauge your audience's reaction and adjust or repeat material as necessary. Sharing knowledge quickly, effectively, and inexpensively was never easier.



Improving recruiting and employee on-boarding

Today's talent pool is global. Don't let a candidate's location prevent you from hiring him (or her) if he is the best fit for the job. HCL Sametime makes it easy for an employee that is working remotely or from home to get and stay engaged with their colleagues and vice versa via low cost IP and VoIP communication channels. Not only will your business benefit by being able to hire the best employees, but also you'll reduce your office real estate and maintenance costs.



Managing mergers and acquisitions

As with a remote employee, HCL Sametime makes it easy for employees at separate locations, such as a recently acquired company, to collaborate in real time. Even if the ultimate goal is to eventually move all employees to one physical location, HCL Sametime brings immediate benefits by allowing employees to easily engage and see each other and start to build trust. Moreover, HCL Sametime can integrate into legacy collaboration tools, business process, and third-party applications and therefore be used to help 'glue' together the acquiring and acquired companies communication systems.



Maximizing situational awareness in fast-changing environments

HCL Sametime has a proven record in emergency management scenarios. Sametime rich presence, which includes geographic location along with partner applications like UnifiedEdge's RadioConnect for Sametime keep first responders out in the field and emergency management personnel on the same page under changing conditions and in real time.

Benefits

- HCL Sametime is able to deliver these business benefits and more thanks to a comprehensive set of industry leading, real-time collaboration capabilities designed to help people go social and engage each other in more meaningful and productive ways. These include:
 - Rich presence indicators that help you easily and quickly find the people you need through online status, availability alerts, automatic location awareness, and telephony status.
 - Instant messaging that provides you with an unobtrusive way to engage colleagues that might otherwise be unavailable via secure one-to-one and group text chats, file transfers to users or groups of users, and shared, annotated screen captures.
 - The ability to quickly engage a community of users (such as an HCL Connections Community) to ask questions, issue polls, or send announcements, thereby allowing you to easily tap into the collective knowledge of your social networks.
- Persistent group chat rooms that can be devoted to different topics so that new users can automatically see the entire history of a chat and get up to speed quickly when they join the room.
- Reservation less, highly available, persistent, secure meeting rooms that allow you to "show what you mean" via uploaded presentations and content, screen sharing, or specific application sharing, as well as give remote control to other meeting participants.
- Cutting-edge continuous presence, high-definition video conferencing showing up to six people simultaneously lets you enjoy the benefits of face-to-face communication. At the same time, integrated bandwidth management tools, and an ability to gracefully step-down quality and frame rate all the way down to an audio-only call if needed, limit the impact to your network.
- A SIP-based softphone that can dramatically lower traditional telephony costs. The softphone integrates with many third-party telephony systems from major vendors and uses an open, standards-based plugin model so that third-party developers can integrate their own custom telephony voicemail and audio-conferencing features.
- Standard integration with applications you use every day, including HCL Notes, HCL WebSphere Portal, HCL

Connections, HCL Industry Solutions, Microsoft Office, Microsoft Outlook, Microsoft SharePoint and

- Microsoft Active Directory, as well as APIs provided for custom integrations and extensions, allows HCL Sametime to become a natural part of your workflow.
- A clean, modern, intuitive interface that minimizes clutter and is designed to let you go about your real-time communications tasks with the fewest clicks possible.
- Full mobile support allows you to do almost anything you can do with HCL Sametime from the desktop or browser from your favorite iOS or Android based mobile device.

- HCL Sametime has been in market for over 15 years and it's used by thousands of customers around the world in virtually every industry with deployments ranging from tens of users to more than 400,000 users.
- HCL continues to push the boundary of innovation in social communications with the latest release of HCL Sametime 9.0 software. This document is intended to help readers understand and evaluate the capabilities in the Sametime 9.0 release and is accurate as of the publication date. For the latest detailed technical documentation and system requirements, please see

Features

	<p>Find, reach and collaborate with people quickly and easily with integrated instant messaging (IM), presence awareness, Web conferencing and location services</p>		<p>Get answers from a community of experts—even people you don't know—with the broadcast communication tools in Lotus Sametime Advanced software</p>
	<p>Engage in ongoing conversations using persistent group chat in Lotus Sametime Advanced software</p>		<p>Connect with people outside your organization using supported public IM networks</p>
	<p>Simplify and enhance communications through multiway VoIP and point-to-point video</p>		<p>Use IM and Web conferences from Microsoft Windows, Apple Macintosh or Linux desktops</p>
	<p>Stay connected with your team—whether you're in the office, at home or on the road — through support for a variety of mobile devices</p>		<p>Keep your conversations, intellectual property and company data confidential and protected with advanced security features</p>
	<p>Use the Web to make your meetings more productive — with colleagues, customers and business partners, no matter where they are</p>		



About HCL Software

HCL Software is a division of HCL Technologies (HCL) that operates its primary software business. It develops, markets, sells, and supports over 20 product families in the areas of DevSecOps, Automation, Digital Solutions, Data Management, Marketing and Commerce, and Mainframes. HCL Software has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with their IT investments through relentless innovation of its products. For more information, please visit www.hcltechsw.com.

Learn more: <https://www.hcltechsw.com>

Copyright © 2019 HCL Technologies Limited