



# Alcatel-Lucent Rainbow UCaaS

## Customer Proposal

Disclaimer: The information presented is subject to change without notice. ALE International assumes no responsibility for inaccuracies contained herein.

Wednesday, July 20, 2022

To the attention of Ms, Sir, Customer\_name,

Dear Madam, Ms, Sir,

Thank you for the time you have allowed us. Following your request, and after due study, we are pleased to submit you our best proposal regarding the project of an Alcatel-Lucent Enterprise communication solution in your company.

We trust that this approach will receive your fullest attention. Please do not hesitate to contact us for any further information.

Thank you for your interest in our services, which we shall perform with the greatest care. We remain at your disposal to expand this budgetary quotation into a formal proposal including all your expectations.

Yours faithfully,

Name\_of\_presenter

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# 1 Alcatel-Lucent Rainbow offer presentation

Alcatel-Lucent Rainbow™ is a **cloud-based, enterprise-grade**, Unified Communication as a Service (UCaaS) solution that connects people and systems.

Rainbow UCaaS services are available from any device: **desktop** (PC/MAC and Web), **smartphone** (iOS and Android), **tablet** (Android), **desk phone** (8088 Smart DeskPhone) and **meeting rooms** equipped with audio (speakerphone) and video (camera) devices.

With a **hybrid cloud** approach, Rainbow offers a global solution for business Collaboration and Communications with **connection to the customer on-premise PBX system**. Rainbow addresses the specific needs of our end-customers, from the small business requiring cost-effective mobility, to the multinational organizations that desires a single standard for unified communications across their complex IT, geography and along with the **integration in their business environment and applications (CRM)**.

Rainbow can integrate with **ALE OXO Connect** and **OmniPCX Enterprise** products, but also with **3<sup>rd</sup> party IP PBXs** from different vendors (CISCO, AVAYA, NEC, MITEL).

## 2 Value proposition of Rainbow UCaaS

The benefits of the Alcatel-Lucent Rainbow services are to:

- **Accompany your transformation to the cloud** - providing communication mobility, business community openness, click-to-deploy, ease of use and viral adoption
- **Secure your installed telephony system** - No rip & replace, hybrid cloud leveraging your investments in PBX telephony systems by connecting them easily to the cloud, and providing unified presence, click-to-call from desk phone, multimedia conference and more...
- **Integrate into your business environment** - Rainbow API Hub, a Communications Platform as-a Service (CPaaS), provides integration capabilities into the customer's business processes, web sites, mobiles apps and workflows through various sets of APIs and SDKs, including services from their own existing PBX infrastructure
- **Provide a subscription model for cost optimization & flexibility** - Price per user service, pay for what you use in conference



**A true business app on your mobile:**  
Make the most from every call

Ultra-mobile  
business communications



**Expert call management:**  
Serve customers faster and boost satisfaction

Engaging experiences  
with customers



**Secure, connected platform:**  
100% on-premise, cloud, and hybrid options

A smooth transition to the  
cloud



## 3 Features overview

In this section you will find a high-level description of some of the main features provided to Rainbow users. The availability of the feature or service may depend on the user subscription (Service plan).

For a complete description of the solution and all functionalities available in the current release, please refer to the [official Rainbow Feature List document](#).

You can refer to the description of the different user subscriptions in the section “**Business model and Service plans**” of this document.

### 3.1 Multi-platforms device software client

The Rainbow UCaaS cloud services are available whatever the device of choice of the customer:

- **Desktop:** PC Windows, MAC OSx, Web based client
- **Smartphone:** Android and iOS
- **Tablet:** Android
- **Desk phone:** 8088 Smart DeskPhone
- **Meeting room:** Dedicated Android app for compatible Android TV box



Whatever the device it offers a similar user experience for communications and collaboration purpose, in mobility, with the colleagues and beyond the corporate borders, with a rich integration into the legacy telephony system thanks to the connection to the corporate IP PBX.

There is no need for VPN connectivity between the device and the Rainbow cloud infrastructure, only an Internet connection is required.

There is no need for any adaptation at the level of the corporate LAN (e.g. firewall equipment) as the Rainbow client application uses standard communications protocol WebRTC. See the section “**Pre-requisites and Compatibility**” in this document for more information.

## 3.2 Collaboration services

### 3.2.1 Contacts

Once the Rainbow users have created an account and are connected to the client application on the device of their choice, they can instantly invite contacts to join their business community, start business chat or multi-party conversations.

#### 3.2.1.1 Invitation

Invitation to contacts can be based on:

- Email (contact will receive an email inviting them to join Rainbow)
- Microsoft Outlook contacts
- Microsoft Office 365 contacts
- Google contacts
- Phone number (for mobile number only, contacts will receive a SMS inviting them to join Rainbow)

#### 3.2.1.2 Search contact

It is possible to search a contact in:

- The user member list (personal network)
- The organization (including branches)
- Other companies (public members)

The user can search for business contacts (such as prospects, customers, suppliers) in the company's Rainbow Business Directory (managed by the administrator). It is also possible to search for a contact in the PBX phone book, Microsoft Azure Active Directory (if configured by the company) or in Microsoft Office 365 Global Address List (GAL).

For mobile users it is possible to search for local contacts stored in the mobile device.

The administrator of the company can configure '**tags**' that are skills or properties (e.g. department, expertise, ID number, roles) assigned to the members of the company. Each user can have several tags assigned to the profile to facilitate people search.

### 3.2.2 Team collaboration

A Rainbow **bubble** is a workspace designed to meet the needs of real-time collaboration between Rainbow users (same company or several companies) or external guests. This group is created around a collective interest such as a project, a meeting, a presentation or a specific product. Like multi-user chats, bubbles open a special arena for real-time communication and collaboration.

The organizer of a Rainbow bubble can:

- Add/remove participants (same company or other companies)
- Invite an external guest (non-Rainbow user) based on an email address
- Share the URL link of the bubble to invite people (copy/paste in an email or calendar invitation), including external guests (no sign-in required), with privacy access mode



- Promote/demote a participant to the organizer role to help managing or transferring the ownership of the collaboration space
- Transfer ownership of the bubble to another organizer of the bubble
- Initiate a meet-now multimedia call (audio, video and screen sharing). Note: this feature is available from the Rainbow Enterprise service plan

Depending on the level of subscription, a user can create a Rainbow bubble and invite up to 300 participants.

### 3.2.3 Conversations

A conversation between Rainbow users can be:

- a one-to-one conversation: Start peer to peer conversations with other Rainbow users
- a multi-party conversation: Use conversation rooms (bubbles) to share information with Rainbow and external guest users

The user can manage multiple conversations in a single view within the client application:

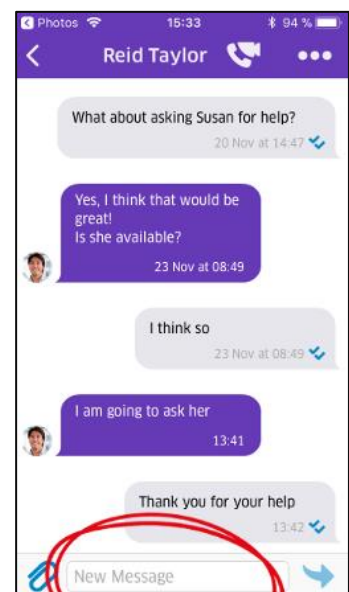
- Use audio, video, chat, screen/app sharing and file sharing in one-to-one conversations
- See calls made or received in one-to-one conversations
- Record one-to-one conversations
- See files you have shared in one-to-one or multi-party conversations
- Search for text in individual or multi-party (bubbles, meetings) conversations
- On the smartphone application: send messages when the mobile network connection is unavailable or intermittent

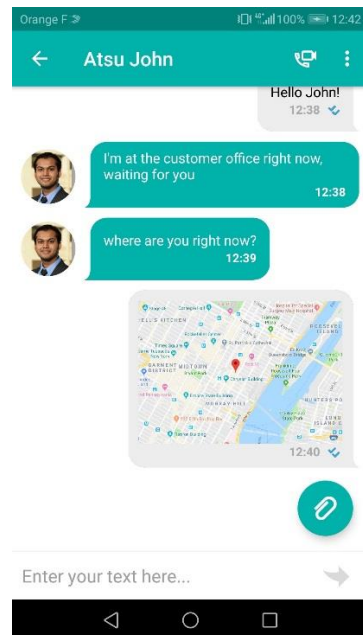
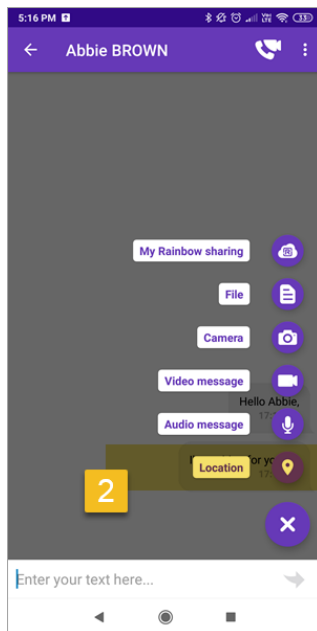
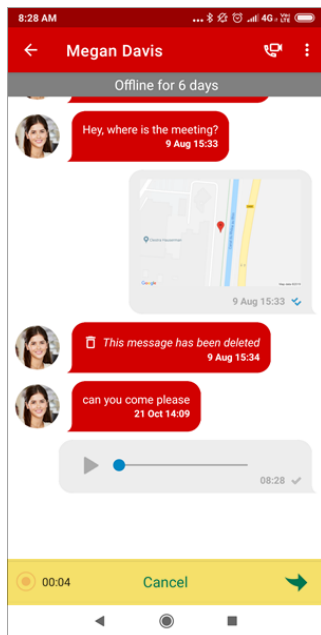
### 3.2.4 Instant messaging

Whether it's with one person or with a group, chat can help the user make decisions and take immediate action. And if the user happens to be idle, pop-ups will come to his device.

The Rainbow user can:

- Initiate a persistent chat with a Rainbow contact
- Send instant messaging within a Rainbow bubble for group chat
- Copy chat content
- Send all messages by email
- Remove all messages
- Use emoticons
- Use animated GIFs
- Use spell check
- Answer with chat to a voice or video call invitation
- Record and send vocal messages
- Share geo-localization (GPS) from mobile device



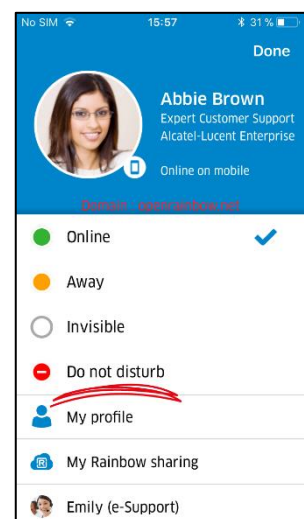


### 3.2.5 Presence

The Rainbow users can share their real-time availability information other Rainbow contacts and reduce the time spent blind-calling colleagues and coworkers. There are several predetermined presence options that can be selected manually, or that are updated automatically.

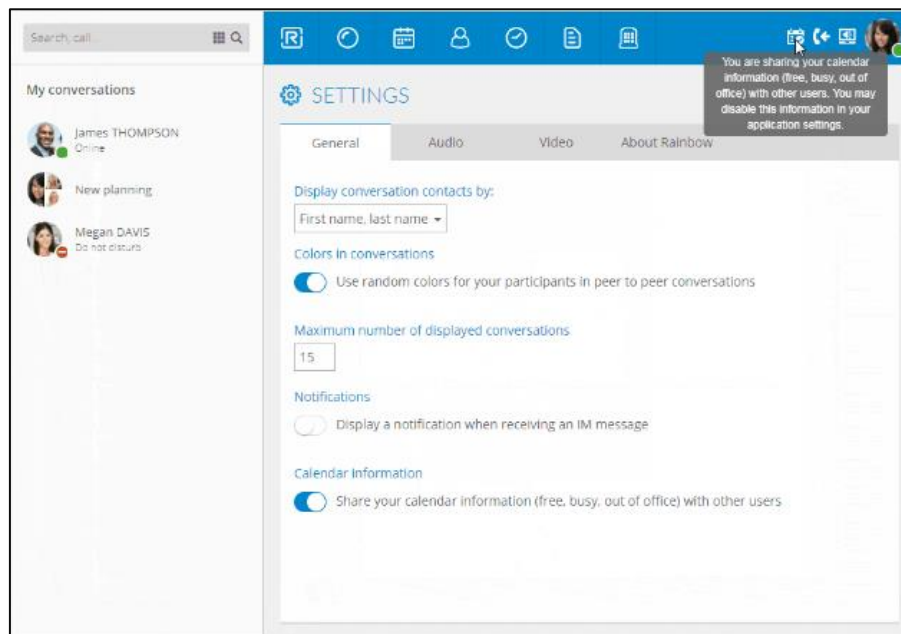
Presence states are as follows:

- Online: available to contact
- Mobile connected only: available to contact on mobile only
- Away: away for a period of time
- Busy: engaged in a call (audio or video) or sharing a content
- Do not disturb: don't want to be interrupted
- Invisible: want to be seen as offline
- Offline: not signed in



### 3.2.6 Calendar information

Calendar information is based on Microsoft Exchange Online with Office 365 or Google Calendar. The user needs first to authorize Rainbow to access your Office 365 or Google account (read access only).



### 3.2.7 File sharing and storage

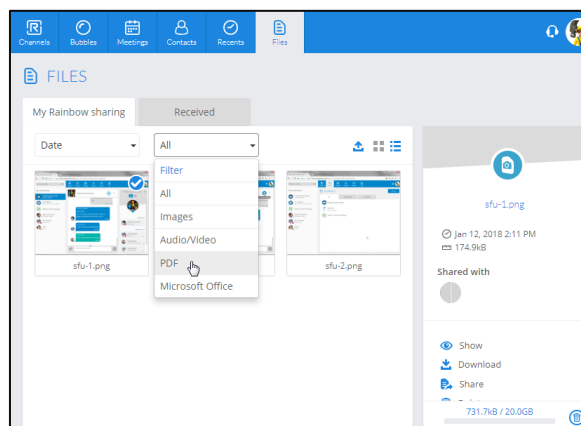
Rainbow users can save any file in their private Rainbow storage. Users can share pictures, documents or any other kind of file with people attending a conversation (one-to-one or multi-party).

With the Rainbow mobile application client, it is possible to share files (including audio and video files) from anywhere (with any contact or conversation, in your personal storage space) using the native iOS share extension or native Android share extension.

A user can send multiple files at once from the desktop client:

- From the computer or personal Rainbow storage space into conversations
- From the computer to the personal Rainbow storage space

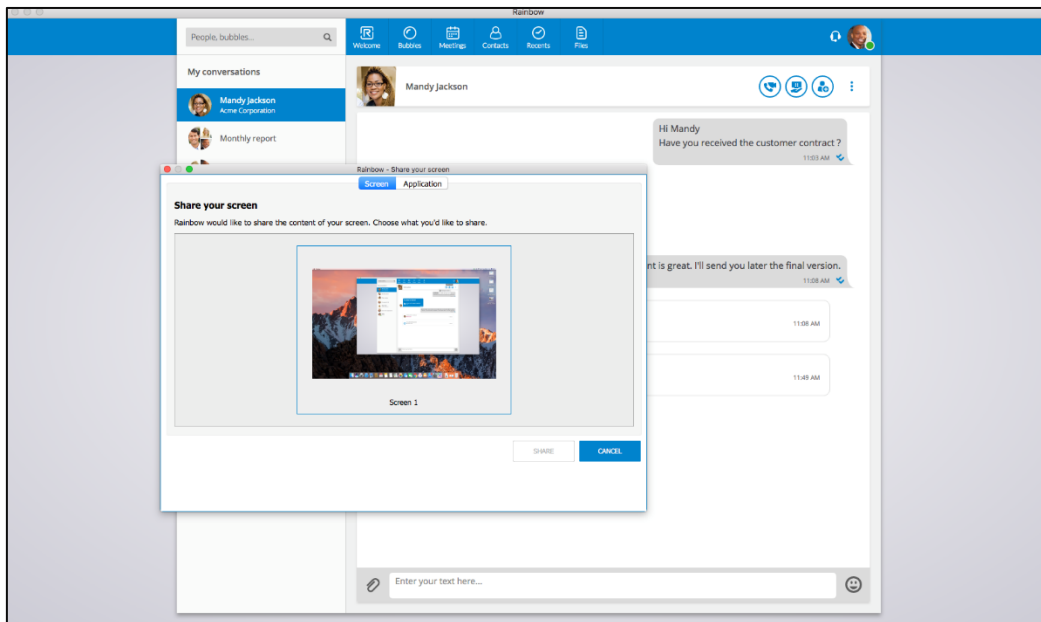
A user can get a quick access to files received and sent. Sender of the files is identified and who can see the files that have been sent. Files are sorted by date, by name or by size. The user can manage the personal storage space and suppress one, several or all files at a time.



### 3.2.8 Screen and application sharing

Rainbow users can share their screen by starting a conversation with one or several people (within a Rainbow bubble). Participants will see the sharing from the device of their choice (desktop, Web, smartphone), in normal or full screen mode.

Rainbow users can also share a specific application from their desktop, to avoid other people to see anything else from the computer.



### 3.2.9 Channels

Any Rainbow user can benefit from the Channel feature to broadcast information to a group of persons within or outside of the company. For example, a business owner, or secretary or marketing person can invite people to dedicated channels, such as HR, company news, etc.

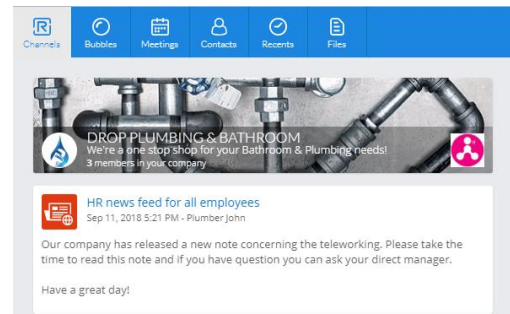
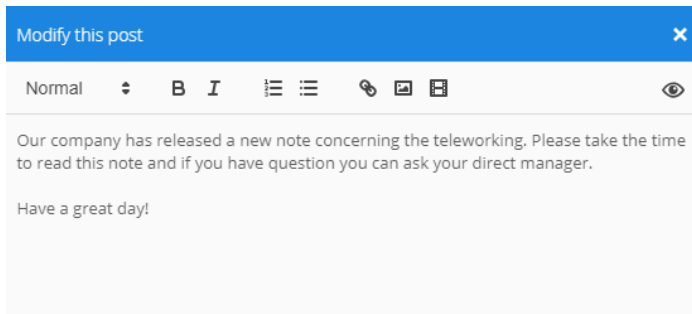
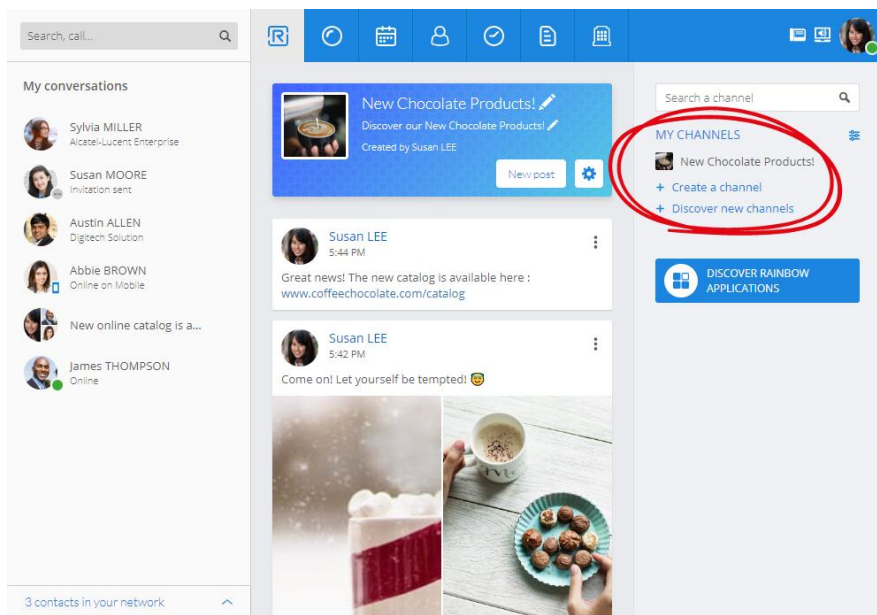
It's a great way to promote internal news, links, documents or videos.

Zero coding skills are required to publish a post. The posts are sent to all, mobile workers, telecommuters, office workers. When they sign-in to Rainbow, the channel tab is the first information they see!

The Rainbow Channel feature can be used to replace an aging intranet website that's too complex to update and rarely viewed by the employees of the company.

There are 2 kinds of channel:

- 1) **Company** means you can share information with people of your company only
- 2) **Public** means you can share information with people outside of your company. It is restricted by an administrator right (all people of a company will not be able to share information off the company)

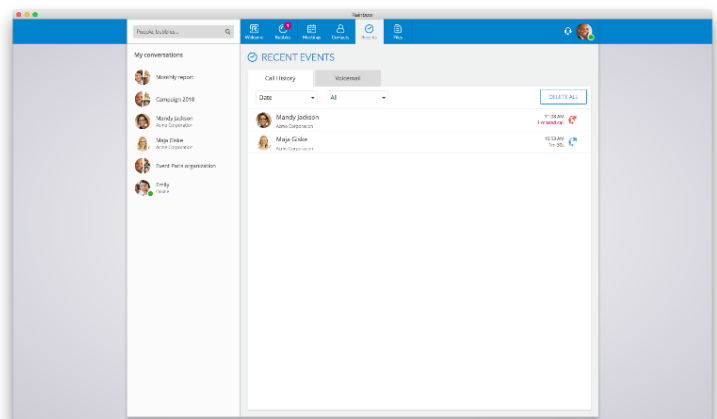


### 3.2.10 Call history

Call history shows information about the audio conversations (latest 75 items are displayed). Conversations are listed chronologically from the most recent call to the oldest one. Calls are grouped by contact.

Rainbow users can manage their call history:

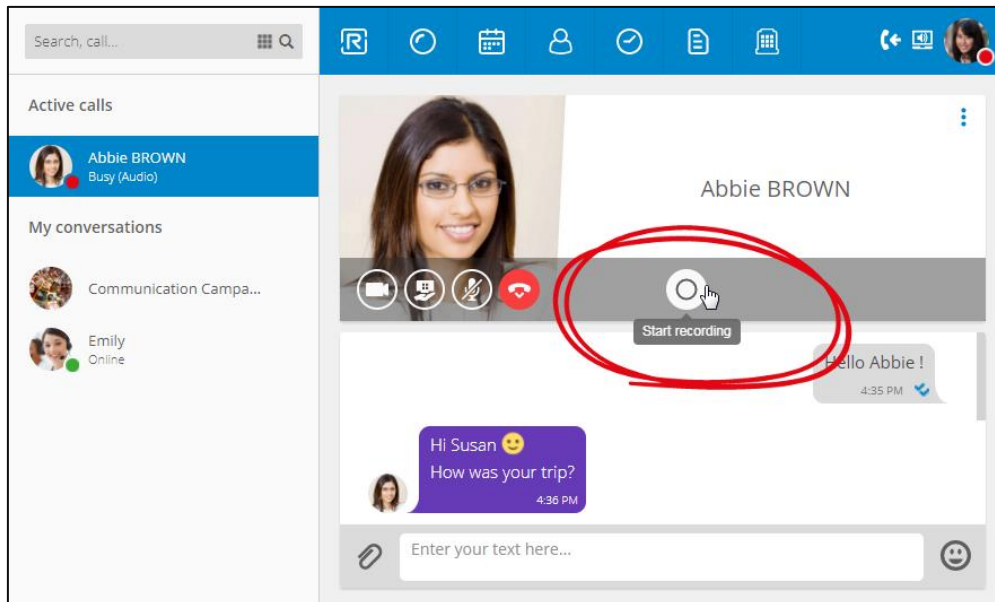
- Show the recent calls
- Delete a history record / all records
- Show conversation details
- Check sent and received files
- Sort the call history
- Filter the call history
- Missed calls indicator



### 3.2.11 Call recording

Rainbow users can record the audio and either the video or content sharing (screen/app) of individual web calls, e.g. to recall exact content and wording, improve customer service and satisfaction, avoid disputes or misunderstandings.

The records (MP4 files) are saved either in the personal Rainbow storage space or on the computer.



Note: when a recording is started, recorded user receives a beep and a visual indicator is displayed. User can stop the recording anytime (by ending the conversation) when being recorded without its consent.

## 3.3 Business telephony services

### 3.3.1 Leverage the investment in existing telephony system

Rainbow connects natively with the recent ALE OmniPCX Enterprise, OXO Connect/Evolution systems of the customer installed on-premises. The phone system just requires an Internet connectivity to the Rainbow cloud services. This network connectivity is encrypted and secured.

In a large company, with multiple subsidiaries and remote sites, Rainbow can federate the different phone systems to provide unified communications to all employees with a unique client application and user experience. Rainbow makes it easy for all the company workers to see the on-the-phone status of colleagues, perform a directory search and escalate their phone calls to video or screen sharing with internal or external people.

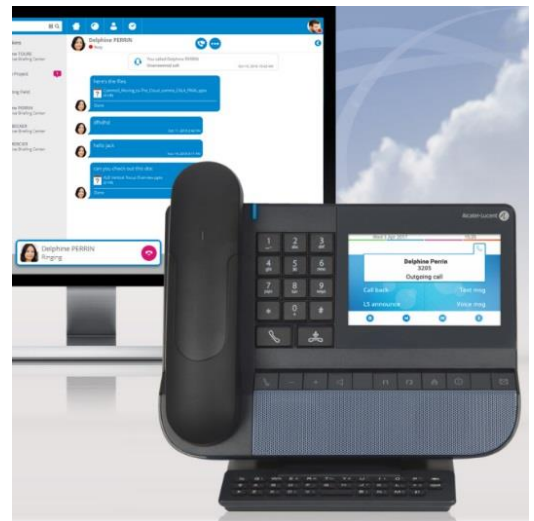


### 3.3.2 Desktop phone companion

When the corporate telephone system is connected to Rainbow - the perfect companion for the business desk phone - it results in a great user experience.

The user can:

- access to the corporate address book
- see the on-the-phone presence status of contacts
- launch click-to-call to contacts
- see the call log for passed and missed calls
- manage call routing (deskphone, mobile, tablet, computer VoIP)
- manage voicemail

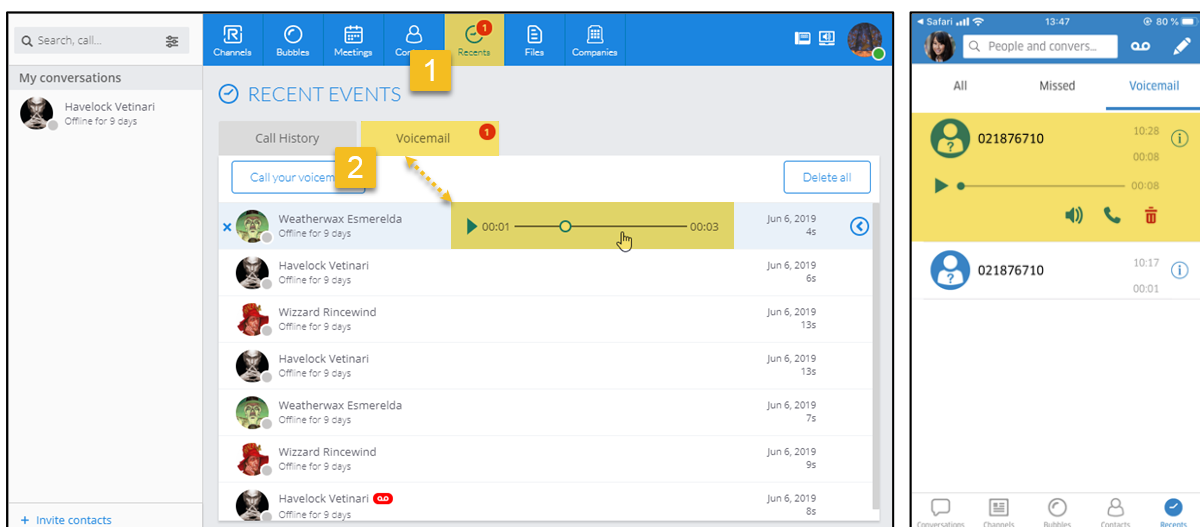


### 3.3.3 Voicemail system integration

For companies connecting their existing Alcatel-Lucent Enterprise OmniPCX Enterprise or OXO Connect/Evolution Communications Server to Rainbow, it provides the possibility for the user to access and manage voicemail messages directly from the Rainbow client interface.

The user receives notifications in case of new messages and can be connected to the voicemail system with the Telephony User Interface (TUI). This also allows the user defining or changing, for example, greetings and personal options.

For company with OXO Connect/Evolution Communications Server, it is possible to activate the visual voicemail feature for users with the desktop or mobile client. The visual voicemail in the Rainbow client allows to display and manage the voice messages: select, play, delete. Voice messages are also archived in the Rainbow personal storage space, so the user can download, transfer or delete them.



Visual Voicemail for desktop and mobile clients

### 3.3.4 Ubiquity for all made easy with Rainbow

The Rainbow user also benefits from a nomadic mode to control any other phone, whether fixed or mobile, in addition to the business phone. This is very useful for mobile, on- or off-site employees as well as home workers using their personal home phone for audio calls.



**Rainbow for mobility: fix/mobile convergence and teleworkers**

### 3.3.5 Softphone for all made easy with Rainbow

Rainbow offers a unified multi-device experience between the desk phone and the mobile phone, and a pure softphone experience with VoIP for the end-user.

Thanks to the additional software component Rainbow WebRTC Gateway, that connects to the on-premise ALE Communications Server (OmniPCX Enterprise or OXO Connect/Evolution), making calls available from any device has never been so easy. The Rainbow WebRTC Gateway brings voice media between the Rainbow client on desktop (or mobile) and the corporate Communications Server, including business phones (IP, digital, analog, DECT) and PSTN accesses.



**Business calls with the device of your choice**

With Rainbow a user can easily collaborate with colleagues or external people:

- First instantly find people
- then see if the contact is busy or available
- get fast answer with instant messages
- call in one-click a contact from the Rainbow client
- join an external person via PSTN from the Rainbow client application using VoIP and establish easily a multiparty conference

### **3.3.6 Rainbow connector to third-party PBX**

Companies with a heterogeneous network and telephony systems from different vendors (other than Alcatel-Lucent OmniPCX® Enterprise or Alcatel-Lucent OXO Connect/Evolution) usually struggle to provide a unique and federated UC (Unified Communications) solution for all employees. Thanks to the Alcatel-Lucent Rainbow® connector for third-party PBX, they can now federate all users and provide a homogeneous level of service with instant messaging, file storage and sharing, audio and video conferencing, team collaboration, and integration with the existing telephony system via CTI (Computer Telephony Interface).

Connecting a third-party PBX to Rainbow cloud services allows users to benefit from the Rainbow client application (on PC Windows/macOS/Web) to control business phone calls from/to phone sets connected to the third-party telephony system.

#### **3.3.6.1 PBX models supported by the Rainbow connector**

The Rainbow connector for third-party PBX is available for:

- Avaya IP Office 500 V2
- Cisco Unified Communications Manager versions 9.x, 10.x, 11.x and 12.x.
- NEC UNIVERGE 3C
- Mitel MiVoice 5550/5540, MiVoice Business Virtual, MiVoice Office

#### **3.3.6.2 Level of business telephony services**

Main features provided by the Rainbow connector for third-party PBX:

- Caller identity
- Telephony presence status (online, busy)
- Business telephony services: Simple call, second call, three-party conference
- Search contact from PBX phonebook
- Missed call notification, call log

#### **3.3.6.3 Associated user subscription**

Rainbow users with a phone set connected on the third-party PBX need a Rainbow Business, Enterprise or Enterprise Conference subscription.

TAPI and other PBX specific licenses may be needed for CTI monitoring and telephony events.

TSP software is required for AVAYA IP Office and CISCO Unified Communication Manager.


### 3.4 Phone Conferencing service

Rainbow offers a phone conferencing service for up to 100 participants available from any phone over PSTN all over the world (check the country list availability).

Each user has a personal conference bridge and can also easily schedule a meeting including the phone conference details via the Microsoft Outlook Calendar add-in. All guest participants benefit from collaboration features such as instant messages, file sharing, screen sharing.

This service can be used anytime, anywhere, and on any device (internal or external line, landline or mobile), enabling both employees and external contacts to join a phone meeting. Rainbow users can set up a meeting quickly using this phone conferencing service, eliminating the need for IT resource support.

In the table below, you can see a highlight of the main characteristics of the Rainbow Conference option:

Phone Conferencing service	
User interface in the Rainbow client	
Maximum number of participants	100
Mode of communication	Local numbers in 60+ countries
Call Detail Record (CDR)	YES
Media	Audio (phone over PSTN), Instant Messages, Screen Sharing
Instant/Scheduled meetings	Personal conference bridge
Add guests (non-Rainbow users)	YES
Integration in office suites (MS Outlook, GSuite) Add URL of the conference bridge into the invitation	YES

You can refer to the description of the different user subscriptions in the section “**Business model and Service plans**” of this document.

## 3.5 Microsoft Office Suite integration

### 3.5.1 Microsoft Outlook integration

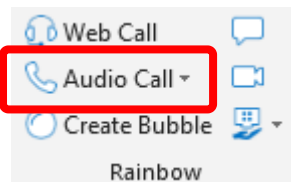
The Rainbow add-in for Microsoft Outlook can be installed to complement Rainbow client application on the desktop with audio (web calls and phone calls), video, chat, screen share and meeting scheduling including phone conference.

The Rainbow add-in for Microsoft Outlook can be connected to an on-premise Microsoft Exchange Server or to the hosted service from Microsoft (Exchange Online standalone service or as a part of Microsoft Office 365 offer).

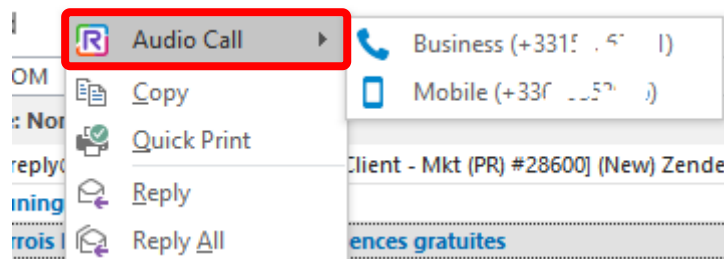
Below is a non-exhaustive list of services provided when the Rainbow add-in for MS Outlook is configured:

- Communicate with the sender/recipients of an email: start a conversation (audio, video, phone, chat, screen share etc.)
- Start an audio call: using the computer or the business phone
- Start a video call
- Start a chat
- Communicate with a Microsoft Outlook contact
- Create a Rainbow bubble from an email to invite all recipients as members
- Schedule a meeting and add URL of a Rainbow bubble for instant video conference (based on WebRTC)
- Schedule a meeting and add URL of the phone conference (requires that the phone conferencing service is granted to the Rainbow user)

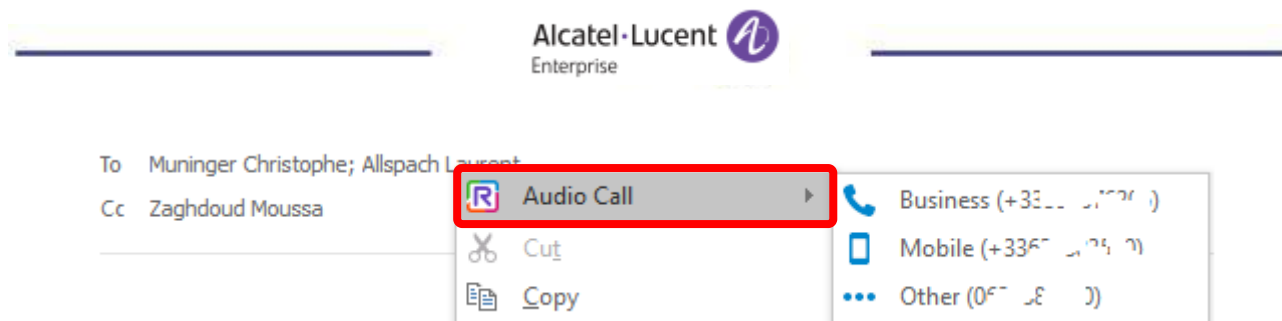
Select an email or a contact and click the Audio Call button in Home tab ribbon:



Or right-click an email or a contact and use the Rainbow Audio Call action:



Or start a phone conversation with any recipient of an email. Right-click the recipient and use the Rainbow Audio Call action:



### 3.5.2 Microsoft Teams integration

Rainbow complements (via an additional PowerApp and light desktop app) Microsoft Teams collaborative workplace with enterprise telephony system integration and phone presence information. Thanks to this desktop-based integration, organizations that have deployed Microsoft Teams for instant messages and presence will benefit from Alcatel-Lucent Enterprise business telephony extensive features set and reliability, as well as comfortable audio on desk phones and wireless phones (VoWLAN or DECT).

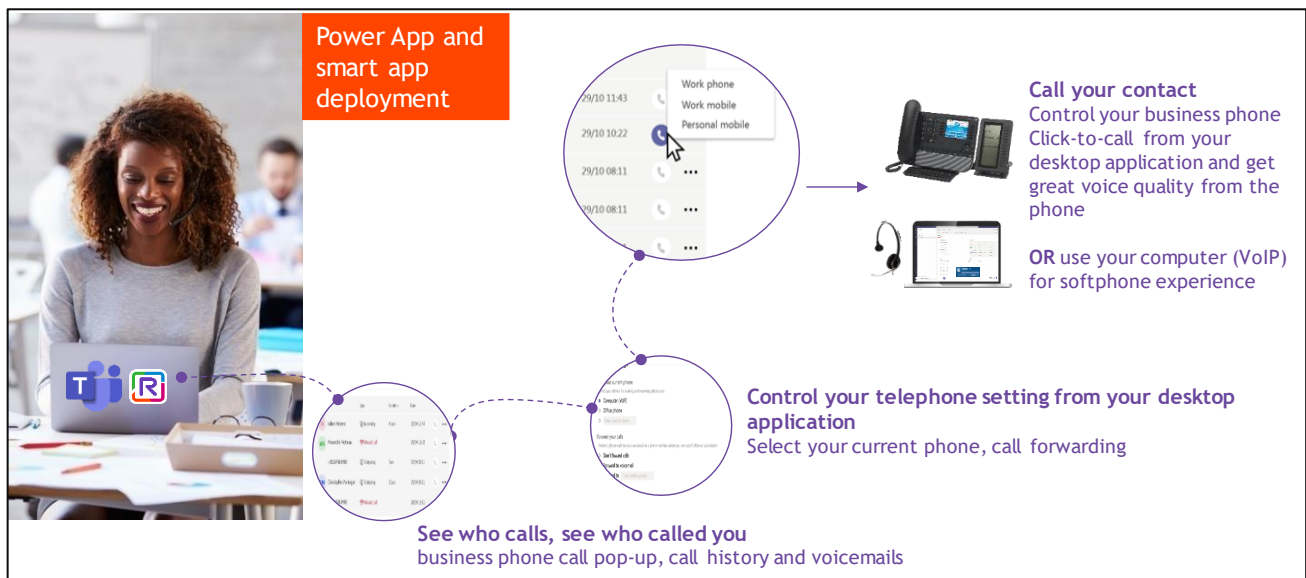
Two applications as add-in are required:

- A PowerApp within Teams
- A light desktop app for managing events and calls

The main features provided are:

- **Via the PowerApp**
  - o Rainbow authentication
  - o Selection of the current phone
  - o Call forwarding
  - o Call history
  - o Voicemail (call, notifications)
- **Via the smart desktop app (Rainbow icon in Windows notification area)**
  - o Management of single calls (answer call, end call, clear call)
  - o Notification of new events (missed calls, voice messages)
  - o Hotkey dialing anywhere on your desktop





### Rainbow integration within Microsoft Teams

## 3.6 Google Suite integration

Rainbow complements the Google Suite collaborative workspace with business telephony services thanks to a Chrome extension:

- Select the device you want to use for managing phone calls
- Initiate calls from Google Gmail or from any Chrome web page
- Manage your call routing

The main features provided are:

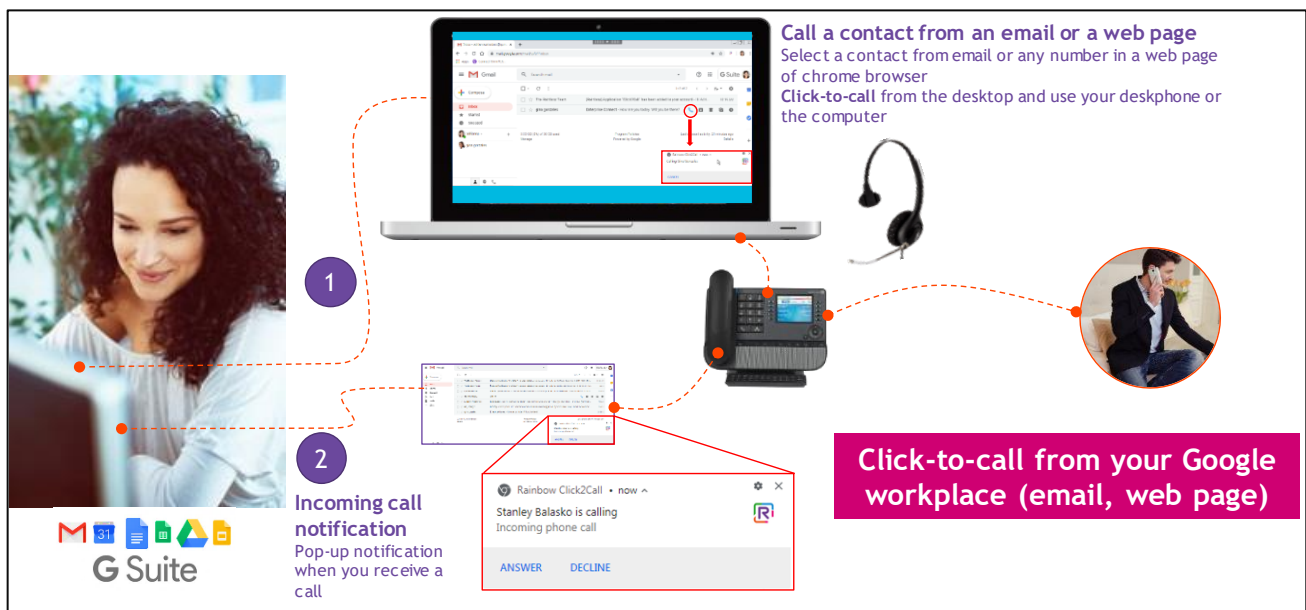
- Desk phone control: the user can control and monitor the desk phone from the desktop
- Control any phone: the user can manage phone calls from this phone, while keeping a unique identity. The function is available for users having a desk phone as main business line with a tandem/multi device configuration, or users without a desk phone
- VoIP calling: the user can make (or receive) phone calls to (or from) PBX extensions and public phone numbers from anywhere by using the computer for VoIP. The function requires the Rainbow WebRTC Gateway installed on the customer telephony system (on-premises or hosted)
- Incoming call "twinning" (simultaneous ringing): ring simultaneously the computer or any other device (e.g. personal mobile, home phone) and the user's business communication devices (e.g. desk phone, DECT handset) to ensure never miss an important call. Calls can be answered by either device
- Caller identification: identification of a calling party (with UTF-8 support) is based on the Rainbow directory (phone numbers in E.164 format) or the PBX phone book
- Call the sender of an email from Google Gmail app: from Google Gmail application, quickly call the sender of an email if sender is a Rainbow user. Select the number to dial if the sender owns several phone numbers
- Call a phone number from any Chrome web page: Select any phone number from Google

Chrome and right-click to place a phone call

- Call forwarding: forward all calls to the user voicemail or to a phone number

A user can add the Rainbow Click2Call extension to the Chrome browser by downloading the extension from the Chrome Web Store.

Administrators can automatically install (force-install) the Chrome extension for users in your organization (users then see the extension when using Chrome on managed devices or accounts) by managing Chrome policies from the Google Admin console.



Rainbow integration within Google Suite

### 3.7 CRM applications integration

The Alcatel-Lucent Rainbow™ CTI connector for CRM applications provides an easy to use business phone (or softphone) from the desktop, and smooth integration with the Alcatel-Lucent OmniPCX® telephony platforms.

The Rainbow CTI connector is a complete solution that allows the CRM desktop user interface to receive information about the caller when the business phone rings, and it offers a click-to-call function from the CRM contact card.

CRM applications users need a quick and efficient way to reach prospects by phone. A Computer Telephony Integration (CTI) solution removes the need to manually dial the business phone, which can be slow and cumbersome. Telephone numbers associated with any CRM object such as, leads, contacts, and cases turn into clickable links, which the user can leverage to place outbound calls using the ALE business phone, or softphone.

With the Rainbow CTI connector, the CRM use benefits from:

- Click-to-call a CRM contact through the existing telephony system for public number
- CRM contact card pop-up on incoming call
- Rich presence of other CRM agents with telephony integration
- Agents contacts list based on Rainbow Directory

- Conversation with other connected agents: instant messages, file sharing
- Audio and video\* call with connected agents

(\*) features capabilities may depend on the CRM application



### Rainbow integration within CRM applications

The Rainbow CTI connector is available for below configurations:

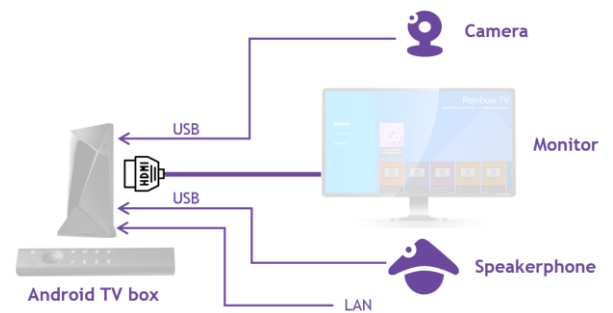
- **CRM applications:**
  - Salesforce Sales Cloud and Service Cloud
  - Microsoft Dynamics CRM
  - ServiceNow ITSM
- **Telephony systems:**
  - OmniPCX Enterprise R12.2 or higher
  - OXO Connect R3.x or higher

## 3.8 Rainbow Room

Rainbow Room is a subscription that empowers individuals and teams to connect and collaborate efficiently with colleagues, business contacts and customers. It is dedicated to meeting rooms equipped with a large screen for communication and interaction with distant people.

To benefit from the Rainbow Room features, the elements listed below must be provided for one meeting room:

- A **Rainbow Room** subscription (monthly or annual)
- A compatible **Android TV box** connected to the meeting room **monitor** via HDMI
- An **Internet connection** for the Android TV box
- The **software application Rainbow Room** installed on the Android TV box
- A **camera** connected to the Android TV box via USB
- A **speakerphone** connected to the Android TV box via USB



Key features	Customer benefits
<b>Online video conferencing</b>	Simplify meetings with guests and have external people joining in one-click from any compatible web browser.
<b>Visual collaboration</b>	Make distant meeting natural with video, file and screen sharing: invite up to 50 participants per conference and enjoy quality time with them wherever they are.
<b>Global presence</b>	Alcatel-Lucent Rainbow global presence offers excellent meeting quality whatever the distance, even if you have suppliers or customers overseas.
<b>Secured communications</b>	Alcatel-Lucent Rainbow uses state-the-art WebRTC audio and video for secure communications leveraging your Internet access.



**Rainbow Room for equipped meeting rooms**

## 4 Security, Data privacy and Compliance

Alcatel-Lucent Rainbow is an enterprise-grade cloud service operated by ALE, a recognized enterprise expert.

Security in the cloud is sometimes identified as a barrier to adoption. Privacy and the reliability of Cloud services are also questioned, so customers need reassurance! Rainbow offers a strict data privacy policy with Data Centres in different locations for a worldwide coverage of the service. Rainbow has Points of Presence in privacy conscious countries such as France, Germany, USA, Canada, Singapore and Australia. Under the terms of the contract, personal user data is not used for commercial or marketing purposes, and ALE ensures a compliancy with local data privacy regulations such as GDPR in European countries.

Alcatel-Lucent Rainbow cloud services is certified ISO 27001. It means that ALE cloud teams are properly managing information risks to protect the security of our customers data. Customers can feel confident about the security of their data when doing business with ALE.



The Alcatel-Lucent Rainbow cloud services offer multiple security-oriented features for the benefit of customers:

- Use of TLS 1.2, Secure HTTP (HTTPS), Secure RTP (SRTP), DTLS and XMPP over WSS (WebSockets over TLS)
- Firewall traversal and compliance with the latest standards (ICE, STUN and TURN)
- User password policy
- Secure self-registration for user account creation and secure password reset
- Single Sign-On (SSO) with SAML 2.0 and OpenID Connect. Rainbow also supports SSO with on-premises Microsoft Active Directory thanks to the Active Directory Federation Services (ADFS) role, using either SAML 2.0 or OpenID Connect.

For more information refer to our official documentation **ALE Rainbow Solution Brief** regarding security:

<https://support.openrainbow.com/hc/en-us/articles/115001019330-Solution-Brief-Security>

## 5 Pre-requisites and Compatibility

### Device compatibility

Rainbow is available for desktops (web browsers and PC Windows/MacOS apps), smartphones and tablet.

Please check the Feature List/White List information available in our Rainbow Support website:

<https://support.openrainbow.com/hc/en-us/articles/115001057424-Feature-List-White-List>

### Network requirements

Rainbow is based on Internet services. You must have an active connection to Rainbow web servers.

Please check the Network Requirement Guide available in our Rainbow Support website:

<https://support.openrainbow.com/hc/en-us/articles/115000301750-What-Are-Rainbow-Network-Requirements->



## 6 Business Model and Service Plans

The level of service that is provided to a user depends on the subscription that applies to this user. Within the Rainbow UCaaS offer there is a freemium subscription, premium subscriptions and optional services.

Below is the detail of the Rainbow UCaaS offer:

**Rainbow Essential:** Free-of-charge, Rainbow Essential 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-site or off-site, on-the-move or as a remote worker. It is a monthly or multi-year (pre-paid for a period of one year, three years or five years) subscription.

**Rainbow Enterprise:** The per-user subscription includes all services from Rainbow Business, in addition to collaborative multi-party services with video conferencing and extended file storage, as well as office tool integration including: Microsoft 0365, Google Suite. It is a monthly or multi-year (pre-paid for a period of one year, three years or five years) subscription.

**Rainbow Enterprise Conference:** The per-user subscription packages the **Rainbow Enterprise** service plan with unlimited phone conferencing minutes. It is a pre-paid subscription for a period of one year (twelve months).

**Rainbow Conference:** An optional service proposed as a “pay-as-you-go” model for phone conferencing with a price-per-minute/per-connection. The organizer of the meeting can be a Rainbow Essential freemium user, or premium user with Rainbow Business, or Rainbow Enterprise subscriptions.

**Rainbow Connect:** The per-user subscription addresses users of any Customer Relationship Management (CRM) application. The integration of the Rainbow functionality is provided thanks to 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.

The table below is a high level view of the main features provided to the user depending on the user subscription:



## 7 Pricing proposal

Rainbow Essential	free
Rainbow Business	X € / user / month or multi-year (1, 3 or 5 years)
Rainbow Enterprise	X € / user / month or multi-year (1, 3 or 5 years)
Rainbow Enterprise Conference	X € / user / year
Rainbow Connect	X € / user / month or multi-year (1, 3 or 5 years)
Rainbow Room	X € / room / month or multi-year (1, 3 or 5 years)
Rainbow Conference	: consumption-based model - refer to the price list per country

### ANY QUESTION?

Please contact your reseller:

**RESELLER NAME:**

...

**CONTACT:**

...

**End of the document**

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