



# SKY All-In-One

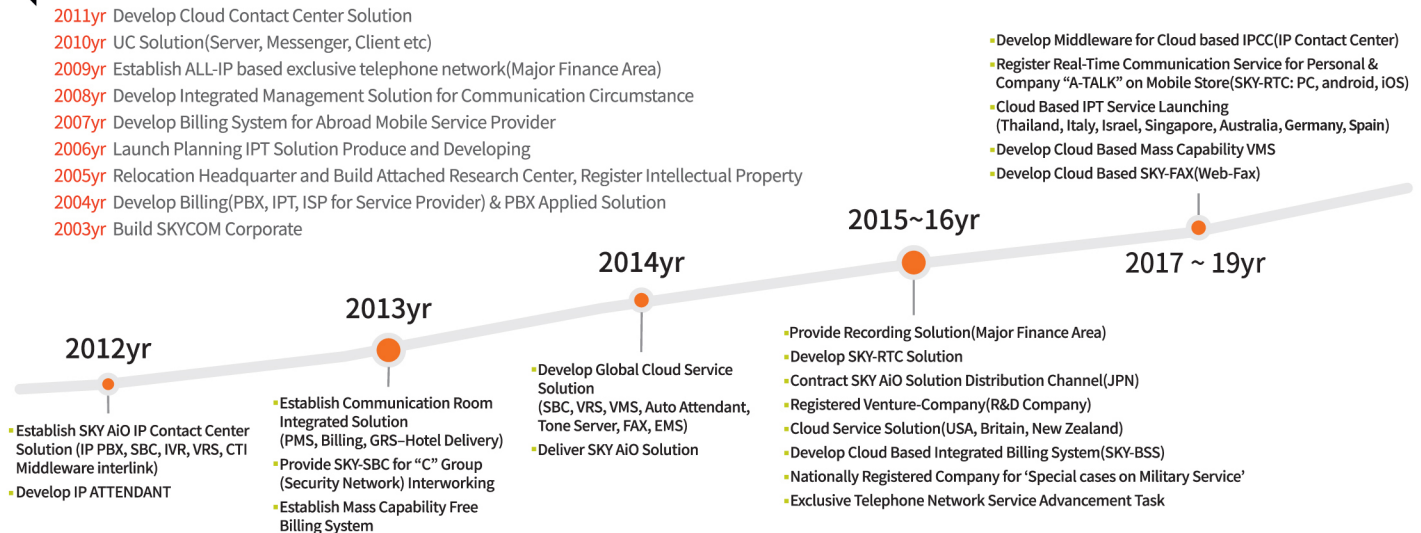
## Total Communication Solution

*" Providing Various Solution Services  
that Lead The World Markets "*

# Introduction

SKYCOM founded in 2003 which launched billing solution and PBX applied solution is expanding its business area from domestic market to abroad(Asia, Africa, Europe, America etc) by developing communication business total solution and business IPT(IP Telephony) solution based on long-time accumulated technology competency. SKYCOM grows as technology-centered communication solution expert corporation which puts customer value first through continuous technology innovation.

## History



## Business Area

- IPT Solution** - IP Centrex, IP PBX, SBC, IVR, RBT, VMS, VRS, WebFAX, UC, CTI interlink etc
- Convergence Billing** - PBX, VoIP, ISP, Mobile(MNO&MVNO), Contents, IPTV etc
- PBX Applied Package** - Billing, Small NMS, PC Attendant, Station(Line) Management, Traffic Management, Small EMS(Equipments Management System), Hotel related SW(GRS, HMS etc)
- Cloud Service Solution** - Enterprise IPT, Contact Center, CRM/ UC Interlink, CTI Middleware etc
- UC Solution** - UC(Server, Messenger, Client etc), RTC(Real-Time Communication) Solution

## Actual result

**Public Sector** : President's Office, Ministry of Defense, National Tax Service, Government Complex, Ministry of Home Affairs, National Police Agency(Seoul/ Busan/ Kyungnam), Gangdong-gu Office, Yangcheon -gu Office, City Hall(Busan/ Sangju/ Changwon), HamYang-gun Office, Korea Expressway Corporation, Fire Department, etc



**Finance Sector** : Nonghyup, Korea Exchange Bank, Standard-Chartered Bank, Kookmin Bank, Bank of Korea, Korea Export-Import Bank, Financial Supervisory Service, Daeshin Securities, Shinhan Bank, Shinhan Insurance, MiraeAsset Securities, Kyobo Securities, etc



**General/Communication** : KBS, MBC, Hyundai Motors, SubOne, Incheon International Airport Corporation, KnSaram, GoodTelecom, LetsTelecom, Iple, DialCommunications, Kyowon Group, BC Card, Korea Internet & Security Agency, SPC Group, Hana Tour, etc



**Hotel&Condo** : Habich Hotel&Resort, Hyatt Regency Hotel, Paradise Hotel, Gangwon Land, Best Western Hotel, Sun Valley Hotel, Kongiam Resort Hotel, Ramada Hotel, Place Hotel, etc



**Global Company** : Exports to USA, JPN, China, Taiwan, Vietnam, Europe, Africa with Consortium

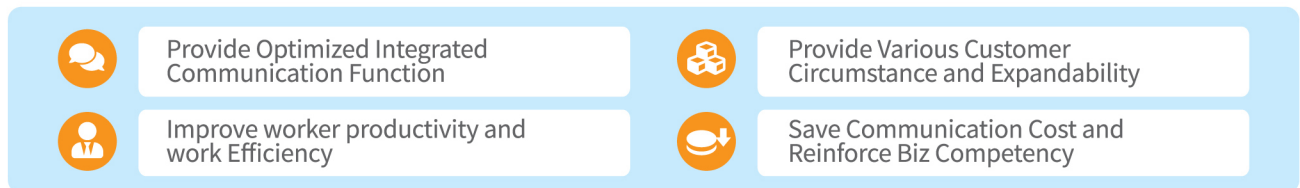
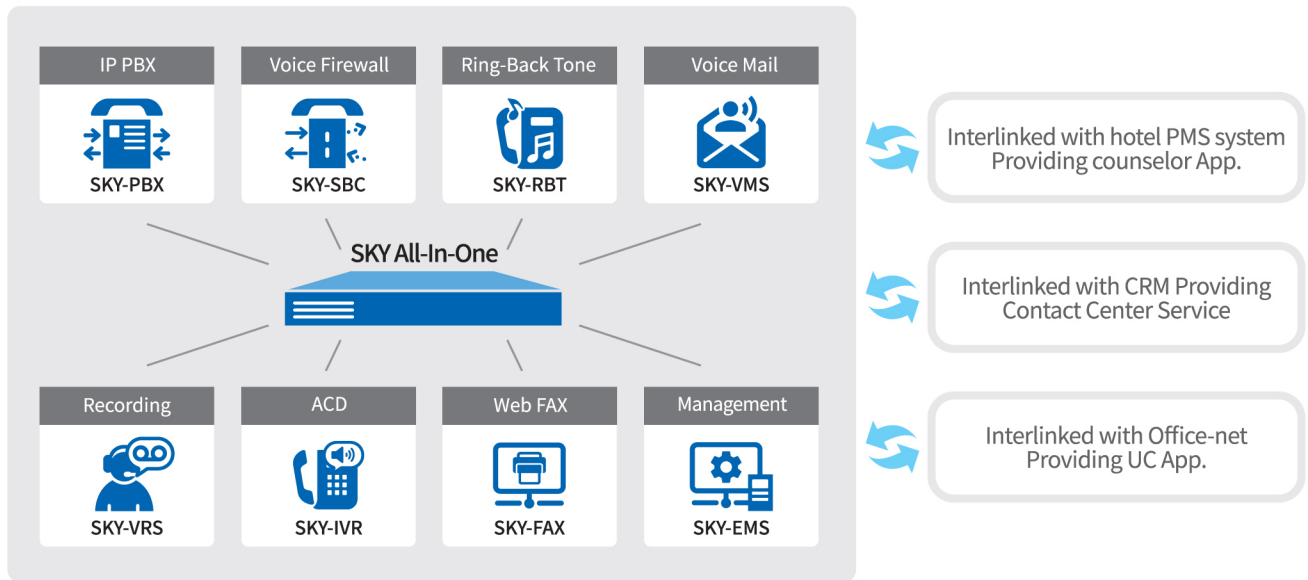
## SKY All-In-One Product Deliver

Export to many Global Market such as LGE Global Branch(Poland, Georgia, Romania, Morocco, Latvia, Kazakhstan, Ukraine, Czech, Hungary, Angola, Nigeria, Portugal, Turkey, Vietnam, Republic of South Africa, Indonesia, Jordan, Sudan, Panama, Sweden, Bangladesh, etc), Hello Credit, 11st, E1, DGB Capital, Kium Savings Bank, EduWil, Kyungdong Navien(USA), Easter Airline, Hyosung ITX, WellStory Mall, SK F&U, MG Credit Information, LOGEN Logistics, LF Fashion, HUNET, Hyatt Regency Hotel, Haevichi Hotel&Resort, Japan, China, Taiwan Market

# All-In-One Solution

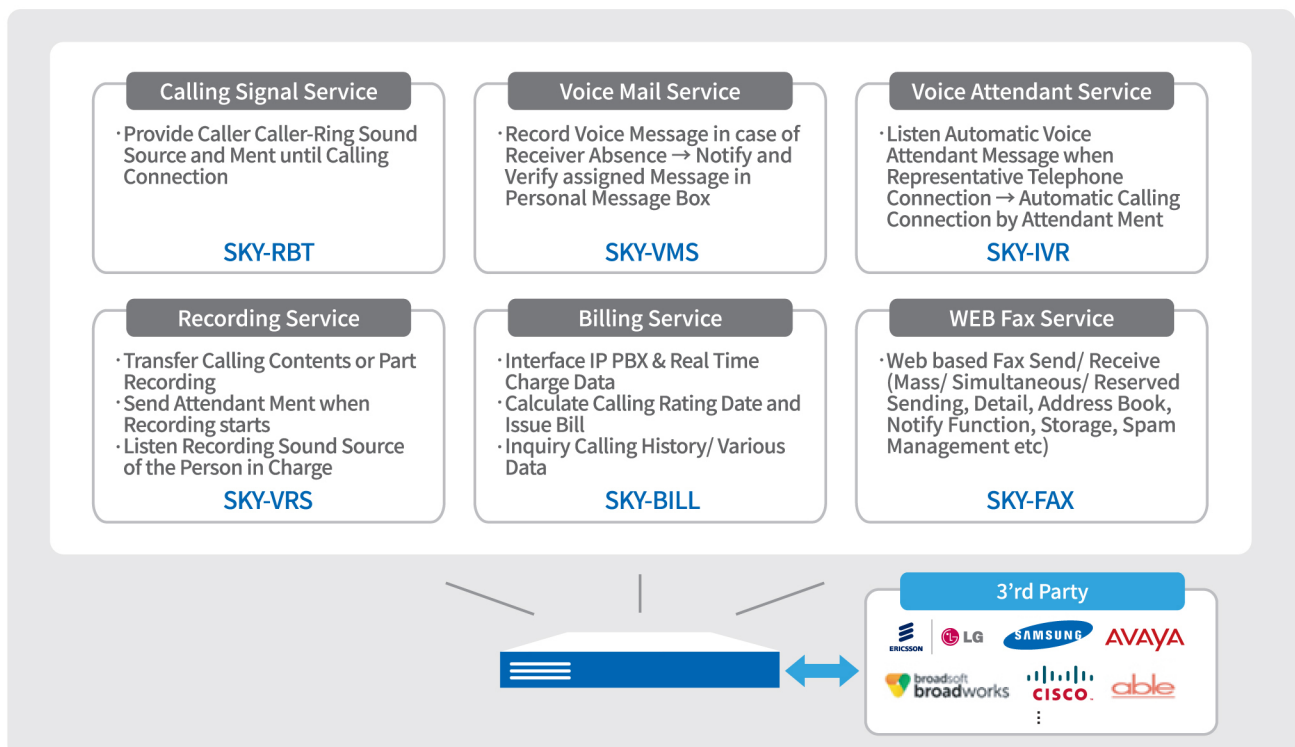
## All-In-One Telephony

- Telephone Solution Optimized for Mid-Small Company which accommodates Various Customer Circumstance and Establish Real Time Service by loading PBX and Various Additional Service Application to 1(One) Server.



## Additional Service Package

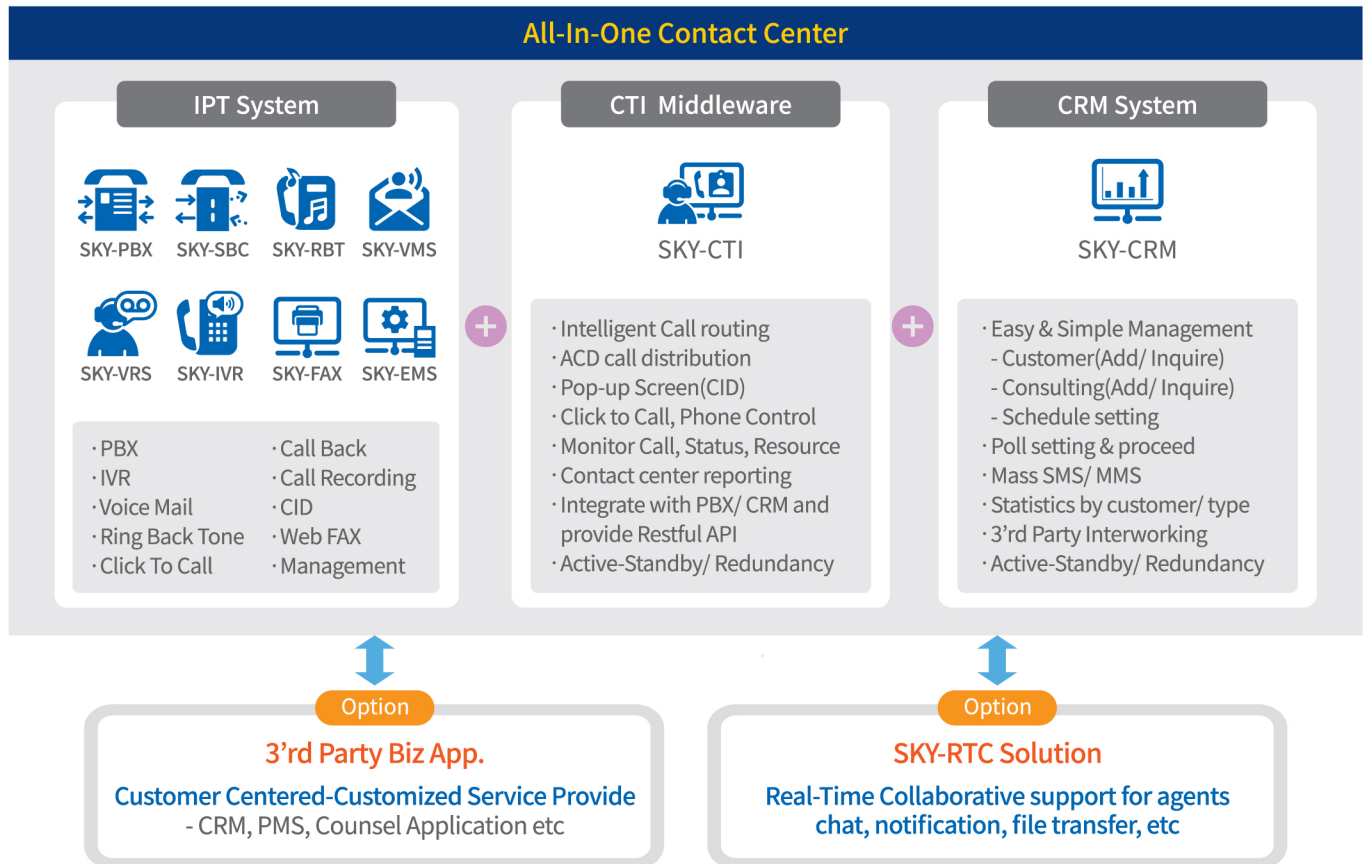
- Telephony Solution only 1(one) server equipped with PBX and supplementary service applications.
- It is optimized for SME(small and medium Enterprise) businesses that can provide real-time services.



# All-In-One Solution

## All-In-One Contact Center

- Provide all Functions which Services Contact Center needs by Cloud or All-in-One Package, Optimized Service which fits Customer's Circumstance and Requirement with efficient Cost and Structure, Telephone Service and Contact Center Service for Office simultaneously.



### Solution Function

- Calling Management & Additional Service**
  - Screen Pop-Up, Soft Phone(Calling and Additional), Automatic Attendant, Callback, CRM Interlink, Click-to-call, Call Change and Distribution, Generate Scenario/ Management, Send/ Receive/ Display Status
- Customer Management & Counsel Work**
  - Customer Register/ History Management, Channel and Service Management, SMS Send/ Interview, Counsel Register/ History Management, Holiday and Schedule Management, Counsel Contents Recording
- Statistics & Monitoring**
  - Counsel types Statistics, Attendant/ Group Call Statistics, Attendant Status Monitoring, Calling type Statistics, ACD Queue Monitoring, Daily Report
- Operating Management & Billing**
  - Counsel Code Management, Menu and Circumstance Configure Management, User Management, Notice Register/ Inquiry, System Configure and Monitoring, Service Produce Rating Management

### Solution Strength

- All-in-One Contact Center Solution which is capable Mass Contact Center using One Server
- Provide Various Office Telephone Related Function with Reasonable Price and Contact Center required Function simultaneously
- Provide Stability with duplex Configuration and Fast-Recovery Service
- Provide interlink API for 3'rd party Biz Application
- Save Server-Integration Operating Cost and TCO
- Provide Convenience for Establish, Operating, Management



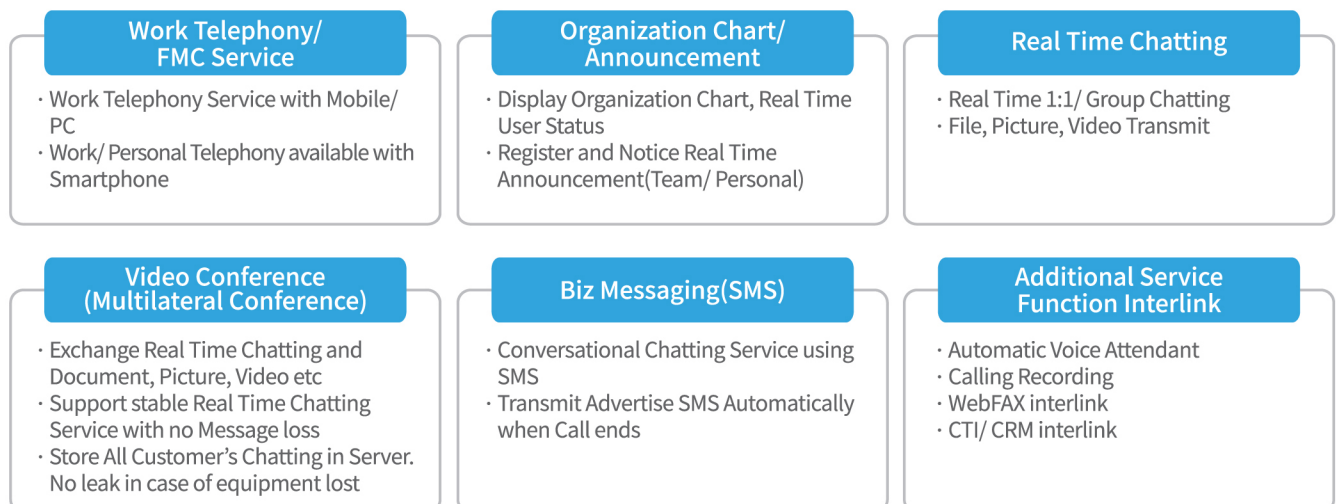
# All-In-One Solution

## All-In-One Collaboration

- Provides real-time chatting, voice and video call, file and screen sharing by using web browser(Web App.) or app on various devices such as Desktop, Tablet, and Mobile.



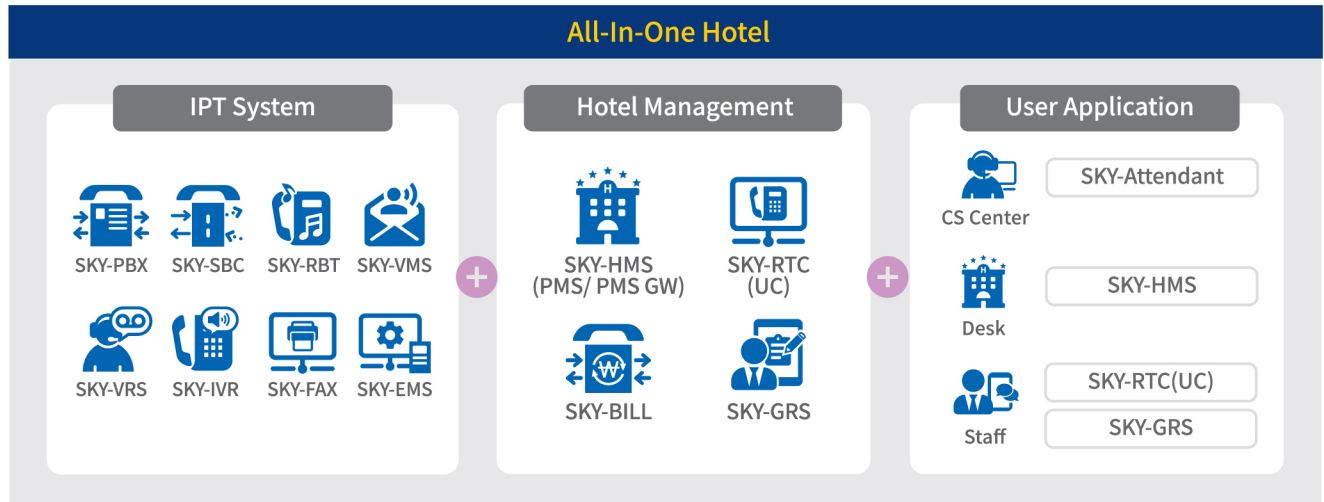
“Real-Time Communication and Collaboration”



# All-In-One Solution

## All-In-One Hotel

- Provides Basic PMS functions for hotel management and telephone, billing and reservation services in one package for small to medium sized hotel, motel, resort. The package also includes mobile UC functionality for employees.



## Solution Function

### Hotel Reservation/ Counsel Service



- Display Hotel Automatic Attendant, Customer Information(CID)
- Click to Call/ Call Back/ Counsel Recording
- Customer Information, Counsel Contents Register/ Inquiry
- Adjust Level/ Language, DND

### Hotel Accommodate Service



- Accommodate Telephone Service (Extension/ Outside Calling)
- Voice Mail, Web Fax Service
- Wakeup Call(Morning Call) Service
- Mini-bar Service

### Hotel Operating/ Front Service



- Reservation Management/ Check In/ Check Out/ Accommodate Monitoring
- Configure Accommodate Information/ Room Service/ Holiday · Peak Season
- Room Maid Status, Wakeup Call
- DND, Adjust Accommodate Status/ Level
- Accommodate Rating/ Rating Management
- Charge Policy/ Bill Management

### Worker UC/ Customer Response Service



- Mobile(FMC) Extension/ Outside Calling Service
- Organization Chart/ Presence/ Address Book/ Notify Function
- Transmit Real Time Chatting(1:1, Group)/ File/ Video/ Picture
- Conference(Voice/ Video)/ Document Conference/ Screen Share
- Receive Customer Service Claim

## Solution Strength



Mid-Small Hotel/ Condo/ Resort etc optimized economical Solution  
→ Save Establish/ Operate/ Manage Cost with "All-In-One" Package



Tightly-Coupled Solution with Hotel Work and Accommodate Service  
(PMS Function, Reservation/ Counsel, Accommodate Work Interlinked Application Provide)



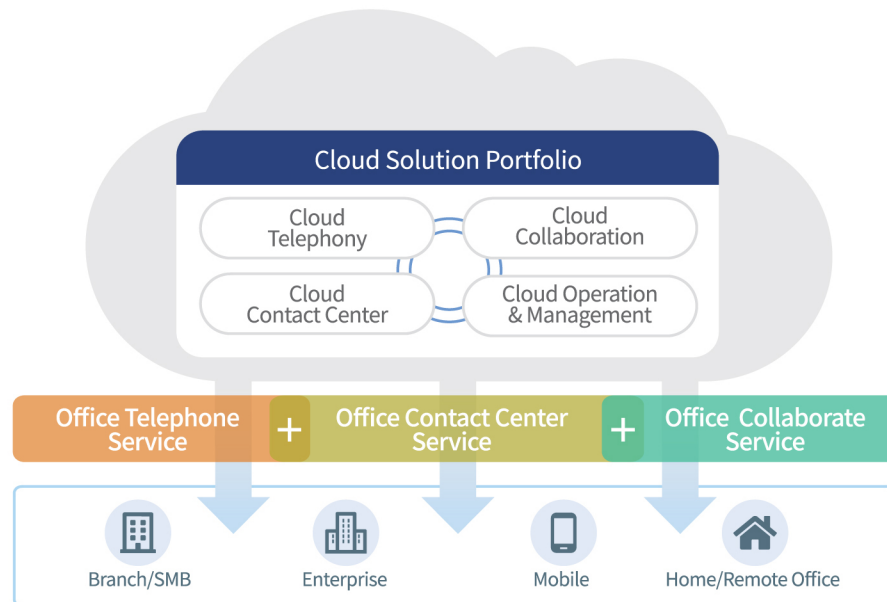
Improve Hotel Worker Work Efficiency and Customer Service Satisfaction  
→ Provide Worker Portability and Hotel guest's Convenience using Mobile UC Application



Provide Various Business Product(Customized Package) and Establish Model(Cloud Service, On-premise)

## Cloud Solution – Cloud Total Communication

- Provide Optimized for Various Customer Circumstances Cloud based Integrated Communication Service which Service which enables Company to Quick New Market with Minimal Initial Cost and to generate profit for Service.



## Solution Function

### IP Telephony Service

- IP PBX/ Centrex Telephony Service
- Voice Mail Service
- Call Recording Service
- Auto Attendant Service
- Calling Signal, Music on-hold Service
- WebFax(Internet Fax) Service
- Customer and Company interface Security Function (Support NAT/ Hiding and Encryption)

### Contact Center Service

- IPT System Interface Service
- Customer Call Distribution(ACD) and Routing Function
- Automatic Response Function using Smart IVR
- vXML based flexible Scenario edit
- CTI Function and Attendant Desktop Function
- Counsel Contents Recording and Call back Function
- CRM(Customer Management) Application Provide and interlink
- Various Statistics and Reporting Function

### Collaboration Service

- Mobile and PC App. Telephony Service
- HD Level Voice, Video, Call Feature
- Click to Call, CID, Pop-Up Function
- Various Additional Service(IPT System Interface)
- Unified Communication Service
- Real Time Chatting(1:1, Group), File Transmit, SMS Function
- Address Book, Presence, Announcement, Web Conferencing Service
- White Board & contents sharing Function

### Operation & Management

- One Stop Business Operating/ Management(BSS)
- Customer/ Contract Information
- Product Management(Produce Configure, Rating, Promotion etc)
- Subscription Order and Process
- Charge(Rating), Invoice and Payment Function
- Resource Management & Partner Management Function
- Cloud Product Integrated Operating(EMS)
- Cloud Service Network Management with One System
- Cloud Service Configure and Monitoring Function
- User/ Manager Service portal Function
- Charge(Rating), Invoice and Receipt

## Solution Strength



Provide Cloud Service Model and Configured Service Model with same Platform and Function by Customer Service Model



Provide Packaged Solution fits with Various Office Circumstance and Customer needs. Possible to fast Service Configuration & flexible Service Expansion



Improve User Convenience, Work Efficiency and Productivity(CRM, UC, IP Attendant, PMS etc) by Work Tightly-Coupled Application Provide and Interlink

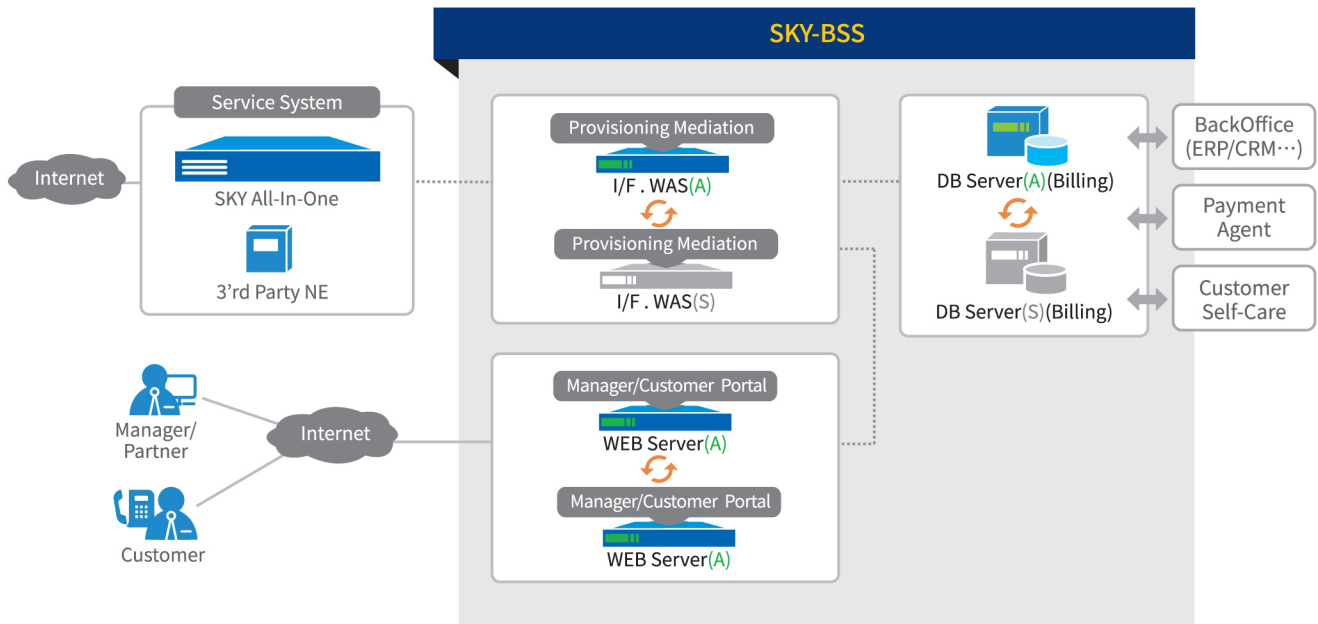


Save Operating Cost and Optimize Business Efficiency using Cloud Service Network Total Management Solution

# SKY-BSS

## SKY-BSS(Business Support System)

- Provide Integrated Solution as SaaS Cloud Service which generate Product Policy for Company's Various Service and support Justin-time applicable & flexible & independent Billing Work.



## Solution Function

### One of Total Communication

- Develop IPT related Various Product and Apply Accumulated Know-How for Integrated Solution Establishment
- As One of IPT Integrated Solution, Support Solution Optimized Customer Management/ Billing Work

### Cloud Service Based

- Provide Customer Management/ Billing Solution as SaaS/ Cloud Service Type
- Support both Cloud based and Independent Solution
- Hierarchy Structure Configuration for Multiple Company/ Partner Management

### Flexible Architecture

- Support Charge for Various Service Type such as Voice, Data, Contents etc
- Expand flexible Product Configuration & Produce
- Provide Solution Function with high Expandability using Various Types of Policy Configuration such as Rating, Claim, Calculation etc
- Possible to Multiple Nation(Language, Currency etc)

### Multiple Service Support

- Billing Work for IPT, Mobile, ISP, IPTV Service etc
- Easy to add/ Expand Service
- Support Various Service & Event Type and Integrated/ Respectable Management
- Support Payment in Advance and Deferred Payment simultaneously

## Why SKY-BSS?

### Total Communication Solution

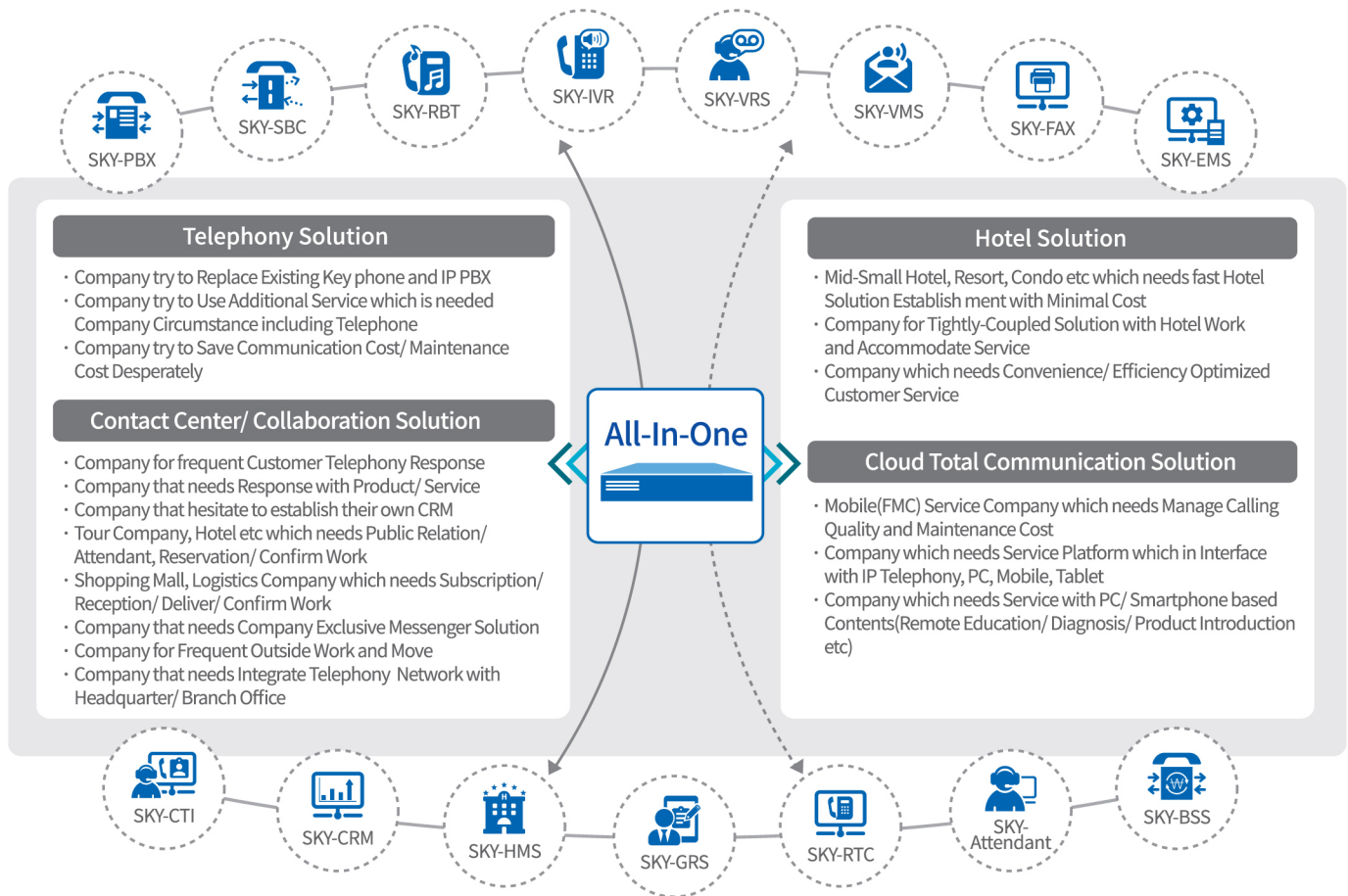
- Various Service based Integrated Charge such as Voice, Data, SMS, Event etc
- Establish Service & Customer Management, Billing, Calculation as Total Communication Solution by Combination with in-house Solution & Optimized Customer Management/ Billing System
- Cloud based Customer Management by Tenant for Multiple Company
- Comply WEB Security Management with KISA Security Guideline

### Low Cost, High Efficiency

- Minimize Customizing by Providing Package Type Customer Management & Billing Function
- Expand with Low Cost by Providing Cloud Service Type that No System Replacement and Change needs
- Support Service Stability Quickly



# One Stop Service



## 01. Mobility

### Office Telephony in My Smartphone...



- Anywhere, Anytime(Voice, Video, Memo etc) Service using Smartphone
- Use Company Telephony(Wire Telephone, Representative Call Number) as Wire-Wireless Integrated Circumstance with FMC Establishment
- Provide Equal Level Various Service with Company Wire Telephony(Call Transfer, Pull, Forwarding etc)
- Synchronize Company Organization Chart and Phone Number in my phone
- All Function(Chatting, File, Calling, SMS etc) is Shared Real Time in Smart phone, WEB, Tablet

## 02. Multi Device

### Any Terminal OK – API Support



- Support All Platform(Smartphone , IP Phone, PC, Tablet etc) using Wire Telephone Number based Mobility Service
- Provide Communication and Collaboration(Chatting, Video, Bulletin Board) etc Integrated
- Support Same UI/ UX as Any Terminal
- Provide API for 3'd Party Biz Application

## 03. Cost Save

### Establish Minimal Time/ Optimized Cost



- Establish Various Application in One Server
- Save Maintenance Cost(Service Provide with Minimal H/W)
- Quick Establishment and Service with One Box Package Configuration
- Minimize Operating/ Maintenance Management with Cloud based Service
- Save Cost/ Improve Profitability by accommodating Multiple Biz Customer in One System

## 04. Productivity

### Productivity and Work Efficiency Improve



- Real Time Information Exchange and Work Process
- Provide Various Additional Service with Telephone Service which Maximize Work Efficiency
- Provide Web Portal for Manager(Easy to Organization Chart Change and Worker Manage)
- Provide Present Condition and Statistics
- Support Monitoring

## 05. Security

### Security and Stability



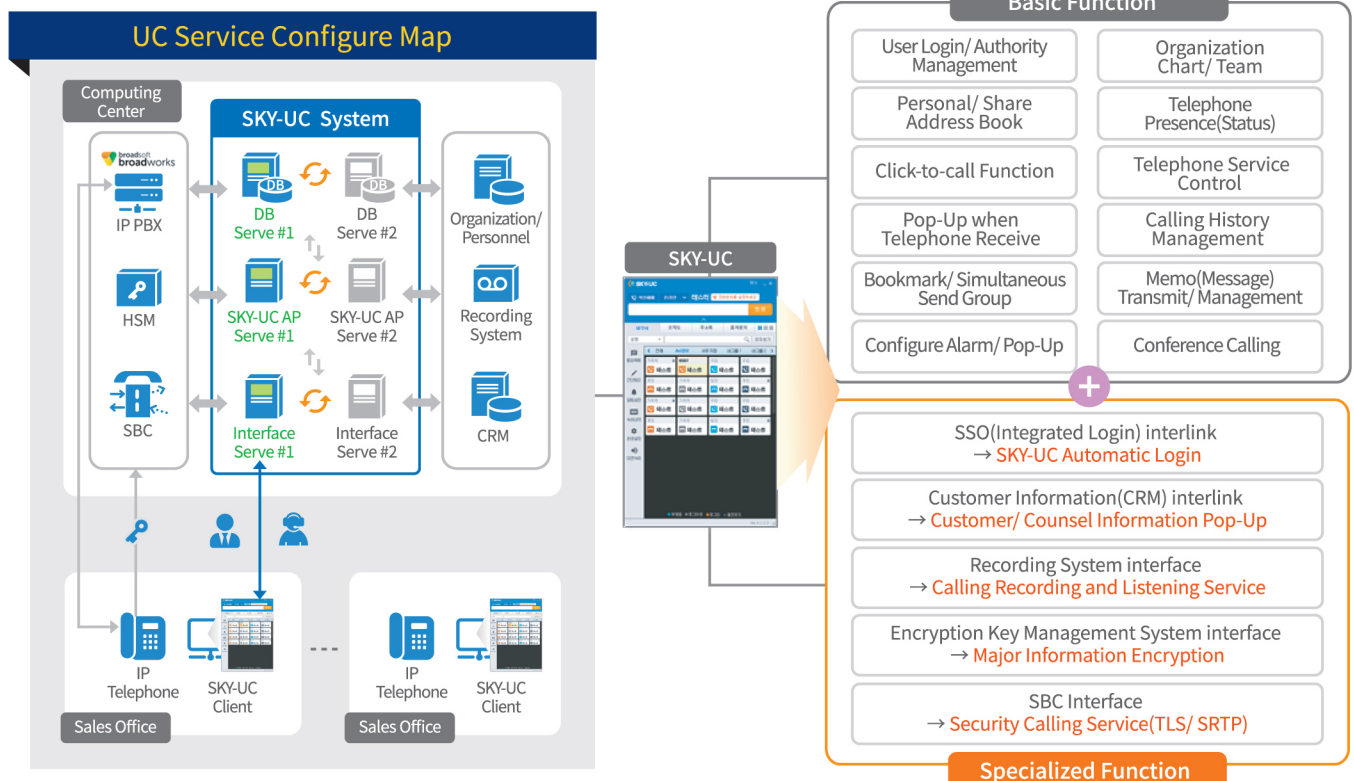
- Voice and Data Traffic Encryption Comply with Public Sector Security Guideline
- Secure Interface by using Same Company Product with IP PBX and Additional Service System
- Guarantee Stability by supporting Duplex for All Product
- Comply with WEB Security Management by Security Guideline

# Deployment Model

## Finance Company Telephone N/W Solution Interlink Case (BroadWorks IP-PBX etc)

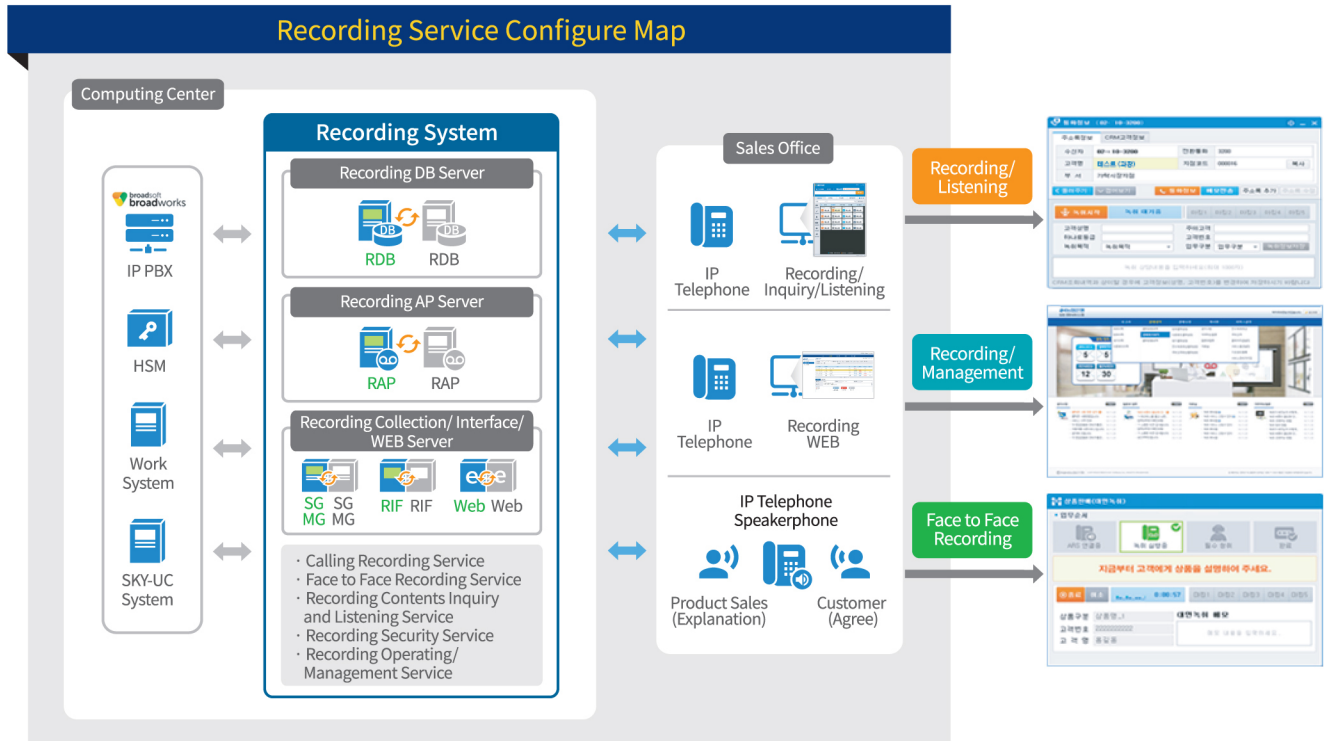


## Deployment Model - UC Solution Interlink Case (SKY-UC + BroadWorks IP-PBX etc)

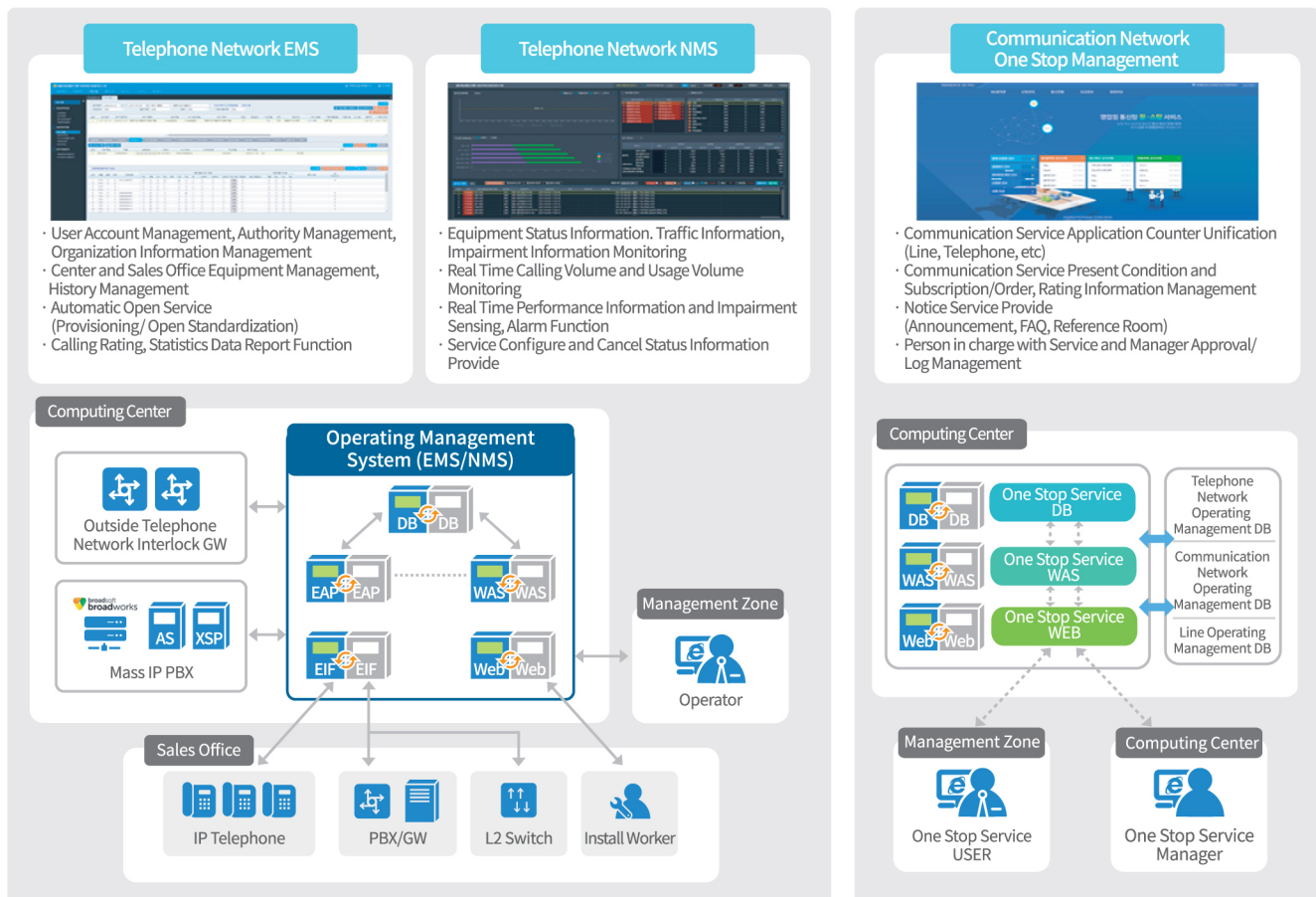


# Deployment Model

## Deployment Model – Recording Solution Interlink Case (SKY-VRS + BroadWorks IP-PBX etc)



## Operating Management Solution Interlink Configuration (SKY-EMS/ NMS)





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