OlimonTel Web Conferencing powered by WebEx™

Making collaboration simple, straightforward and complete

Realise the potential of fully managed
collaboration services

Why OlimonTel Conferencing

Our service disciplines are designed to take the pressure off your organisation before, during and after you introduce collaboration services into your environment. Once your services are identified, a dedicated team of professionals is immediately available to help smooth the transition and reduce any burdens over time. The core team comprises four key roles: project manager, service manager, account manager, and relationship marketing manager. Working together as a dedicated team, these experts will guide both your organization's implementation team and end-users through the launch and post-launch process by offering:

- End user adoption and ongoing education
- Reporting and analysis
- Financial analysis and management
- Disaster recovery and risk management
- Technical support

Why OlimonTel Web Conferencing powered by WebEx™

WebEx™ Enterprise Edition is a comprehensive package of real-time web collaboration services that allows your company to increase your reach, accelerate the speed of your current business processes and reduce costs. It fulfills the real-time communication needs of today's global business organisations. Use all of the Centers to maximise scalability and efficiency within your organisation, or allow our sales consultants to help you decide which ones best meet your needs.

WebEx Meeting Center™

Bring remote workers, partners and customers together to review the latest plans. Conduct regular meetings between geographically scattered staff members. Hold lively creative sessions with your marketing and advertising teams. Make Meeting Center available to every department and watch productivity soar.

WebEx Event Center™

Stage online events with all the power and punch of in-person productions at far less cost. Market your products and services by conducting webinars to generate leads. Train your employees, customers, and channel partners. Hold timely product launches. Inform shareholders of your latest financial results. Use Event Center to deliver online events for any purpose and keep your audiences coming back for more.

WebEx Support Center

Invite customers into support sessions, then view and control their remote desktops in real time. Upload files to install patches and updates or download files for in-depth analysis. Ask subject matter experts to join calls instantly. WebEx Support Center makes it easy and it will measurably improve your productivity and customer satisfaction.

WebEx Training Center

Reduce live and on-demand delivery costs with the industry's most interactive online classroom. Make every class a success with WebEx Training Center. Drive product adoption by offering your customers easy access to web-based training. Educate your channel partners and field reps regularly, so they always have current information. Train global employees to advance their skills or push revenue-generating initiatives to market faster. Whatever your training goals, WebEx Training Center will help you provide an exceptional training experience.

WebEx Sales Center

Make more sales calls in less time and grow your business faster. Use WebEx Sales Center to show anyone, anywhere what you have to offer. Meet instantly with prospects around the globe and capture their attention with lively, interactive presentations and product demos. Bring subject-matter experts into any call on the fly. Then, post presentations, meeting notes, and other resources in personalised portals that your prospects can access any time. Empower your sales force with WebEx Sales Center and take your sales to new heights.

Comparison of Centers

	Meeting Center	Event Center	WebEx Sales Center	WebEx Support Center	WebEx Training Center
Best for	Presenting information, sharing applications, and collaborating on projects on a daily basis	Large-scale, online events, such as product launches and earnings calls	End-to-end selling	Diagnosing problems, transferring files, and resolving issues for remote customers	Interactive instructor-led training
Benefits	• Deliver dynamic and interactive presentations • Collaborate in real-time • Demonstrate products and services to anyone, anytime • Make decisions faster, and spend less money doing so	• Quickly and flexibly reach audience with important communications • Easily repeat successful events and re-purpose prior events for scalability	• Comprehensive sales management analytics • Collaborative team-selling tools • Personalised and compelling buyer experience • Substantially improve team selling efficiency • Engage prospect throughout the sales cycle • Improve sales operations with real-time sales management and analytics • Maximise selling time • Shorten sales cycles • Increase sales-win rates • Reduce selling costs • Integrate with CRM/SFA • Extend market reach and increase awareness • Generate more leads at a lower cost per lead	• Reduce on-site visits without impacting customer satisfaction • Increase Technical Support Rep productivity • Decrease time to resolution • Decrease customer downtime • Increase customer satisfaction • Decrease support costs	• Slash the time and effort needed to deliver training • Maximise time of existing training personnel • Accelerate knowledge transfer throughout organisation • Provide interactive instructor-led learning without the cost of travel and venues • Reach more people, more frequently
Types of Meetings	• Collaborative sessions • Internal/external meetings • Product demos • Weekly status updates	• Web seminars • Marketing events/Conferences • Product launches • Employee communications	• Sales presentations • Sales product demonstrations • Prospect communication • Review activities for accounts/opportunities	• Technical support via the Internet	• Employee training • Partner training • Customer training
Capabilities	• Presentation/Document Share • Application/Desktop Share • Web Browser/Web Content Share • Instant and Planned Polling • Chat • Video • Whiteboard • Integrated audio conferencing • Record, edit and playback • File Transfer	• Presentation/Document Share • Application/Desktop Share • Web Browser/ • Web Content Share • Instant and Planned Polling • Chat • Threaded Q&A • Video • Whiteboard • Integrated audio conferencing • Record, edit and playback • File Transfer • Customise Registration and Reports • Lead source tracking and lead scoring • Automated Email Management System • Multiple Presenters and Panelists • Private Prep Room and • Virtual Lobby • Recording	• Presentation/Document Share • Application/Desktop Share • Web Browser/ Web Content Share • Chat • Video • Whiteboard • Integrated audio conferencing • Record, edit and playback • File Transfer • Team Selling • Silent monitoring • Online Sales Call Analytics • Communication Portals • Track Account & Opportunity • Launch WebEx Sales Center from CRM/SFA • Invite Expert • Permission based sharing • Group Join • Attention Display • File Transfer	• Desktop/Application View and Control • Chat • Video • Record, edit and playback • File Transfer • Inbound support (Click to Connect) and outbound support from a web browser • WebACD queuing, routing and distribution to the most qualified agent • Advanced TSR productivity tools such as two-way file transfer, log on to client's desktop as an administrator, and collect system information with one click • Invite and Transfer to available TSR or to a queue • Manager Dashboard to monitor all sessions and agent activity at both the queue and TSR level	• Presentation/Document Share • Application/Desktop Share • Web Browser/ Web Content Share • Instant and Planned Polling • Chat • Video • Whiteboard • Integrated audio conferencing • Record, edit and playback • File Transfer • Class Registration & Scheduling • Real-time Testing & Grading • Automated attendance and assessment tracking and reporting • Instant Feedback tools • Breakout Sessions and Hands-On Lab • Integrates with leading Learning Management System

Features Comparison

Feature	Meeting Center	Event Center	WebEx Training Center	WebEx Sales Center	WebEx Support Center
Active Talker - Identify who's speaking by a flashing icon in the meeting participant panel.	●	●		●	
Advanced file transfer - Transfer files to and from a customer's system to apply patches and updates during the session or retrieve customer data files for in-depth analysis. No complicated process. Just drag and drop.					●
Annotation - On-screen whiteboarding used to brainstorm and share ideas.	●	●	●	●	●
APIs and standards support - Extend your information technology investments and ensure interoperability.	●	●	●	●	●
Attention display indicator - Get a visual alert when an attendee uses other applications during a presentation.				●	
Automated email management - Send out invites, confirmations, reminders, and follow-up emails automatically.		●	●		
Auto play presentation - Turn downtime into selling time. Engage, inform, and influence prospects before the call begins by customising a corporate overview presentation.	●	●	●	●	
Basic File Transfer - Allows hosts to transfer files through an easy-to-use interface within a meeting to all attendees.	●	●	●	●	●
Breakout sessions - Promote active learning by conducting multiple, simultaneous small group, collaborative activities. Trainers can "walk around the room" and see how each group is doing.			●		
Call escalation - Bring subject-matter experts in instantly when needed.				●	●
Chat - Increase interaction and gather feedback instantly from your audience.	●	●	●	●	●
Communication portal - Engage prospects throughout the sales cycle with personalised portals. Run reports to view activity.				●	
CRM integration - Initiate support session directly through your CRM solution. Get out-of-box integration with Salesforce.com and Remedy.				●	
Cross platform support - Meet with anyone without worrying about what operating system they use. WebEx offers unmatched support for Windows, Mac, Linux, and Solaris.	●	●	●	●	●
Customised meetings - Create custom meeting types to address the specific business or industry needs.	●	●	●	●	
Document, application and desktop sharing - Share and control documents, applications, and desktops remotely in real time without uploading files to a server.	●	●	●	●	●
Enterprise integration - Use your single sign-on to access Webex, and count on easy integration with other enterprise applications.	●	●	●	●	
Firewall friendly - Work through most firewalls without opening additional ports. WebEx Support Center operates through standard http and https ports.	●	●	●	●	●
Floating TSR control panel - Access all session controls during desktop or application sharing without obstructing view or switching screens.	●	●	●	●	●
Hands-on lab - Connect remote learners with remote computers, applications, and simulations before, during, or after live training sessions to reinforce learning with hands-on activities.			●		
Integrated telephony - Keep conversation flowing with integrated audio. Choose toll or toll-free teleconferencing with call-in or call-back options.	●	●	●	●	
Integrates with Lotus Notes - Initiate meetings instantly from Lotus Notes and various Instant Messaging solutions.	●	●	●	●	
Integrates with Microsoft Office applications - Initiate meetings instantly from MS Office™, MS Outlook™, and various Instant Messaging solutions.	●	●	●	●	
Lead tracking and scoring - Identify your highest quality and most cost-effective lead sources.		●			
Log onto customer desktop as administrator - Sign on to a customer's machine as an administrator to access and install new applications and perform other activities that require administrative privileges.					●
Multimedia content - Incorporate PowerPoint, Flash™ animations, audio and video into your meeting.	●	●	●	●	
Multiple language capabilities - Interface offered in English, Simplified Chinese, Traditional Chinese, French, Spanish, Korean, Swedish, German and Japanese.	●	●	●	●	●

Feature	Meeting Center	Event Center	WebEx Training Center	WebEx Sales Center	WebEx Support Center
Multiple panelists - Bring in speakers from different locations without paying for travel expenses.		•	•		
Observing - Sales managers can view all scheduled sales calls or join direct reports' sales calls in observer mode to review skills or train new reps.				•	
On Demand module - Get everything you need to create, manage, deliver and access on-demand training. View sessions from the viewer-friendly player, with intelligent search capabilities, detailed tracking, file transfer capabilities, and integrated testing.			•		
One-Click meeting access - Start a meeting and invite attendees instantly from your desktop.	•	•	•	•	
Panelist entrance and prep room - Let panelists enter crowded events through a backstage door. Make a private practice room available for last-minute rehearsal out of attendees' view. Provide speakers with audio for practice sessions in the preparation room.		•			
Persistent reboot - Allow a customer to join the same session even after a reboot.					•
Personalised email templates - Increase attendance by creating attractive HTML or text e-mails using our templates.	•	•	•	•	
Polls - Increase interaction and gather feedback instantly from your audience.	•	•	•	•	
Power Panels™ - Deliver full-screen views for your attendees while you use floatable controls to manage meeting activity privately behind the scenes.	•	•	•	•	•
PowerPoint notes panel - Allows presenter to privately view MS PowerPoint notes as a panel while sharing presentation.	•	•	•	•	
Q&A - Increase interaction and gather feedback instantly from your audience		•	•		
Record, edit and playback - Record meetings and applications for future reference, training, or demonstrations. Download recordings to your computer or store them on a server.	•	•	•	•	•
Registration and reporting - Customise event registration, track answers to qualifying questions, and upload to CRM systems for fast sales follow-up.	•	•	•	•	
Remote printing - Redirect printouts from a customer's printer to a local printer for offline analysis.					•
Reporting and analysis - Generate detailed management reports in real time to improve your business processes.	•	•	•	•	•
Scale to fit - View the customer's desktop without scrolling to speed the support process.	•	•	•	•	•
SFA integration - Deliver seamless integration with leading sales force automation applications to associate sales activities with the appropriate account, opportunity, or contact.				•	
Surveys - Survey customers at the end of sessions and use data for information gathering and action.		•	•		•
System information - Collect system information with one click. Print and save system information for future reference.					•
Team selling - Specify team roles in your sales process. Locate and leverage specialists to help you sell during the sales meeting using chat sessions or phone calls. Search by name or area of expertise with a presence-aware expert locator tool. Use private or group chat and note taking for team communication.				•	
Testing and grading - Assess comprehension, track individual performances, and share correct answers within a session. Leverage web-based libraries for pre- and post-session training.			•		
Two-way desktop and application control/view - View or control a customer's desktop or applications or let a customer view or control your desktop or applications.	•	•	•	•	•
Video and Video conferencing - Give your attendees a real-time visual reference. Simulate face-to-face meeting with participants from multiple locations with multi-point video.	•		•	•	•
WebEx MediaTone™ Performance - Conduct multi-point interactive meetings worldwide without latency or interruptions. Hold even your most confidential meetings with complete confidence.	•	•	•	•	•
Virtual Auditorium - Avoid venue, travel, and hotel expenses. Reach large audiences through your browser. Touch more prospects more often and reduce per-lead costs.		•			

For more information please contact:

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Microsoft Windows:
Windows 98 and higher, 400MHz processor with
256 MB RAM, 56K Internet connection. IE 6,0 and higher, Mozilla
1.7 or higher, Firefox 1.5 or higher, Netscape 8.1 or higher.
Other platforms supported:
Mac OSX 10.3 and 10.4, Linux 4.0, Solaris 9 and 10.

WebEx interfaces available in the following languages:
English Simplified Chinese, Traditional Chinese, French, Spanish,
Korean, Swedish, German and Japanese.

Flexible pricing options

- Price per minute (Uncommitted): Your organisation is
  charged for the number of users and minutes used.
- Price per minute (Committed): Your organisation commits to
  a pre-determined usage level and pays accordingly.
- Concurrent seat: Choose your server capacity. Set a limit
  on the maximum number of seats that can use WebEx at a
  given moment.
- Named Host: Assign licenses to individuals. Each account is
  assigned to a specific individual for that person's exclusive use.