

DM Remote License is part of the Dialog Manager suite, which is a unique multi-channel solution enabling you to attract, retain and grow customer relationships across traditional sale-, service- and marketing boundaries.

DM Remote License, DIALOG MANAGER

REMOTE USAGE OF THE APPLICATION

DESCRIPTION

DM Remote License enables Dialog Manager to come much closer to reality. The application can be executed, for instance, via the Internet and possibly through a browser as well as via Wide Area Network (WAN) including Virtual Private Network (VPN).

Regional offices, sales offices and mobile users

With the exponential Internet growth, and not least with telecommunications' aggressive marketing of cheap communication lines such as ADSL and ISDN, many companies find it more than relevant to support remote workspaces. This could be LAN-LAN connections, commonly a headquarter connection to a number of regional offices, or HOST-LAN connections for mobile sales people or home workspaces. As CRM involves all company employees everybody needs easy access to the CRM system and to all relevant customer data - as a matter of course.

Same speed and flexibility

With the right communication lines the users will not experience any decrease in performance in connection with their daily Dialog Manager routines. From the beginning, Dialog Manager was developed to provide companies with as many options as possible when selecting a market leading remote coupling system strategy.

Due to a goal-oriented development strategy towards a service oriented system architecture, Dialog Manager's bandwidth requirements between server and client are kept to an absolute minimum. The communication between remote clients and central server are optimal, which leads to a very competitive response time. The advanced application and logic for remote connections requires a Remote License from DM Software.

VPN (Virtual Private Network)

VPN ensures encrypted or private traffic through public networks - typically the Internet. The two most widespread protocols for establishing VPN networks are IPsec and Microsoft PPTP. With these protocols the Dialog Manager suite will keep its full functionality width, this including Lotus Notes or Microsoft Outlook integration in a central installation.

Citrix and Microsoft Terminal Server

Is a method for establishing open and flexible remote connections, possibly through a browser. To create the full Dialog Manager functionality width - such as integration to Microsoft Office, Outlook or Lotus Notes, as well as to a phone system (CTI) - it is required that the integrating programs exist in the same session.

Implementation and maintenance not included in DM Remote License

Choosing a remote solution, third party software, hardware, and implementing and maintaining the solution is an individual process for each customer as operative system, security, bandwidth on communication lines must be part of the overall evaluation. With Dialog Manager the vendor will be able to consult, deliver, implement and support such remote installations.



KEY BENEFITS

- ✓ The application comes closer to reality through simple access to mobility
- ✓ Via VPN connections, for instance, is given full access to Dialog Manager suite functionality - supported by two leading protocols:
 - Microsoft PPTP
 - IPsec
- ✓ DM Remote License gives access to automatic upgrade roll-out
- ✓ Firewall
- ✓ Support for Citrix
- ✓ Support for MS Terminal Server
- ✓ Browser access and execution
- ✓ LAN-LAN connections
- ✓ HOST-LAN connections
- ✓ ISDN and ADSL
- ✓ Existing Dialog Manager licenses are used as normal, and there is no difference between Dialog Manager license conditions or acquisition of user- or module licenses
- ✓ DM Remote License is only required once for each Dialog Manager Server installation, after which choosing the optimum type of remote solution is completely optional

See **FUNCTIONALITY** on back side



- ✓ Extended Enterprise Edition
 - ✓ Enterprise Edition
 - ✓ Professional Edition
 - ✓ Small Business Edition
- DM Remote License, DIALOG MANAGER**

FUNCTIONALITY

The following functionality is included in DM Remote License:

- ◆ The application comes closer to reality
- ◆ VPN
- ◆ Microsoft PPTP
- ◆ IPSec
- ◆ Automatic upgrade roll-out
- ◆ Firewall
- ◆ Support for Citrix
- ◆ Support for MS Terminal Server
- ◆ Browser access and execution
- ◆ LAN-LAN connections
- ◆ HOST-LAN connections
- ◆ ISDN and ADSL

CHECKLIST

- ✓ MS PPTP
- ✓ VPN
- ✓ IPSec
- ✓ Firewall
- ✓ Citrix
- ✓ MS Terminal Server
- ✓ LAN-LAN
- ✓ HOST-LAN
- ✓ ISDN
- ✓ ADSL