



# Connected business telephony platforms and data protection

Your data is safe. Our service is ISO 27001 certified.

Alcatel-Lucent Enterprise hybrid cloud architecture for business telephony platforms (Alcatel-Lucent OmniPCX® Enterprise and Alcatel-Lucent OXO Connect series) let you offer customers an innovative communications experience by connecting their on premises system to the cloud. Rainbow™ by Alcatel-Lucent Enterprise is an example of this new experience and it brings collaborative services that are easy to use, accessible to all – from anywhere. Connected business telephony platforms also offer unprecedented support capabilities using simple and secure remote monitoring and operations with Cloud Connect by Alcatel-Lucent Enterprise. In addition, Fleet Dashboard by Alcatel-Lucent Enterprise is a cloud portal that ensures instant and secure, visibility and accessibility.

## **Fleet Dashboard: Monitor and operate your systems**

Fleet Dashboard provides an aggregated view of all your connected ALE systems at all your customers. It lets you instantly view relevant information such as last incident date, Rainbow cloud connection state, support contract termination date, and software version. You can zoom in on a specific system to control the connected SIP trunks, phone lists, and system boards, among others.

## **Cloud Connect: Stay remote**

Save time and money with Cloud Connect embedded technology. Installing software licenses has never been so easy – all you have to do is purchase them! Cloud Connect takes care of the rest. It instantly and automatically adds the licenses into the system (OXO Connect series or OmniPCX Enterprise from Purple R100). A sales representative can retrieve the necessary information from the system on Fleet Dashboard. Fleet Dashboard also provides warnings about systems requiring upgrades and it can recommend the most suitable software version for a given system. And, pushing a new software version to a set of systems (OXO Connect series or OmniPCX Enterprise from Purple R100) takes just a few clicks.

### **FAQ**

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## Security and data privacy matter

### Cloud Connect certified security

Cloud Connect is plug-and-play and does not require a specific skill set. It connects to the Alcatel-Lucent Enterprise cloud autonomously using the existing enterprise Internet connection. This connection is secure and does not require Internet access router reconfiguration.

Cloud Connect does not expose enterprises to additional cyber attacks as no specific access router port needs to be opened. Additionally, ALE leverages its expertise to protect customers in alignment with the international standard ISO 27001 certification which specifies requirements for establishing, implementing, maintaining, and continually improving an information security management system.

### Your data privacy

Fleet Dashboard delivers services to ALE Business Partners, to help manage, maintain, and explore configurations and usage within their system fleet. It collects only technical data on the systems. It does not collect personal data. It is also compliant with the General Data Protection Regulation (GDPR), the European data protection and privacy law.

Only authorized persons are granted access to Fleet Dashboard based on the strict security standards on access control. Only authorized ALE Business Partners using Fleet Dashboard can access the systems and associated data. While ALE has access to the entire Fleet Dashboard, access is only granted to personnel in charge of maintenance and statistics production. Under no circumstance does ALE use collected data to the detriment of the Business Partners.

## Frequently asked questions

Is Cloud Connect technology safe?

- Yes, Cloud Connect uses robust and proven technologies to secure the transactions between the systems, ALE cloud, and users (TLS 1.2, SOCKS5, IPSEC, in particular)
- All transactions are encrypted and each element is authenticated by certificate
- The Internet access router does not need to open a specific port to enable Cloud Connect, which prevents the risk of creating a weak point in the enterprise's security system

What kind of data is collected and where is it stored?

- Only technical and usage data are collected with the sole purpose to deliver management, maintenance, inventory, and statistical services. Collected data is visible on the Fleet Dashboard (and through the OXO Connectivity pages for the OXO Connect series). No data is hidden to Fleet Dashboard users.
- Cloud Connect infrastructure and the collected data is hosted in data centers located in France

Is the collected data used by ALE?

- ALE uses the collected data for internal information only, and for statistical purposes exclusively
- ALE shares collected data with the Business Partner responsible for the systems on which the data has been collected, but does not share collected data with other ALE Business Partners
- ALE has no intention of using collected data in a manner that is detrimental to the interests of its Business Partners
- No personal data is collected. Only anonymous statistical reports can be generated.

Am I obliged to provide the name and address of my customers in Fleet Dashboard?

- Providing practical information such as a customer name and address makes it easier to locate systems in Fleet Dashboard at a later time. However, if preferred, you can leave the "customer" field empty and use the "Installation id" instead. You can create a customer reference unique to your company.

To learn more consult the [Cloud Connect Terms and Conditions](#) and [technical documentation](#).