



## TOPCALL for SAP

### Feature Overview

#### Enhanced connectivity to:

- Fax, Internet mail, Voice, SMS, Telex, X.400 and more
- IVR and CTI applications
- WAP
- e-Commerce applications

#### Seamless Integration

- Connection to all SAP communication interfaces
- Single-point administration

#### TOPCALL Advantage

- Unmatched reliability in SAP
- Average installation time less than half a day
- SAP integration expertise (15 years experience)
- Integration with Formscape, iXOS, JetForm, Streamserve

**TOPCALL is the market leader** in fully integrated business-to-business communications for SAP applications. You choose the SAP modules... we connect the plug and play integration with fax, e-mail, voice, IVR, WAP and more.

#### One Business-to-Business Solutions

All business applications are connected to the **one** communication source. Whether the business sends fax from materials management, telex or SMS from sales and distribution or e-mail from SAP Office, **one** does it all. You can also send payment reminders as automated voice calls with a friendly voice. Communications are driven from any SAP module, directly from the desktop. SAP is connected business-to-business.

#### One Complete Connection

The **one** connection for SAP is plug and play for business communications. Average installation time is less than half a day. We connect to your SAP R/2 and R/3 however you want it (SAPconnect, SAPcomm, MQSeries, RB Tele and more). The standard interfaces make sending and receiving messages to and from any module easy.

#### One Integrated Process

All messages are delivered and viewed in the SAP spool, or optionally in SAP Office. No additional client software needs to be installed. Users easily resend non-delivery transactions in any of the SAP modules. Real-time sending status is delivered to each user.

#### One High Availability and Performance

TOPCALL's fault tolerant systems deliver 99.99% secured availability for business critical fax, voice and Internet mail transactions. TOPCALL specialises in securing corporate information with seamless archiving and backup solutions for the most exacting customer requirements.

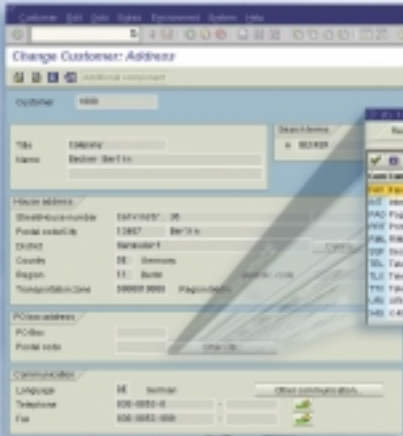
#### One-to-Many Opportunities

Whether you output forms or automatically archive all messages, TOPCALL has formed alliances with the market leaders in SAP services. We have partnered with Formscape, iXOS, JetForm, Streamserve and several others to deliver complete SAP solutions.

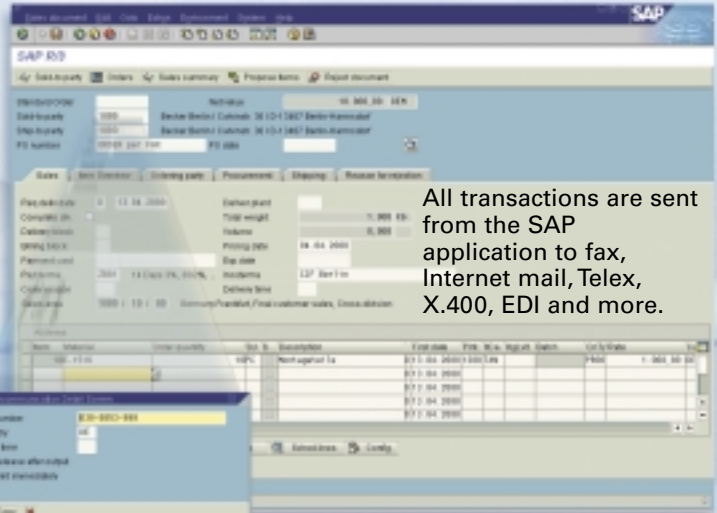
#### One Turnkey Setup

For 15 years TOPCALL has driven business-to-business communications from SAP applications. Our turnkey approach delivers value to the customer. TOPCALL takes complete end-to-end responsibility to guarantee business success. Our global support services set-up, customise and maintain your business communications.

# SAP

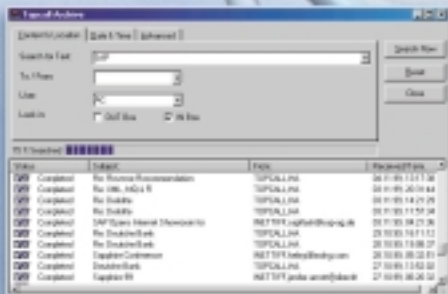


SAP users can send to virtually any recipient by adding new customer addresses.

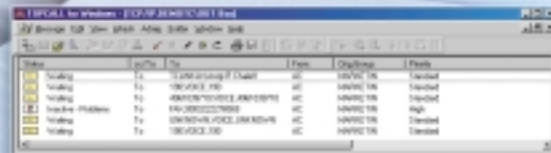


All transactions are sent from the SAP application to fax, Internet mail, Telex, X.400, EDI and more.

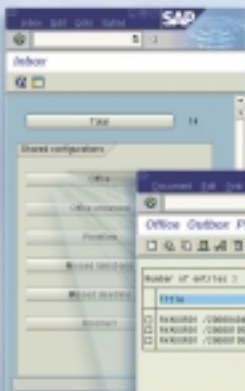
Since the recipient's contact address is extracted from the party number, sending in applications is made easy.



The TOPCALL Archive guarantees that all mission critical documents are available. Archive integration makes it possible to search for messages with ease.



Knowing that a message has been sent and received is imperative. TOPCALL CLIENT PRO gives users real-time access to all messages, sent and received.

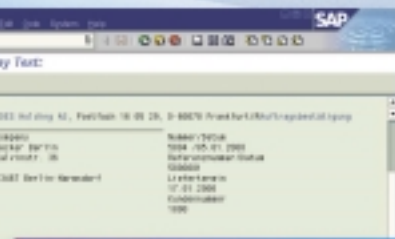


SAP Office is the user's unified inbox. All messages can be viewed and launched in the client.

Internet mail, X.400



Voice mail



Fax