



## News Release

### **AASTRA OFFICESUITE 2.1 HELPS SMBs MAKE THE MOST OF BUSINESS TELEPHONY**

*Productivity enhancing applications that include presence management grow in popularity amongst European small and medium businesses*

**Vimodrone, 10th December, 2008** – Aastra has launched a new version of its OfficeSuite. The computer telephony integration (CTI) software offers advanced call management functionality such as call routing and presence indicator for enhanced team and customer interaction. The launch of OfficeSuite 2.1 coincides with the 7.7 release of the Ascotel IntelliGate range, Aastra's award winning IP telephony systems.

One of the highlights of OfficeSuite 2.1 is its presence management module, which allows users to see the availability of co-workers at any one time. This module can be linked to Microsoft® Outlook® Calendar or updated manually. This functionality is particularly useful for companies with multi-site offices where staff have no 'visual' contact with other colleagues. The call routing function means that employees are always easily contactable as calls can be redirected to mobile devices or alternative terminals according to their presence status.

OfficeSuite 2.1 makes it simpler and faster to use a telephone from a laptop or PC. The software gives users direct access to all available directories (including Microsoft Outlook Contacts) and offers a comprehensive call manager that can dial directly from any application or from any web site. The software also includes an application which can tailor filters specifically to users needs. For example, a user can set the application so that calls from specific numbers can be notified as an email.

"The OfficeSuite 2.1 software is designed to be simple and easy to use, helping small and medium sized businesses make their communications much more productive. The software has been well received by customers and has been a great commercial success." said Fabio Pettinari, COO Small & Medium Systems BU.

OfficeSuite also has a new agent client for the Ascotel IntelliGate Call Centre solution giving access to all the advanced features of OfficeSuite and a real-time view of calls. Small informal contact centres constitute the vast majority of this market in Europe and now these companies can benefit from a simple but powerful solution to enhance their customer interaction.

OfficeSuite has a user-friendly interface, as well as intuitive windows that can disappear and reappear when needed. Users of the software can also easily configure their desk phones directly from the OfficeSuite software enabling them to redirect calls or change their phone settings.

OfficeSuite works seamlessly with the award winning Aastra Ascotel IntelliGate IP PBX range and is scalable up to 200 users.

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#### **About Aastra Italia S.p.A.**

Aastra Italia S.p.A. is the Italian business unit of Aastra Technologies Limited, (TSX:“AAH”), a leading company at the forefront of the enterprise communication market. Headquartered in Concord, Ontario, Canada, Aastra develops and delivers innovative communications products and applications for businesses. Aastra's operations are truly global with more than 50 million installed lines around the world and a direct and indirect presence in more than 100 countries. Aastra is entirely dedicated to enterprise communications and offers one of the most complete portfolios of unified communications solutions individually tailored to satisfy its customers' requirements. These range from feature-rich call managers for small and medium businesses and highly scalable ones for large enterprises, integrated mobility, call centers solutions to a wide selection of terminals. With a strong focus on open standards, Aastra enables enterprises to communicate and collaborate more efficiently. For additional information on Aastra, visit our website at <http://www.aastra.it>