Alcatel-Lucent Enterprise Communications

OpenTouch to Rainbow program
Ordering process and guidelines for transformations

Document history

Version	Date	Description/comments
1.0	Dec. 10 2021	Document creation
2.0	July 28 2022	Description of the partial OT removal (case of OT system kept for voicemail)

Table of content

1 Case 1: OpenTouch complete removal

1.1 Description

The complete OpenTouch removal implies the decommissioning of the OTMS system and all associated OT clients, all OT services will no longer be available. The SPS contract will be terminated and not renewed automatically at anniversary date[1].

1.2 Step 1: Remove OpenTouch from the configuration file and terminate SPS contract

Open an eSR to ALE for OpenTouch removal and associated SPS contract termination.

Warning: after this operation OTMS will be completely removed from the configuration with no roll back possible.

- Title: OpenTouch to Rainbow – remove OTMS *[Customer_name]*
- Content: Customer name, current OXE software version (i.e. R12.4), OXE CPU ID, OTMS software version (i.e. R2.6), SPS contract number (i.e. 51234567)
- Attachment: ACTIS configuration files, ALE sales representative approval email
- If OT SPS is ending within the year, no action needed.
- If there is more than 1 year remaining, indicate in the service request to stop the OT SPS part of the overall SPS contract at anniversary date. Remaining years will not be charged.

Once the request checked and validated, the ACTIS files will be reworked by ALE to remove OTMS component and sent back to the partner.

1.3 Step 2: Configure new needs related to Rainbow in ACTIS

With the new ACTIS files, the partner can proceed then to the configuration according to the customer needs in ACTIS tool. And possibly configure additional Remote extension licenses if needed.

Note: Before placing the order, if additional REX licenses have been configured, ask for a SDR to get these licenses for free.

1.4 Step 3: Order Rainbow prepaid plans and get months for free

To get Rainbow months for free:
- In Rainbow the partner needs to declare the company (corresponding to the end-customer), select and order the subscription prepaid plan i.e. quantity of Rainbow Enterprise subscriptions and duration (1-year minimum).
- Then transfer this information to the ALE sales representative who'll reach out to Rainbow operations

---

[1] In case of prepaid multi-year SPS contract reach out to your ALE sales reps
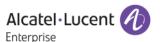
Then when purchasing the Rainbow plan for a similar volume of users, a discount equivalent of 6, 12 or 18 months for free (depending on the Rainbow prepaid plan respectively 1, 3 and 5 years) will be applied.

1.5   Information: main guidelines for OpenTouch to Rainbow migration

Note: these operations must be performed by an ACSE representative

1) Install the new OXE software locks and upgrade/update the OXE and associated applications (if any)
2) Connect the OXE to Rainbow
3) Install and configure the WebRTC gateway
4) Remove OpenTouch devices
5) Remove OpenTouch users
6) Associate Remote Extension to OXE users
7) Configure Rainbow users
8) Allocate Rainbow licenses to end users
9) Remove OpenTouch Server

2 Case 2: OpenTouch partial removal to keep voicemail

2.1 Description

The partial OpenTouch removal aims at removing only the Unified Communication and Collaboration (UCC) part of the OpenTouch system and keep the voice messaging service (voicemail). The SPS contract will not be terminated[2], its value can be recalculated (invoice fees for this manual procedure).

2.2 Step 1: Modification of the OpenTouch configuration file

Open an eSR to ALE for OpenTouch partial removal and associated SPS contract recalculation.

Warning: after this operation there will be no roll back possible.

- Title: OpenTouch to Rainbow – remove OTMS UC but keep voicemail *[Customer_name]*
- Content: Customer name, current OXE software version (i.e. R12.4), OXE CPU ID, OTMS software version (i.e. R2.6), SPS contract number (i.e. 51234567)
- In the request :
  - o Ask for the removal of the existing Universal Licenses and Conferencing resources from the OTMS but keep the Voice Messaging resources on OTMS for all xxxx OT users.
  - o Specify if you want to have the SPS recalculated. Note: this service (SPS recalculation) is invoiced 1300 EUR/USD to the partner.
- Attachment: ACTIS configuration files, ALE sales representative approval email

Once the request checked and validated, the ACTIS files will be reworked by ALE to remove OTMS UCC services (OpenTouch Universal Licenses and Conferencing options licenses) and sent back to the partner.

The SPS contract will be recalculated and the new contract value sent to the business partner for information.

2.3 Step 2: Configure new needs related to Rainbow in ACTIS

With the new ACTIS files, the partner can proceed then to the configuration according to the customer needs in ACTIS tool. And possibly configure additional Remote extension licenses if needed.

Note: Before placing the order, if additional REX licenses have been configured, ask for a SDR to get these licenses for free.

2.4 Step 3: Order Rainbow prepaid plans and get months for free

---

[2] In case of prepaid multi-year SPS contract reach out to your ALE sales reps

To get Rainbow months for free:

- In Rainbow the partner needs to declare the company (corresponding to the end-customer), select and order the subscription prepaid plan i.e. quantity of Rainbow Enterprise subscriptions and duration (1-year minimum).
- Then transfer this information to the ALE sales representative who'll reach out to [Rainbow operations](#)

Then when purchasing the Rainbow plan for a similar volume of users, a discount equivalent of 6, 12 or 18 months for free (depending on the Rainbow prepaid plan respectively 1, 3 and 5 years) will be applied.

2.5 Information: main guidelines for partial OpenTouch to Rainbow migration

Note: these operations must be performed by an ACSE representative

1) Install the new OXE software locks and upgrade/update the OXE and associated applications (if any)
2) Update OpenTouch with the new licenses file
3) Remove OpenTouch devices
4) Remove OTC applications
5) Associate Remote Extension to OXE users
6) Configure Rainbow users
7) Allocate Rainbow licenses to end users

END OF DOCUMENT