

SoftXpand Call Centers:

A flexible solution to reduce call center desktops' TCO

Call centers all over the world are investigating strategies to reduce desktop Total Cost of Ownership (TCO). Some of the possible solutions are Thin-clients, Terminal servers, Blade PCs, etc. These solutions require major investments and IT expertise to implement.

SoftXpand software:

- Leverages Windows XP and standard PC hardware to offer better performance at a lower price
- Helps you reduce your IT budget while focusing on your core business and improving customer service
- Is easy to install and simple to use: working with *SoftXpand* is like working with Windows XP



With *SoftXpand*, Call Centers can streamline and scale their operations, lower costs, increase flexibility and improve service.

What is *SoftXpand* Call Centers?

SoftXpand Call Centers is a software solution that turns 1 Windows based computer into up to 8 fully independent computer workstations, using **ONLY** standard monitors, keyboards and mice.

SoftXpand works with standard hardware and is totally transparent to users who work with standard Windows XP.

How does it work?

Use a standard PC, add extra video cards, connect them to computer monitors, keyboards and mice for the extra workstations. The PC is connected to the call center existing network. All the workstations can run any application.

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How can 1 standard PC be turned into up to 8 independent workstations without any degradation in performance?

- *SoftXpand* proprietary unique resource sharing & intelligent balancing system allows full utilization of the PC's power and cleverly allocates its resources
- Video cards are nowadays equipped with a powerful, Graphics Processing Unit (GPU) and Video memory (VRAM). *SoftXpand* uses this power and balances it automatically between the workstations according to the applications' needs



4 Video Cards



Standard PC



SoftXpand Benefits for Call Centers

Cost Savings

- Create up to 8 PC workstations from 1 computer: add employees' PC workstations without buying extra PCs
- Save Money: reduce your total cost of ownership (TCO) by up to 70%
- Save valuable IT Staff Time: have more employees using PCs while spending less time administering
- Save money on additional hardware: any hardware installed on the PC is shared with all the workstations
- Cost reduction in energy consumption: less computers and less heat
- Save money on purchase of software licenses*

*Subject to software licenses

Functionality and Flexibility

- Quickly grow and scale your PC environment according to your call center's peak-time and down-time: easily add/withdraw workstations according to your needs
- Easily add and withdraw devices (Diskonkeys, printers, cameras, etc.) on workstations
- Users can run both local and remote server based applications. This guarantees that your call centers have high performance when it is needed and centralized data security for those applications which require it
- Work with legacy applications: custom-made data-base, CRM, etc.

Facilitate Administration and Maintenance

- Centralized control: administer up to 8 workstations from 1 PC
- Define folder access rights so that users' content is private on each work-station
- *SoftXpand* is fully integrated into the Windows XP environment and supports any application
- *SoftXpand* workstations can operate in thin-client mode, fat clients or standard PCs
- *SoftXpand* is integrated into your network infrastructure and simplifies it
- Reset all workstations to their original state whenever needed
- Remote desktop management (RDM). MiniFrame local partners can efficiently:
 - o Standardize your desktop environment
 - o Manage all desktop installations and changes
 - o Provide remote hardware and software support
 - o Provide a single point of contact for all end users' IT enquiries
- Easy to maintain: only one PC instead of 8 to upgrade, configure, repair, etc.
- Easily deploy applications: on 1 PC instead of 8
- Reduce downtime: when one workstation crashes, you do not need to reboot the PC
- Configure 1 PC and prevent the workstations' users from making any changes

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