



BBSC

A new generation of broadband e-collaboration services

Product Presentation

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01. What is BBSC

In today's business environment corporations, administrations operate all over the world through a wide range of offices and points of presence. They implement projects with a multinational dimension, involving complex collaboration and communication requirements, which need to be managed in a flexible and professional manner. Most modern tools in this field do not take into account the need for human interaction and face to face meetings.

EUROPEAN DYNAMICS designed and implemented the Broadband Services Centre (BBSC), precisely in order to cover and address in a modern, structured and efficient manner all such collaboration needs of a growing community of users, allowing a maximum of human interaction.

BBSC is a multifunctional solution that serves as a virtual office and virtual marketplace, for modern organisations and all their stakeholders and counterparts. It offers to its users a common working space, libraries and procedures to follow to achieve optimum cooperation.

With the **BBSC** platform, you can maintain a private space on the Internet where you and your partners and/or customers may virtually meet. You can share information, archive documents, undertake videoconferencing sessions, etc. All you need is a broadband internet connection, a username and a password.

What makes it truly ideal is that it is fully adaptable to your needs. Design, functionality and interfaces can be easily customised so that they fit best to your needs and the ones of your community.

BBSC services address perfectly the needs of those who are:

- involved in any kind of team work at national or international level
- dealing with multilingual information and content
- suffering from unstructured paper or email exchanges
- struggling with budget and travel restrictions
- trying to automate complex workflow, etc.

BBSC is an essential tool for a wide spectrum of organisations including multinational companies, professional associations, SMEs, international institutions, local authorities, professional associations, NGOs, etc.

BBSC offers a variety of services that can empower the cooperation and knowledge management requirements of these entities and their human resources. Each one of the communities mentioned above is organized in various groups of people. These include permanent Directorates, Departments or Units, ad hoc Task Forces, horizontal competence centres, working groups, workshops, project groups, committees, internal or external users or clients, etc. Members of the same group can be physically located in the same place, or spread across the globe.

BBSC can also offer various vertical applications in all kinds of industries. It is the ideal collaboration tool for:

- Business to Business Services
- Insurance Industry
- Pharmaceutical Industry
- Health Industry
- e-Market
- Shipping Industry
- Jobseekers & Employer Services
- Translation Services
- Government Organisations
- Educational Institutions

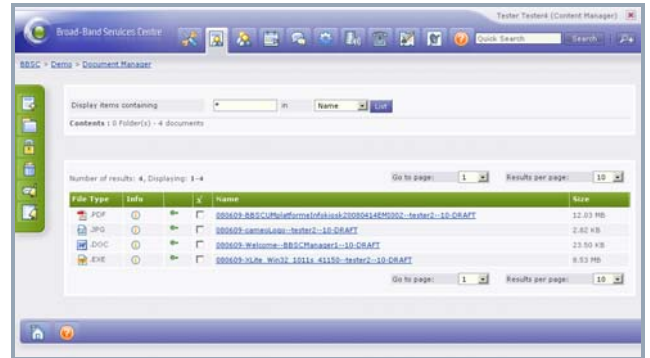
02. Tools and Functions

BBSC is capable to provide an extensive suite of e-collaboration tools and functions, all integrated in a web interface allowing easy access from anywhere.

Document Management

Document management allows a workgroup to maintain online document libraries. The documents may be of any format, size, and language. BBSC provides a private work space for each geographically distributed workgroup where access is provided through simple web browsers.

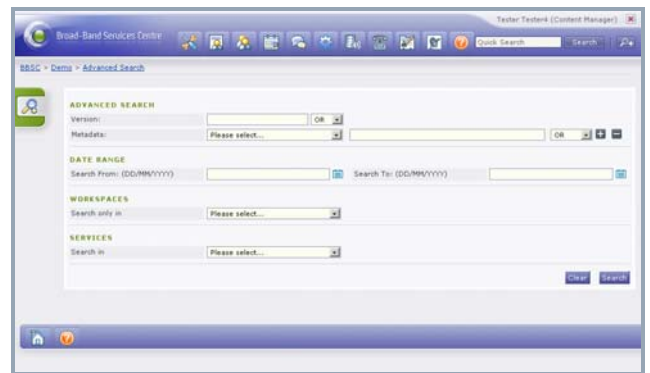
All documents are stored in a hierarchical section structure. Workgroup moderators provide as course or as detailed access rights according to the specific workgroup needs.



Knowledge management

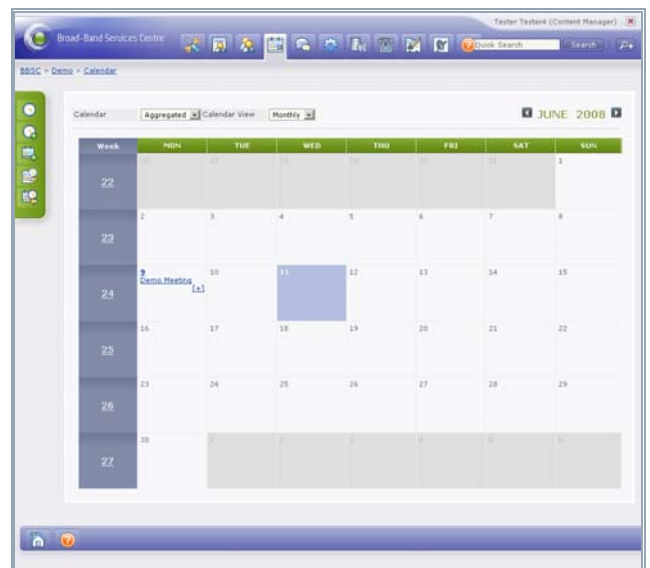
BBSC provides a sophisticated search mechanism allowing its users to find any document matching the search criteria, which include also document metadata. In addition, the service provides unique characteristics such as:

- Matching based on statistical values, access frequency and user profiles;
- Thematic search;
- Customisable presentation of most popular elements.



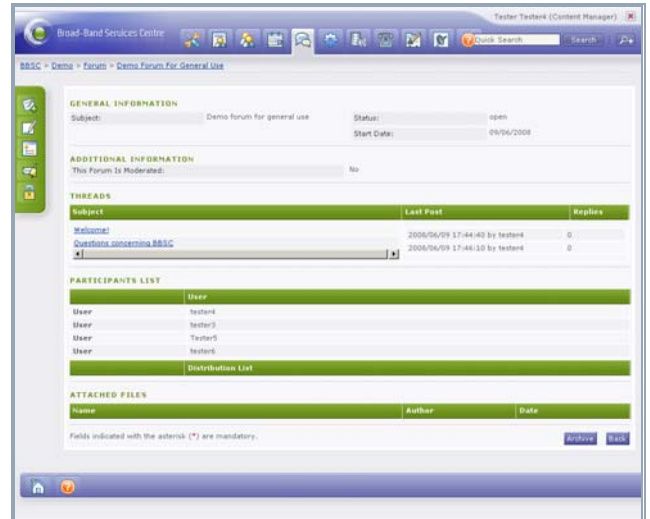
Calendar

The calendar service allows the management of meetings and other events and can be shared among the members of a work group. In addition, it supports meeting preparatory actions, announcements, as well as meeting and event management.



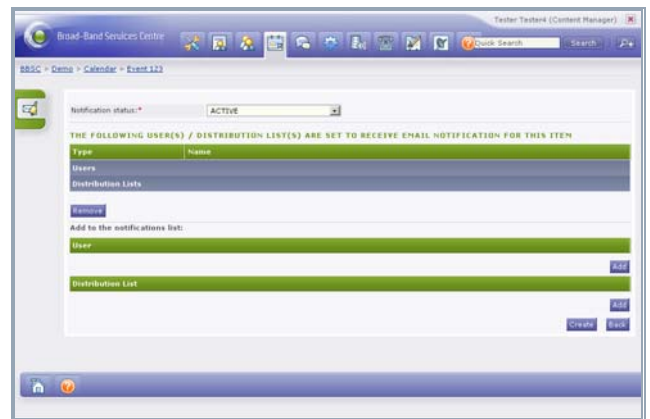
Forums

The BBSC forum service allows the exchange of views and positions among the members of a workgroup for any subject of common interest. A user can read and/or contribute to a forum discussion. As with all BBSC services, the forum access can be controlled allowing moderation of forum posts, and/or restricted read or write access to different types of users.



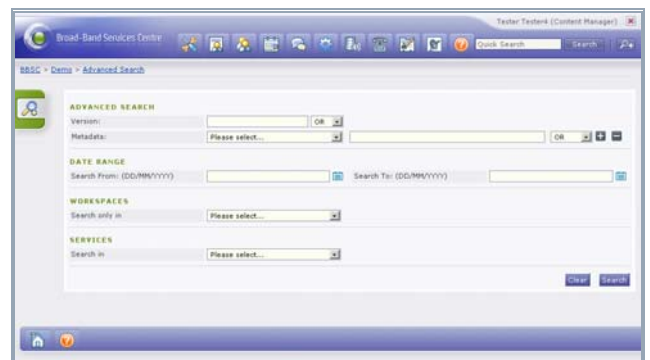
Notifications

The notification service is provided through regular e-mail. The notifications are offered in conjunction with the user directory of the system.



Search

The search mechanism is a powerful tool at the service of workgroup members. Through its extensive scope it can assist BBSC users to locate information existing virtually anywhere within the workgroup resources. The user can include as many or as few search criteria as he or she considers useful to get the desired result.



Online help

BBSC is accompanied with an extensive online help available throughout the system.

Web content management

BBSC provides content management services for the websites linked to the various work groups. Through these services the workgroup members can introduce hyperlinks to web resources, internal or external documents etc. In addition, they provide interfaces to the online content information processing.

Workflow

The BBSC workflow engine supports teamwork and cooperation between the members of a workgroup. It supports the processing of procedures and workflows, the automation of complex procedures that need to be carried out by workgroup members and assures better communication and control by the team members. The workflow engine supports the assignment of specific tasks to team members through e-mail.

Stream manager

A registered user may use the "Stream Manager" service that allows viewing an ordered list of folders and multimedia files. Relevant information like name and size is presented to the user's browser.

The stream manager supports the following functionality:

- Download Media file
- Play Media file (direct streaming)
- View Media File info
- Check-in/out of Media file
- Update/Upload Media File
- Modify Meta-Data/Properties of a Media File
- Delete Media file

The stream manager service also supports play-lists.

Standard operations like view/create/update/remove are applicable to play-lists according to the user's access rights.

Live channels

Using the integrated streaming engine of BBSC, an adequately authorised registered user may access a list of live channels within their workgroup. All relevant information (like name, subject, duration, etc.) is also available.

Apart from the usual create/view/update/remove functionality, it is also possible to filter the list of available live channels:

Multimedia Content Management

BBSC provides the following features related to multimedia content:

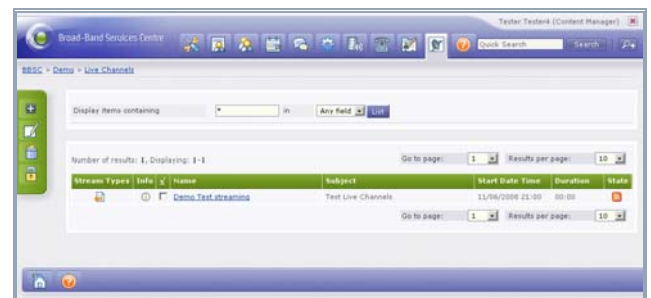
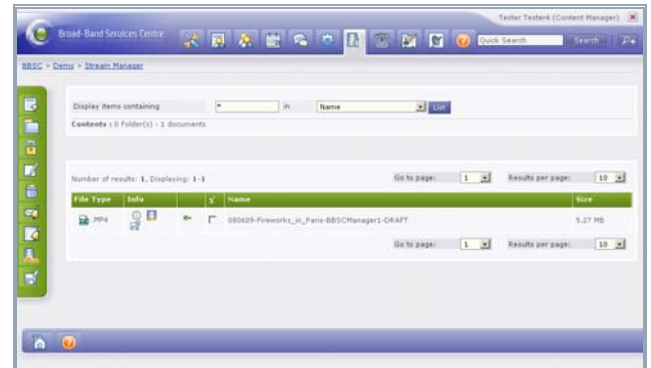
- Stream manager
- Live channels
- Play-lists

Voice Conference

BBSC supports teleconferencing with full control over the set up and progress of this operation. Any registered user can be connected to a specific meeting point in order to participate to a teleconference. For security, a wide range of control methods exist like the management of the number and identity of the persons participating, locking of a teleconference and even control of the

Workflow Designer

The BBSC workflow designer supports the direct design of business processes. The system integrates with a desktop graphical workflow design tool that exchanges data with the system services that handle user information and access rights. The workflow designer is based on the JBoss jBPM Graphical Process Designer which integrates with the well-known Eclipse IDE platform.



Video & Voice calls

The BBSC system is linked to an Asterisk platform through the Asterisk Manager JAVA API. It can be configured so that selected services can be provided to different users, allowing the definition of user groups based on the Asterisk services they are allowed to use. What is more, it allows existing Client SoftPhone applications to use the basic and additional telephone services provided by Asterisk

The system provides enhanced services, including the possibility to call a user through their name or their extension number, supports different audio and video codecs and scales well to better utilise available bandwidth.

The system supports the following services, essentially providing all major PBX-related functionality (e.g. voice conferencing):

- voice / video call;
- ad hoc voice conference;
- telephone directory;
- integration with existing telecommunication infrastructure; possibility to support existing or new trunk lines in addition to the VoIP functionality.



Video Conference and Chat

Through the use of the Red5 Flash Server, BBSC provides extensive video conference support including control through web services. The Video Conferencing services include instant text messaging

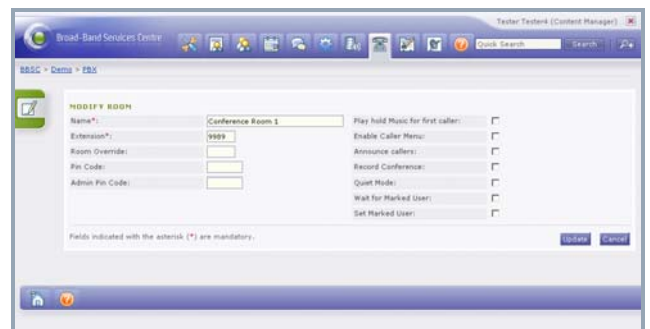
which is an extremely useful tool supporting the Video Conferencing services. Text messages may address all or a single VC participant.

The following services are supported:

- **Ad hoc video conference:** Two or more users may activate a teleconference service and invite more people to it.

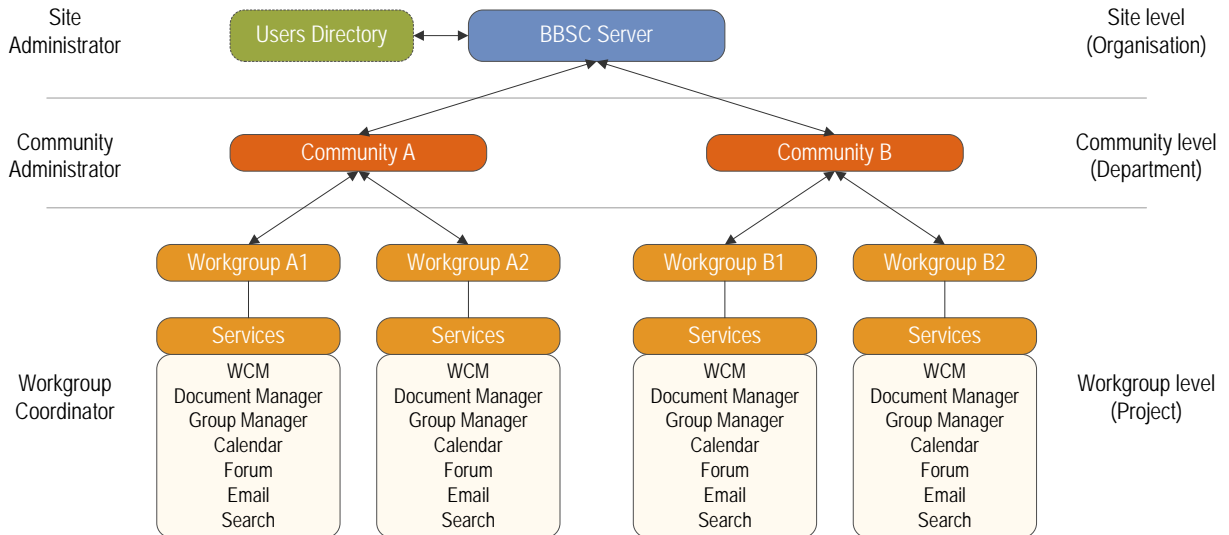


- **Conference Rooms:** A registered user may see an existing teleconference room of the system, as well as create/modify/delete one if suitably authorised. The VC rooms are accompanied with a set of useful metadata including their name, phone number, etc.



03. BBSC Users organisation and roles

BBSC Collaboration Platform users are organized according to the following hierarchy:



- **Contact:** no access to any BBSC resource; may be used as e-mail recipients.
- **Member:** varying access rights as set by the workgroup coordinator.
- **Workgroup Coordinator:** responsible for the administration of workgroup-related resources and members' access rights to them. May add/remove users and user profiles.
- **Community Administrator:** May create/modify/delete workgroups and define moderators; responsible for the maintenance of the BBSC user directory has also access to Community Directory Administrator functionalities.
- **Site Administrator:** May create/modify/delete communities and authorise their administrators. He has access to all communities' functionality.

04. BBSC Advanced Access Rights Model

The system supports different access rights models depending on access levels and provides varying levels of data protection. Access rights are based on user profiles. The basic organisational structure is the workgroup that comprises users having the right to access specific information and services.

Access to the system may be provided at different levels:

- **Public Access:** Access without any credentials, permitting access only to elements specifically declared as public (e.g. in portal).
- **Member Access:** Users upon registration must be authorised to access information (suitably authorised) existing in workgroups the user is not a member of.
- **Member Access:** The user profile declares the type and extent of access rights as defined by the workgroup coordinator.

05. System Architecture and Technical Requirements

The BBSC system is a J2EE application implementing a three-tier architecture.

The following list presents the most important software packages, tools and technologies integrated to BBSC:

Infrastructure

- JBoss J2EE application server
- MySQL database server

Server components

- Red5 flash server
- Darwin streaming server
- Asterisk system for VoIP telephony functionality
- Asterisk Manager API
- JBoss jBPM workflow engine for process orchestration

Tools

- JBoss jBPM Graphical Process Designer for workflow design
- Software development process based on standard UML tools and procedures

Platform Requirements:

The requirements for BBSC greatly depend on the width and depth of its services usage. For this reason, it is recommended that you contact EUROPEAN DYNAMICS in order to define together the actual requirements with respect to functionality, volume, and future plans.

Network requirements:

As with the platform requirements, the network requirements vary significantly depending on the degree and type of use of broadband services. EUROPEAN DYNAMICS will be able to provide you consultancy services concerning the sizing of the current and future needs for bandwidth for BBSC operations.

06. Added value and support services

EUROPEAN DYNAMICS provides a full range of services around BBSC in order to provide the best quality of service to BBSC users.

These services include:

Consulting Services

Analysis, recommendations and expert opinion concerning the use of BBSC for any specific set of requirements.

Service Provider

EUROPEAN DYNAMICS runs the BBSC platform and can provide Application Service Provider services to its customers.

Turn-key solutions

EUROPEAN DYNAMICS may provide to its customer complete solutions including requirements gathering and analysis, design, implementation and operation of a BBSC system.

Support services

EUROPEAN DYNAMICS offers a wide range of Helpdesk and support services to the users of BBSC and BBSC based services.

07. Contact Information

Athens

209, Kifissias Av. & Arkadiou Str.
15124 Maroussi, Athens, Greece

- Tel.: +30 210 8094500
- Fax: +30 210 8094508

Brussels

123A, Ch. de Charleroi,
B-1060 Brussels, Belgium

- Tel.: +322 5418540
- Fax: +322 5380937

London

301B Harbour Yard
London, SW10 0XD, United Kingdom

- Tel.: +44 20 34118309

Email: info@bbscentre.eu