



white  
paper



# BoxesOS

version 3.0

- **Seamless** Integration
- **Powerful** collaboration
- **IN-depth** Personalization
- **Enhance** Communication
- **One-Point** Secured Access and
- **Thoughtful** understanding

# BoxesOS version 3.0 White Paper

## Highlights

BoxesOS is an enterprise web infrastructure system for the enterprise community.

- Turnkey solution
- Integration Services & Customization services included with initial solution
- Dell® Server is provided
- Designed to maximize communication and functionality for key stakeholders.
- Provides secure, Internet-enabled integration to administrative operating systems.
- The Open Enterprise Architecture allows the company's staff to create customized applications to BoxesOS™.
- Implementation within 6-9 weeks.

## Overview

BoxesOS™ is a Web Infrastructure System (W I S) for the enterprise community. It is designed to maximize communication, functionality and operations for the key stakeholders (employees, senior management, clients, partners and suppliers), providing one-stop access, secure, Internet-enable real-time integration to administrative operating systems. BoxesOS enhances stakeholders' experience with your company; fostering relationships.

Connectivity among stakeholders can be immediately enhanced and administrative utility improved irrespective of whether they are on legacy platforms or recent ERP implementations (Peoplesoft, Oracle, SAP, and Others).

Think differently! Immediate user group utility followed by secure, administrative functionality, (instead of waiting to deliver user group utility until completion of upgrades) can cut over to new administrative platforms. BoxesOS allows the company to start-up by implementing elegant web-enabled information dashboards for each stakeholder group. Functionality with administrative systems can be swiftly completed using connectors to legacy administrative platforms or enterprise resource planners (ERP). Administrative operating systems that require upgrading can be upgraded on a prioritized basis as desired, and easily linked to BoxesOS and its personal information system.

Epazz has significant years of experience in deploying enterprise level web base systems. Epazz BoxesOS has been five years in design and testing among more than tens of thousands of members of the five key user stakeholder groups to carefully incorporate desired design, features and functions. The highly-functional stakeholder information dashboard can be customized by individuals to meet their specific requirements. The implementation team will help customize the BoxesOS into the company's requirements and network environment.

BoxesOS is a turnkey solution including software, content services, integration services, customization services, maintenance services, marketing services and hardware.

Some of its salient features are:

### Web Portal Component

BoxesOS Web Portal Component is a gateway to all of the company's online services and information resources. The Web Portal Component provides Personal Information System, which refers to the user's entire Epazz environment - the resources, information, graphics, color, layout, and organization - all of which are customizable. Web Portal Component makes it simple for companies to create and deploy custom web applications with a common graphic user interface and connectivity to the back-end systems, BoxesOS will save time and resources.



### Administrative Content Management

BoxesOS Content Management Component provides a company with enterprise level tools for creating, managing, organizing, archiving and sharing content. Content can be deliver in many forms such as web pages, emails, polls, documents, RSS, and hot news. Content Management Component enables staff members with little technical skills to create web pages without needing to know any HTML.

Web Site Management is the tool all companies need to manage private and public web sites. This application allows for multiple individuals to change content on a webpage without the need for programming knowledge. Web developers can create a style sheet and assign access levels for editing, adding, uploading and deleting of information.

### E-commerce Management

E-Commerce Management provides full range of web applications to conduct e-commerce transactions. E-Commerce Management includes a shopping cart, online credit card processing, and e-checks. Companies are able to deploy robust e-commerce sites for e-stores, and payments. E-Commerce Management provides an easy way to collect payments and donations.

### Web Storage

#### File Manager

File Manager provides the end user with the storage space, the end user needs for homework assignments, Web sites and more. File manager has a built-in HTML Editor. The HTML Editor allows the end user to edit HTML files.

## My Folders

Your Folders is the private file storage of Epazz. This allows the end user to keep files secure on the Epazz server. User's can share files with others via Epazz Sharing.

## My Websites

Your Websites are the public site the end user can use for online resume, personal Web page and others. Your Websites provides an easy-to-use online HTML Editor. The end user can also use MS-FrontPage and Macromedia Dream weaver.

## File Management

File Management allows the company to select the amount of storage space for each stakeholder group or individual user.

The screenshot displays the Epazz web interface. At the top left is the Epazz logo. The main header features the 'DimeCube' logo and navigation links: EpazzBasics, Support, Help, Feedback, and Your Profile. A search bar with 'Alta Vista' and a 'Find it!' button is visible. Below the header is a navigation menu with tabs: Front Page, View Point, Link Center, Your Courses, Work Hub, Voyager, Your D'Cube, File Manager (selected), Resources, and Your Groups. A status bar shows the date and time: Tuesday, April 30, 2004, 11:53:11 A.M. Low 40° High 70°. Below the status bar are buttons for Messenger, Sub-Admin, Options, and Log Out. The main content area is titled 'FILE MANAGER: Your Documents' and includes 'Add File' and 'Folder' buttons. A progress bar indicates 'You are using 25% of your 10 MB limit.' Below this is a table of files:

Title	Size	Modified	Posted by
gap, inc.		4/11/2004 9:41:32 AM	Miller, Carman R.
Microsoft		4/11/2004 9:41:32 AM	Miller, Carman R.
gap.doc	38kb	4/11/2004 9:41:32 AM	Miller, Carman R.
finalpaper.doc	35kb	4/11/2004 9:41:32 AM	Miller, Carman R.
finance.xls	28kb	4/11/2004 9:41:32 AM	Miller, Carman R.

Buttons for Delete, Move, and Rename are located below the table. To the right of the file manager are several utility boxes: 'E-MAIL INBOX' showing 3 contacts and 20 other items; 'ADDRESS BOOK' with a search field and 'Find it!' button; 'WALL STREET' with a search field and 'Go' button; and 'REMINDER BOX' showing 5 reminders.

## **Central Repository**

BoxesOS Central Knowledge Repository is a collection and indexing of shareable content. Central Knowledge Repository installs a server index application on the Windows 2003 platform to identify company's current knowledge assets. All knowledge assets will be imported in the Dell Storage device. The server index application will import the knowledge assets into a temporary folder before moving into a main folder. The server index application will prompt the company administrators to add detailed information about the knowledge assets into the database by using a Web form. The company would be able to group their knowledge objects by partner, client, subject, topic, employee, users, content, date, etc.

## **Communication, Calendaring, and Scheduling**

ViewPoint is BoxesOS central communication, calendaring, and scheduling system. The enrich web applications provides the company with extensive range of options. Communication system email web client and even an email server. Email applications provide all of the great features you would find on Yahoo! Email and Hotmail. ViewPoint provides a robust threaded discussion boards and chatting environment. ViewPoint provides each user with a personal calendar, which notifies users of scheduling conflicts and appointments priorities. ViewPoint makes it easy to create group calendars and public calendars. With ViewPoint scheduling system users are able to schedule group meetings together. The

scheduling system will view each user's calendar to see the next available time and date the group can meet.

### **Learning Management System**

BoxesOS My Courses is an extensive application for learning management, and e-learning. My Courses is a great tool for training sessions and self pace courses. My Courses is a powerful communication tool that can be effectively used by trainers and trainees to make information flow easy, clear and fast. My Courses provides a robust grade book, powerful authoring content tools, easy to use drop box, sharable folders, wide-ranging course calendar and many more features all design to provide customization to each company, each instructor and each student.

### **Pathways Real-time Integration**

Epazz Pathways is an integration suite for application enabling real-time connectivity with ERP and Legacy systems. Pathways integration suite allows for companies to retrieve real-time data from ERPs and write data back to ERPs. Pathways provides a library of enterprise connectors and adapters accessing multi data sources in a single secure web platform. Epazz Pathways uses open data access technologies such as ODBC, OLE DB and JDBC. Pathways helps companies be more flexible on their front-end application options.

### **Single Sign-on**

BoxesOS uses Microsoft Active Directory Identity Management to accomplish single sign on. Microsoft Active Directory allows companies to centrally manage and share user information. Active Directory also acts as the single sign on point for bringing systems and applications together. BoxesOS user management integrates with Active Directory. LDAP can then be used to easily read and write information from Active Directory. Active Directory can be used to store user mapping information, roles, and customization attributes.

### **Stakeholder Management**

These are defined group of users (stakeholders) such as employees, clients and partners. Administrators can create new stakeholders and assign rights to view the various tabs and boxes (functionalities) at the time of stakeholder creation. Once a stakeholder logs on and is authenticated, the tabs assigned for access appear dynamically in the browser client. For example, if access to the "Viewpoint" tab is granted, then it will be available for the stakeholders on the top menu; otherwise, it will not appear.

### **Scalability**

BoxesOS has been tested on 5,000 simultaneous connections. BoxesOS provides high scalability to 20,000 active users. If more connections are needed Epazz will provide additional servers. BoxesOS was design for high volume traffic.

### **Security**

The user views information and submits requests through a 128-bit SSL. Thin client "Web browser" displaying the BoxesOS screens, which is accessed through a link on the company's Web site or by directly navigating through the URL (Uniform Resource Locator).

The user gains access to the Epazz BoxesOS through a login screen using their username and password. When a validated user (validated in Active Directory) is logging first time, he/she will be assigned by a password generated from Epazz BoxesOS. The password will be sent by mail, which is extracted from Active Directory information. Then he/she can enter in BoxesOS using the same username and password after getting it from the mail. Hence for the user point of view the password is secured as it is transferred through mail. All the sensitive information like password has to be saved in encrypted form. Hence nobody can view the password or any sensitive information just by opening the records.



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