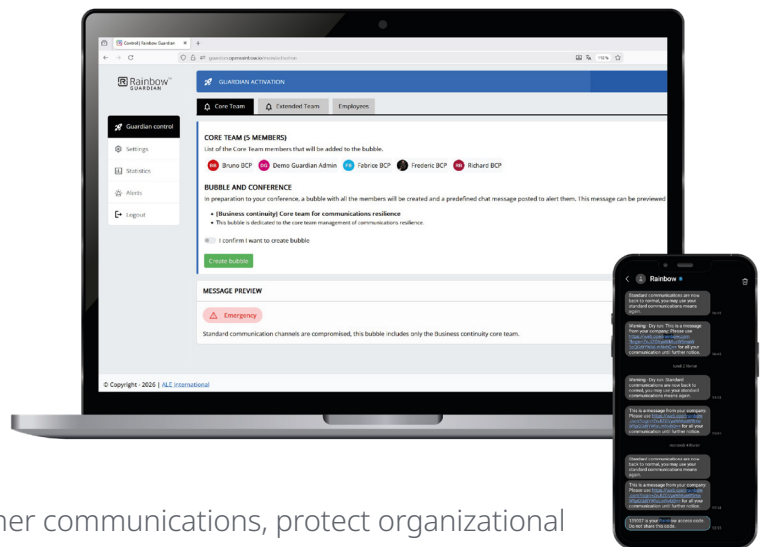


Rainbow Guardian™

A reliable fallback communications solution for enterprises

Rainbow Guardian™ by Alcatel-Lucent Enterprise is a ready-to-use fallback communications environment, based on the Rainbow Hub environment. Designed to ensure business continuity, it provides instant backup for both digital and telephony communications in the event of unplanned disruptions such as cyberattacks, network failures or natural disasters. Rainbow Guardian enables companies to maintain employee and customer communications, protect organizational reputation and ensure operational continuity during crises.



Unlike traditional backup solutions, Rainbow Guardian activates within minutes, offering a full communications environment pre-configured for enterprise use. Its subscription model allows businesses to pay only when the solution is actively used, making it cost-efficient and highly flexible.

More and more businesses face unplanned disruptions that can compromise internal and external communications, resulting in operational losses, reputational damage and employee uncertainty. Legacy backup solutions are often slow or partial, leaving enterprises vulnerable during crises.

Rainbow Guardian offers a pre-configured, ready-to-use backup communications environment that rapidly replaces the primary communications system. By providing full digital and telephony continuity, easy activation, real-time statistics and secure employee access, Rainbow Guardian ensures minimal disruption and supports effective crisis management. Its modular, cloud-based architecture integrates smoothly with existing enterprise systems while remaining fully independent, allowing operations even when primary networks are compromised.

Best-in-class services across the enterprise

Rainbow Guardian provides services for two types of enterprise users:

For the business continuity team:

- Use all year round to be ready in the event of a crisis
- Enable resilience for corporate communications
- React quickly to unforeseen events
- Communicate with employees and guide them for a successful transition
- Measure Rainbow Guardian activation by employees during a crisis
- Dry run mode to regularly test processes and Rainbow Hub readiness

For employees:

- Dormant employee accounts when Rainbow Guardian is inactive
- SMS and/or email notification when Rainbow Guardian is activated
- “Business as usual” in the case of unforeseen events
- Internal and external telephone and digital communications
- Secure working environment during the crisis

Key features of Rainbow Guardian

1. Crisis response and management

- Easy activation through Guardian web portal
- Alerts to core and extended Business Continuity Teams (BCT)
- Coordination with top management for decision-making

2. Digital and telephony communications

- Full Rainbow Hub features, including peer-to-peer messaging, channels and bubble conferences
- Telephony continuity via integrated SIP trunk and backup DDI numbers
- Secure employee access with optional 2-factor authentication

3. Analytics and monitoring

- Real-time statistics on communications activity
- Insights for management on company behavior during a crisis
- Data synchronization from Active Directory or CSV upload

4. User experience and accessibility

- Web-based Guardian portal, optimized for simplicity and stress-free operation
- Immediate synchronization of Guardian interface with Rainbow
- Access from desktop and mobile browsers; Rainbow Hub apps for employees
- Support for up to enterprise-scale user base (recommended 20 BCT members)

AI-powered collaboration

AI capabilities are natively integrated into the Rainbow™ by Alcatel-Lucent Enterprise collaboration platform to improve productivity and streamline daily operations. The solution offers expanded storage capacity and is securely hosted on OVH servers in Europe, ensuring data sovereignty. Key features include in-bubble transcription, meeting summaries and replays, with the ability to share recaps directly with Rainbow users and save them as compressed files. AI services are available with a Premium license.

Product specifications

Feature	Description
Platform	Cloud-based (Rainbow Hub & CPaaS)
Activation	On-demand via web portal
Communication types	Digital messaging, conferencing, telephony (DDI & SIP)
User management	Core and extended BCT, employee accounts synchronized via LDAP/AD/CSV
Security	SSO login, optional 2FA, AES encryption, hosted on Rainbow Hub cloud
Device support	Desktop, mobile (iOS & Android), web browsers (Chrome, Firefox recommended)
Integration	Active Directory, LDAP, CSV upload; CPaaS extensibility
Capacity	Enterprise-scale; BCT team recommended 20 users
Deployment	Public cloud, optional dry-run support package
Licensing	Subscription-based; pay-per-use for activation, annual contracts for employees
Support	24/7 global support, multilingual, optional dedicated BCP support

Ordering information

Subscriptions

Any reseller of Rainbow Hub can order customer subscriptions for Rainbow Guardian. Reseller Partners should contact their Sales Representative first, to enable their reselling capabilities for Rainbow Guardian.

Then, once the service is opened to the Partner, quotation and ordering of Rainbow subscriptions can be done from MyPortal.

Subscription names are “*Guardian Business Continuity*” for core team members, and “*Guardian Employee*” for all other employees, with a minimum engagement of 1 year and 100 employees.

Discounts are provided for multi-year engagement (>3 years) and high volume (>1000 users).

Start-up package

The Partner is responsible for subscribing to the appropriate Guardian services for team members or employees and then provisioning and configuring Rainbow and Rainbow Guardian. If the Partner requires assistance, ALE Professional Services can provide a start-up package, which includes these services:

- Preparation and support for creating the client environment
- Help with setting up data synchronization (Active Directory, LDAP or CSV)

To request a start-up package, Partners should create a New Request in MyPortal:

<https://myportal.al-enterprise.com/alebp/s/professional-service-offer-redirect>

Demo subscriptions

To demonstrate to end customers the benefits of Rainbow Guardian, Partners can order up to six *Guardian Business Continuity Monthly* subscriptions (three for BCP members and three for BCP Extended) and five *Guardian Employee Monthly* subscriptions.

To learn more about Rainbow Guardian, contact your Sales Representative.