The ideal telephone system for your company
STARFACE is a multiple award-winning hybrid telephone system designed for companies of any size. And it’s future-ready. Based on an extremely flexible and multifaceted platform, the STARFACE telephone system can meet the highest demands for functionality in your business communications.

To that end, STARFACE combines telephony with Unified Communication & Collaboration (UCC), providing all the benefits of a universal and user-friendly communications platform. With its intuitive, Web-based interface, STARFACE offers ultimate convenience in everyday use. It’s also easy to set up and administer.

STARFACE offers seamless integration of these communication services into your existing IT-based business processes – and it runs smoothly in both Windows and Mac environments. An open, future-ready platform in all respects, STARFACE can be merged into your existing CRM and ERP systems for a steady flow of communications.

This telephone solution is available as a hardware appliance, in a virtual machine (VM) edition or as a cloud service. When selecting the telephone, STARFACE leaves you free to use a variety of devices from eight well-known manufacturers.

STARFACE is more than telephony. It’s future-ready comfort phoning that’s “Made in Germany.” This solution speaks for itself. To date, nearly 6,000 customers worldwide have placed their communications in the very capable hands of STARFACE.

STARFACE Comfortphoning –
More than mere telephony
STARFACE advantages at a glance

» So simple – to install and run

The STARFACE UCC telephone system provides you with innovative, uncomplicated operation for users and administrators. In choosing STARFACE, your employees have access to all of its high-tech functionality from day one, making it easy to communicate effectively within a seamlessly integrated UCC environment. Best of all, it’s easy to use and administer. The Web-based user interface ensures that the system is intuitive and user-friendly – irrespective of the system environment.

- Intuitive Web-based interface for increased staff productivity
- Simple administration, no need for specialists
- Uniform UCC environment for telephony, fax, voicemail, and instant messaging
- Single, uniform telephone system for all field sales workers or people working from home or in branch offices
- Tie-ins of various company sites into a single system, in just a few clicks

» Open – for easy integration

STARFACE is a uniquely open, future-ready platform on account of its many interface and integration options. What’s more, it can be merged into your existing CRM and ERP systems. STARFACE is also platform-independent, meaning it is suitable for both Windows and Mac clients. And it works well with a variety of mobile clients. Due to integrated Fixed Mobile Convergence (iFMC), your mobile phone becomes a real system extension allowing you to make calls from your office number, even when you are on the go.

- Standard CTI integration in numerous CRM and ERP systems from Outlook to Lotus Notes, SugarCRM, DayLite and even DATEV
- Standard Unified Communication Interface (UCI)
- Support of all common technologies and standards such as analog networks, ISDN, and Voice over IP systems
- Windows, Mac, iPhone and Android clients
- iFMC for turning mobile phones and external devices into real system extensions

» Flexible and productive running and administration

STARFACE adapts to your system, not the other way around. Its innovative, modular design offers your company countless additional features that are tailored to your needs – all of which can be individually customized with features like special call center and hotline functions. By extending your system with STARFACE tuning packages, you can increase the flexibility and productivity of your existing telecommunications infrastructure.

- Tuning packages for Unified Messaging, fax, voicemail, instant messaging or teleconferencing
- Innovative, modular design: it’s the telephone system that adapts to your needs
- Freedom to switch between STARFACE platforms: Appliance, VM edition, or Cloud
- Full flexibility in your choice of telephones: STARFACE supports more than 180 system models from eight well-known manufacturers

» Comfort phoning that’s ready for the future

STARFACE offers comfort phoning that’s not only “made in Germany,” but is also ready to meet the demands of the future. The system is scalable to increasing numbers of system users – STARFACE grows with your company. Continual software updates ensure that your system is always kept up to date. It’s just another way that STARFACE helps you protect your investment.

- Freely scalable to a growing number of system users
- Updates for access to the most current system versions
- Low-cost, all-inclusive pricing package with no hidden extras
- 100 % made in Germany

The iFMC option offered by STARFACE means I don’t have to redirect calls from my office line when I’m out. Instead, both my office phone and smartphone ring for incoming calls. — Thorsten Krüger, Mayor of Langen, Germany
STARFACE for any configuration: Hardware, software or cloud

STARFACE gives us much more freedom, from the selection of terminal devices to the individual configuration of our telephone system and the flexible scalability it offers. — Stefan Willkommer, Techdivision

The STARFACE UCC telephone system is a complete software-based solution designed to provide all the required functionality without the need for additional hardware. You can either purchase STARFACE pre-installed on an appliance, in a VM edition, or as a cloud service. Each of the three solutions works perfectly for its specific purpose. And access to three STARFACE system variants gives your company the utmost in flexibility, freedom of choice, and future-ready solutions. Features for a vast array of usage scenarios are easy to combine. For example: You’d like to run your company’s telephone system in the cloud at headquarters, but your branch offices are still connected via high-performance Internet connections? Then why not combine STARFACE Cloud at headquarters with STARFACE Appliances in your branch offices? It’s the best way to achieve a company-wide system that meets the individual needs of your various locations.

STARFACE Appliance

The latest generation of hardware appliances features solid-state drives (instead of hard disk drives that are prone to wear). The robust components extend the life of your system, guarantee extremely fast access times, and ensure the lowest possible downtime. You receive a future-ready, nearly maintenance-free platform that can continually reduce your running costs and offer many years of smooth operation. The appliances are available in 19-inch chassis, in four configurations, and for various company sizes:

- **STARFACE PRO** (up to 40 extensions)
- **STARFACE ADVANCED** (up to 150 extensions)
- **STARFACE ENTERPRISE** (up to 750 extensions)
- **STARFACE PLATINUM** (up to 2895 extensions)

STARFACE VM edition

The VM edition is a pure software solution run virtually within a company’s own server farm. Hybrid operation (analog, ISDN, VoIP) is available through additional media gateways. The advantage: high availability. Virtual operation of the telephone system across several servers prevents system failures. This is particularly important to companies that demand 100% availability (places like hospitals, emergency rescue, banks, and insurance companies). Running STARFACE as VMware is an option for more advanced users, unlike STARFACE Appliances which are totally easy to install.

STARFACE Cloud

You can also purchase STARFACE as a cloud service. The system runs through an external datacenter. These cloud services are offered exclusively via trusted STARFACE partners and are available in various power classes. STARFACE places extremely high importance on adequate encryption systems to guarantee your data is always secure: We offer services for Virtual Private Networks (VPN) and Secure Real-Time Transport Protocol/Transport Layer Security (SRTP/TLS). Other cloud service providers run clients on a single, common platform, which raises security issues. Not so with STARFACE, where all cloud clients are provided with their own closed system.

STARFACE Flip – The choice is yours – anytime!

Another great advantage with STARFACE: Your telephone system can be cross-migrated effortlessly from the hardware solution (Appliances) to the virtual option (VM edition) or to the cloud alternative (Cloud). What does that mean for you? Users of the STARFACE Appliances system can transfer their telephony to a cloud-based solution – or back again – without any problems. Users of cloud-based services can also easily convert their system back to a STARFACE hardware or VM alternative: you have free movement in any direction – convenience that’s offered no where else.
STARFACE recommended just the right components, drivers, and parameters – the sound quality was excellent from the first call onward.

Christian Feddern,
IT Director, HYPE Softwaretechnik
STARFACEtelstarFace

STARFACE extensions: Open to anything

STARFACE system tuning
Extend your existing environment with powerful new features like voicemail, Unified Messaging (UM), CTI integration, fax servers, teleconferencing, instant messaging, and IPM. You keep your existing infrastructure, calling plans, applications and terminal devices. Instead of re-equipping your telephone system with costly proprietary components or completely replacing your telecommunication system, all of the desired features are installed on a dedicated STARFACE appliance.

Choose from 6 separate packages:
- SIP Gateway package
- Location coupling via VoIP
- Fax/server package
- CTI server package for integration into your CRM or ERP solutions
- Unified messaging package
- Conference package

STARFACE interfaces
The open architecture of the STARFACE telecommunication system and the integrated CRM and ERP interfaces work ideally with your own business processes and guarantee higher productivity, better service and lower costs. Comfortable dialing at the click of a mouse from within your CRM system; fax reception at your PC or Mac; automatic viewing of customer data; inter-site IPM. By integrating your telephone system into the IT environment, telephoning becomes comfort phoning.

Clients
- Windows, Mac, iPhone and Android

Connectors
- MS Outlook and Exchange, Lotus Notes, DATEV, SugarCRM, Salesforce, and many others

Interfaces
- UCI, XML-RPC, TAPI

STARFACE modules
The STARFACE telephone system grows to meet your demands. We have developed a uniquely modular design to guarantee that you get the most from your system over its complete service life. And we ensure that flexible extension options mean you get the most from your investment.

Standard and Premium Modules
The STARFACE store offers a wide variety of free and fee-based modules to extend your system with specific functions.

Modular Design
Another bonus: the innovative module designer included in the STARFACE system. With this feature, new additional modules can be designed at any time through the STARFACE administrator interface. The tool provides easy access to function and script components via drag and drop, so that your administrator has no problems developing necessary add-ons. This allows you to create custom apps without the hassle of specialist programming. In fact, there's no limit to what you can do.

The STARFACE telephone system is making entirely new options available to us.

Susan Scherrer, MENU SYSTEM
STARFACE – a perfect fit for every company

For all companies, great and small
- STARFACE brings all the features and performance enjoyed by large corporations to the small and medium-sized business sector.
- STARFACE is completely scalable and simply grows along with your staff numbers.

For branch offices and companies with distributed sites
- The STARFACE system network supports a broad spectrum of networking options. The network adapts to your company structure.
- Ideal even for companies that span the globe. Branches can communicate with each other quickly, efficiently and economically through a tailored communications infrastructure.
- Your company enjoys low-cost communications between branches in the network.

For companies with external employees or staff working from home or in the field
- STARFACE supports you and your staff in terms of mobility and flexibility.
- Worldwide access to the STARFACE user interface with your personal ID for immediate availability at your telephone number.
- iFMC for turning your mobile or home phone into a system extension. You are available at your telephone number and can talk to customers and business partners through this line.

For companies in any industry
Its extreme flexibility makes STARFACE the ideal solution for companies from any background. That’s why our customers come from such a wide variety of industries!

Due to its open structure principle, the STARFACE telephone system is ideal for our company. It gives us a uniform platform that meets the needs of each of our business areas, each branch office, and each department. What’s more, all functionality can be easily and conveniently managed from our headquarters in Bremen, Germany – which means little effort for our IT team. It’s a perfect solution for an international company.

Michael Tenten, IT Director, wpd
The company: STARFACE

100 % made in Germany – we care for our customers and the environment

Headquartered in Karlsruhe – Germany’s IT hot spot – we can tap into and further the innovative potential this region has to offer. Whenever possible, we work with regional companies on the development and production of our STARFACE appliances. This way, we can guarantee that our products bank on fair and environmentally friendly manufacturing. It also allows us to work closely with our technology partners to continually develop and improve our products.

The customer is our most valued partner
We always work closely with our customers and take their needs to heart. We pride ourselves in being dependable, fast and flexible. And we like to transfer these values to our daily interactions with our customers for reliable and timely delivery of suitable solutions. We are always on hand to answer your questions. And we make every attempt to stay one step ahead of market demands and trends.

With an eye for social causes and a heart for the environment
Being socially and ecologically minded is a core part of our company philosophy. But we don’t merely ensure the environmentally friendly and fair manufacturing of our products. We go one step further – our production plant and offices are powered by 100 % renewable energy; we participate in Germany’s premier recycling system; and we send nearly all of our documentation electronically.

Distribution through qualified partners
You can purchase your STARFACE system through one of over 300 approved partners. STARFACE works with three tiers of business partners, ranging from CERTIFIED to ADVANCED to EXCELLENCE. All three partnership levels have something in common: They have completed certified STARFACE training courses and possess extensive know-how as well as a strong track record with the installation and running of STARFACE systems. All of our partners undergo continual further training and work in accordance with our extremely high quality and service standards. Whether you communicate with us directly or with one of our partners, you always will get in touch with someone who places your customer satisfaction above all else. Find out more about our partner program. Visit: www.starface.de/Partner.
STARFACE – “Best VoIP telecommunication system for large businesses.”

At the end of 2012, STARFACE was voted “Best VoIP telecommunication system for large businesses” by readers of the prestigious funkschau magazine. STARFACE had already won silver in 2011, and gold in 2010 and 2009 in the contest.