OpenTalk

OpenTalk for enterprises and public administration

Secure video conferencing solutions for enterprises and public administration

OpenTalk is the video conferencing solution for anyone who values digital sovereignty and data protection. OpenTalk can be operated in a custom data center (On-Premise) or on our servers in Germany (SaaS). OpenTalk consistently implements the requirements of the GDPR and is aimed at public authorities, educational institutions, providers and companies. This allows essential requirements in terms of availability, data protection, scalability and product life cycle to be implemented in a controlled manner.

The good integrability into existing infrastructures and the browser-based client allow for a quick and user-friendly introduction. Moderators are actively supported in organizing and conducting conferences with well-thought-out functions. For example, with an audit-proof voting process, the creation of meeting minutes or a coffee break timer that automatically deactivates the microphone and camera to protect privacy. Thanks to open interfaces, OpenTalk can be integrated into portals and specialized processes. Deployment and user management can be fully automated. Further specialized applications from the fields of administration, politics and education are successively added and directly integrated into the product. We provide project-related support for the implementation of flexible solutions.

The publication of OpenTalk as open source software (OSS) on the Open CoDE platform and under the European Public License (EUPL) ensures complete transparency and legal certainty.

OpenTalk is the first provider in Germany to receive the IT security mark "Video conferencing services" from the German Federal Office for Information Security (BSI) for its Starter, Standard and Premium price plans. The BSI thus confirms that OpenTalk is committed to meeting the security requirements of the new DIN SPEC 27008.

The Heinlein Group, with around 30 years of experience in designing and operating secure electronic communications, is behind OpenTalk. The Group also includes the multiple award-winning email provider mailbox.org and the file management solution OpenCloud.

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Data protection – GDPR

OpenTalk is committed to the principles of data protection. This includes implementing the requirements of the General Data Protection Regulation as well as protecting confidentiality and privacy. Collecting telemetry data, integrating advertising or similar is prohibited. OpenTalk has therefore not only deactivated these functions, but has not implemented them at all.

Examples of how data protection is implemented within OpenTalk:

- When the moderator starts the break timer, all microphones are automatically muted and the camera is deactivated to protect the privacy of the participants.
- At the end of the conference, the moderator must decide whether session data, such as the chat, should be saved or whether the conference should be closed without saving.
- Data minimization is the top priority at OpenTalk – data that is not stored does not need to be deleted afterwards.
- In addition, the stored data for completed conferences is automatically cleaned up after administratively specified periods.

Open Source

The European Public License (EUPL) offers significant advantages over other open source licenses. It is becoming increasingly important in Europe, is available in all languages and stipulates the jurisdiction in the licensor's home country.

By publishing OpenTalk on the Open CoDE platform, it is ensured that other administrative organizations and users can also access and benefit from the developments. This opens up a wide range of possibilities for current and future projects.

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On-premise, hosted or hybrid

One key factor in implementing complete digital sovereignty is the ability to operate the solution in your custom data center. OpenTalk is available as an on-premise installation and as an online service hosted in Germany.

Data sovereignty

Data sovereignty is of crucial importance for the realization of true digital sovereignty. This is inherently difficult to achieve with (US) cloud providers. Users lose control over which data is stored and, if necessary, analyzed. OpenTalk provides full control over the data in an on-premise installation. In addition, the source code can be evaluated to understand how data is processed.

User management

OpenTalk supports the connection to an existing user management system so that central processes can be used and no redundant data storage is required. This also includes federation, so that several directories (different state authorities or municipal IDMs) can be combined into one network and a comprehensive conferencing solution can also be implemented. Single sign-on and 2FA can be designed according to IT requirements, so that OpenTalk can be seamlessly integrated into a central user management system. Transferring custom directories to a cloud is neither necessary nor desired. OpenTalk's modularity allows IT to decide for themselves where the directory service interface is set up and what data is transferred.

Automated deployment

OpenTalk is already fully containerized. The Docker approach largely decouples the software from the operating environment so that various Linux distributions can be used. Deployment can be automated to a large extent (Teraform, Helmchart, Docker). In addition, Kubernetes is supported so that OpenTalk can be operated in a cloud infrastructure with dynamic resource adaptation.
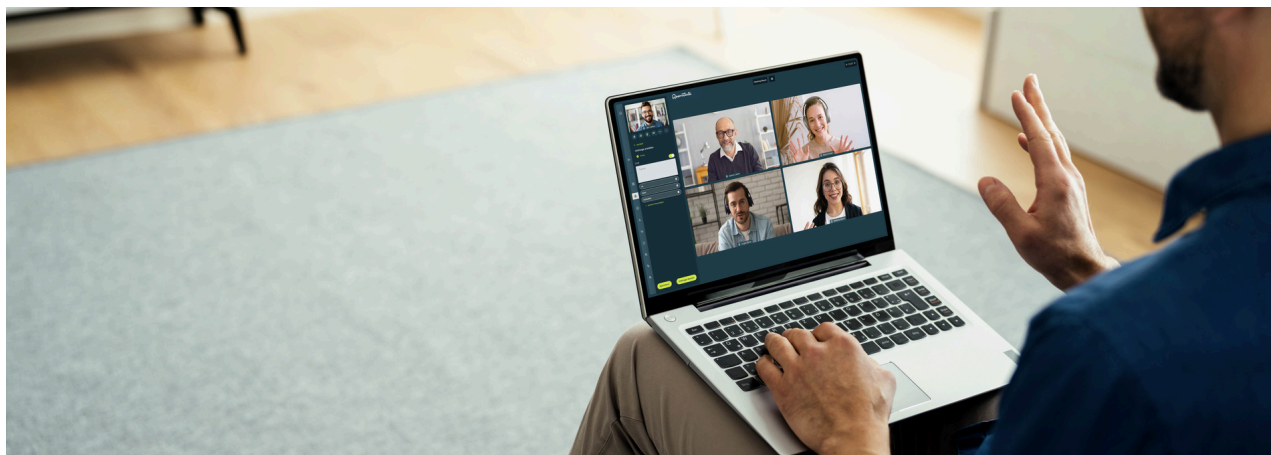
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Integration into existing system landscapes

An important component of OpenTalk is the dashboard (booking portal), which is used to schedule conferences. Both internal and external participants can be invited, the meeting agenda can be defined in advance, or users can be assigned permissions (e.g. several moderators in one conference). This means that the system can also be used without the presence of a groupware solution (e.g. in municipalities or subordinate departments).

One problem with the introduction of new solutions is the integration with the existing system landscape. OpenTalk recognized this early on and is successively developing plug-ins. This allows users to organize and start video conferences from their familiar Office tools. OpenTalk offers open APIs that also enable specialist procedures or third-party manufacturers to control the system.

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Secure video conferencing for everyone who values productivity, digital sovereignty and real data protection.

Video conferencing can be so much more than just a black background with image and sound. It can be fun and productive if everyone can find their way around intuitively and sophisticated features make everyday work easier.

Let's talk about it.