



## Enhancing VoIP for Unified Communications

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# Unified Communication – The Source of the Solution(s)

Unified Communication, according to Gartner, is the convergence of five key communication markets.

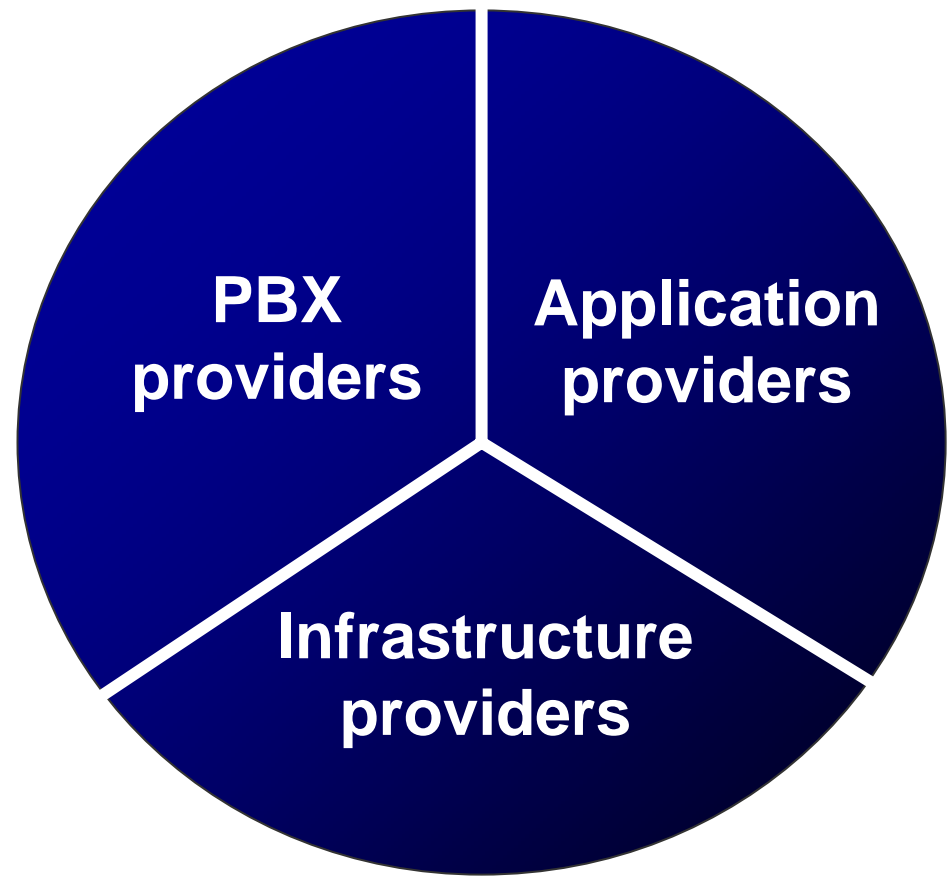
- Voice messaging and unified messaging
- Live voice – call handling
- Voice, Web and video conferencing, & collaboration
- E-mail
- Instant messaging and live-presence indicator



# Unified Communication – The Challenges of the Solution(s)

Different solution providers - different approaches to the solution

- Who's right...
- Single or multiple solution sources
- Premise based or Service based



# Unified Communication – The Challenges of the Solution(s)

Increasing options, increasing complexity

- What creates value
- How to leverage current investments
- Who / what are targets for the solutions
- When / how is the best time to execute

## Time

- Real time
- Near Real Time
- Store and Forward

## Priority

- Urgency
- Importance
- Value
- Risk
- Reward
- Cost

## Device

- Face to Face
- PC/Laptop
- PDA
- Cell Phone
- Desk Phone
- Wi-Fi Phone
- PSTN Phone

## Content

- Voice
- Video
- Images
- Text
- HTML/XML

## Media

- LAN/WAN/Internet
- TDM/PSTN
- Email
- Voice Mail
- Fax
- IM
- SMS
- WAP

## Status

- Availability
- Capability
- Adaptability
- Location
- Preference
- Cost

# Unified Communication – The Challenges of the Solution(s)

Different targets - different requirements

- Single solution for all targets?
- Who controls the solution?
- Compatibility / flexibility?
- Security / privacy?



Individual Users

Groups / Teams



Enterprise / Global



Federations / Multi-corporate



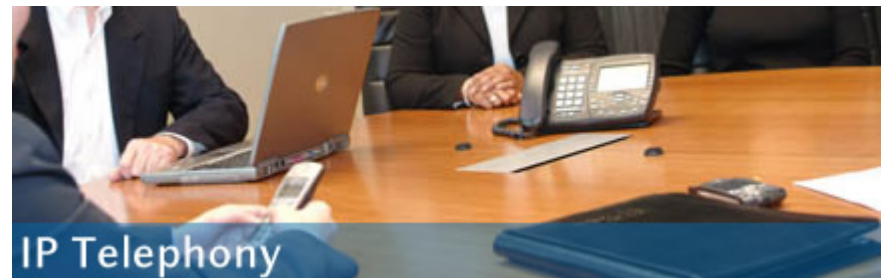
# Unified Communication – Enhancing existing VoIP for UC

What are the steps required to enhance an existing VOIP infrastructure so that it can support Unified Communications and how does this integrate with business processes and applications.



# Unified Communication – Enhancing existing VoIP for UC

What elements of an IP Telephony infrastructure will also be used in a UC deployment?



# Unified Communication – Enhancing existing VoIP for UC

What "traditional" telephony elements might become obsolete in a UC future?



# Unified Communication – Enhancing existing VoIP for UC

What's the future of the PBX/IP-PBX in a UC migration?



# Unified Communication – Enhancing existing VoIP for UC

What new sorts of infrastructure elements might have to be added to an IP Telephony implementation to support UC?



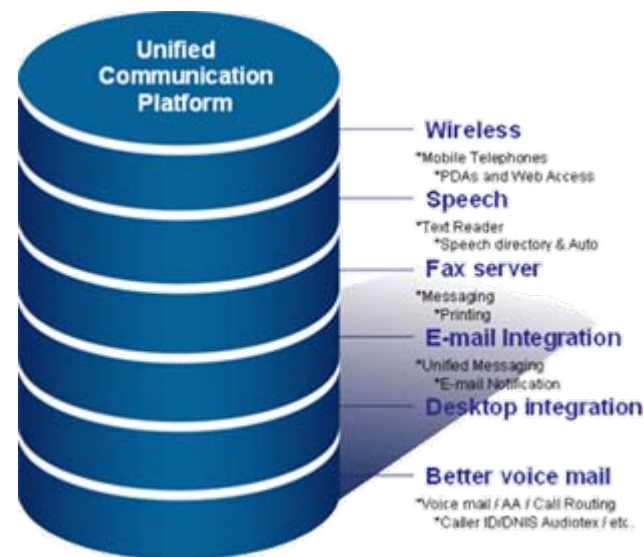
# Unified Communication – Enhancing existing VoIP for UC

What servers, applications or other elements that already exist in the enterprise must be integrated with the IP Telephony elements?



# Unified Communication – Enhancing existing VoIP for UC

How should your plans or potential plans for Unified Communications affect your plans for rolling out IP Telephony?



# UC Success Story

## UC Alachua County

Voicemail  
Integrated Messaging  
Unified Communication  
Text-to-Speech  
Inbound Fax  
Outbound Fax





Thank You