

Migrating Your Messaging System



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Agenda

- Introductions
- Migration Overview
- Key Questions
- Panel Discussion
- Audience Questions

The Situation

- “Every” Enterprise has Voice Mail
- Most systems are approaching end of life
- Voice Mail is still essential to answer phone calls
- Some Features only available on new systems
 - Though there are a lot of “add-ons” to older systems
- Therefore, sooner or later,
You will have to Migrate your voice mail.

What's Driving the Change?

- VOIP-Capable Upgrades with IP Telephony
- TCO-driven Server Consolidation
- New Features for:
 - Mobility
 - Unified Messaging
 - Unified Communication
- End of Sale or Support for 1990's VM systems

Three Different Approaches, All With Similar Challenges ...

- Voice/Unified Messaging as part of the PBX
 - VoIP and features packaged with the PBX Systems
- Voice/Unified Messaging Independent Servers
 - Messaging for multiple PBX and e-Mail Systems
- Unified Messaging Appliances for Exchange
 - Voice Mail features unified with specific e-Mail System

- All three solution types are represented here

- Yet, all of these have similar migration concerns...

Two Sets of Migration Concerns

□ Technology Concerns

- VoIP Integration
- Network Integration
- Server Consolidation
- Use of standard servers
- Admin load & automation
- TCO of new systems
- Security of new solutions
- Co-existence in migration
- Integration with e-mail
- Integration with mobility

□ User/Customer Concerns

- What problems are solved?
- What new value is provided?
- What do I have to learn?
- Is this worth the change?
- Can I keep my messages?
- How about broadcasts?
- What's my new password?
- Does this work with my...
 - **Blackberry, Cell Phone?**
 - **Softphone**
 - **E-mail, IM**

Key Questions

- When & Why should customers migrate their messaging systems?
- What elements of your current messaging environment will need to be replaced in a converged future? Minimum, Maximum?
 - What opportunities are there for investment protection?
- What are the most important steps to care for in a migration?
- What tools and services do you offer to assist in a migration?
- How do you integrate your messaging environment with the broader set of Unified Communications solutions?
- Which types of next-gen messaging environments are most appropriate for different types of users? How do you decide?
- How will a customer's future converged-network architecture – centralized vs. distributed--affect their messaging choices?
- What is the best platform for customers' messaging future – dedicated system, shared messaging servers, or new options?