



Mobility: Common Platforms for Multiple Devices/Locations

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Today's Mobility



- One number portability
 - Multiple numbers AND devices for one person
 - Rings all
 - Allows Cell Phones to Communicate with the Enterprise
 - No Business Collaboration
 - Wireless only
 - Carriers not involved
 - Basically a Poor man's Presence
 - Connects NOT Integrated

Future of Mobility



- Single Sign-on
 - All multimedia applications
 - PC
 - Email
 - Telephony
 - Presence determines how users will react
- Allowing people to work when and how they need to be more productivity
 - i.e., Instant video conference from email

Key Trends for Tomorrow's Mobility



- New Mobile Consolidation
- Increase and Acceptance of Mobile Email
- Recognition of Importance of Corporate Mobility
- Growth of Smartphones
- Mobile Business 2.0 Model

Anywhere Communications- Implications



- Private Access – Local Control
 - WLAN
 - Wireless Bandwidth Solutions
 - Voice Prioritization Solutions
 - LAN / WAN
 - Voice Bandwidth Solutions
 - Voice Prioritization Solutions
- Public Access
 - Internet (hot spots, hotels)
 - Best Effort
 - Options for SLA – UUNet
- Future trends
 - Prices of bandwidth decreasing
 - Proposed Next generation Internet

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PRESENCE

The Foundation to Future Mobility

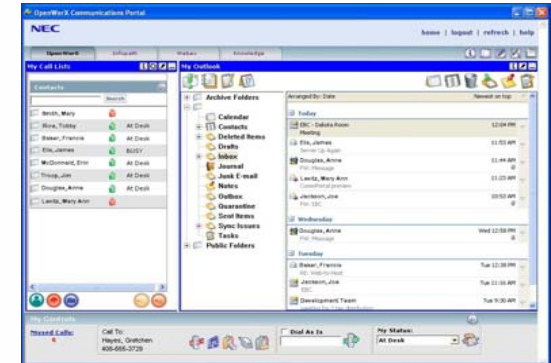
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What's Driving Presence?



- Today's business person:
 - 66% are mobile*
 - Needs to stay in touch
 - Has dynamic schedules
 - Has multiple contact methods
 - Desktop Phone/Soft Phone
 - Cell Phone/Smart Phone
 - Wireless Phones/Pagers
 - Voicemail, E-Mail
 - Requires access to information
 - Back office systems

*Gartner



“Presence” Role in Applications



- Presence-based Applications
 - Single User Interface for both device and WEB-Based Presence
- Presence Automation
 - Status/availability integrated into calendar events
- Presence based Speech Technology
 - Speech Recognition – intelligently route calls based on caller’s voice and status of user
- Enterprise Federation (B-to-B)
 - Sharing presence with partners and customers
 - Improved and simplified user management administration and personal privacy
 - Allow or Deny contact information
 - Allow or Deny device presence
 - Compliance Reporting
 - Logging and Archiving

Tomorrow's Mobile Devices



- Productivity
 - Push email
 - Delivers BlackBerry-like functionality using open-standard e-mail software
- Voice Communications
 - PC to Mobile Communications
 - IP-PBX offering peer-to-peer communications
 - Mobile peer-to-peer VoIP
 - Automatically and seamlessly switches calls between mobile and IP based networks
 - Call prioritization – link calendar and IM
- Presence Based Systems
 - Extends presence information to make colleagues reachable via different IM systems and office or mobile phones
- Location-aware software
 - Uses GPS to turn mobile phones into tracking devices.
- Entertainment Social Networking

Conclusion



- Presence will become a primary component of real-time communication applications
- Presence will help increase productivity through improved contact efficiencies
- Presence will help fill gaps in CRM, ERP, and information portals
- Presence applications will need to be secure, take into account privacy issues and user controls, and be easy to use and manage