

Planning, Integrating and Migrating to Unified Communications

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Unified Communications

Productivity Through Communications Convergence



- People-centric with single identity
- Rich, contextual and standards based
- Device and network agnostic
- Secure, robust, efficient to manage and operate

Unified Identity

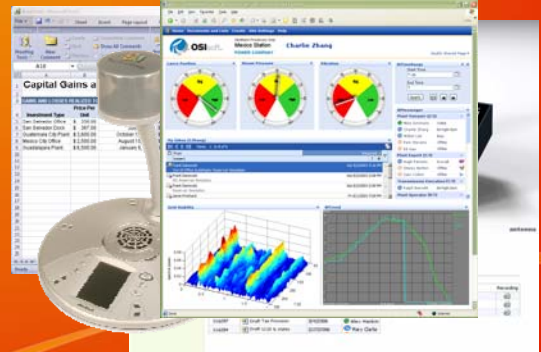
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*Common Directory
Single Source of Identity*



Unified User Experience



Three Possibilities to Implement Unified Communications

- Desktop to PBX Integration (Remote Call Control)
- Soft phone implementation ("plus") with PBX
- Software based Unified Communications

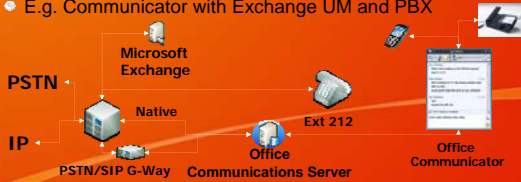
Desktop to PBX Integration

- Rich Presence built off a single identity
- Enterprise Instant Messaging
- Remote call control: e.g. Office Communicator w/ PBX Extension



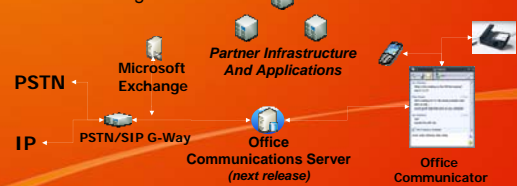
Soft Phone "Plus"

- Full Soft-phone for PBX/ IP-PBX
 - Hi Fidelity, Low bit rate codecs
 - PC to Phone and PC to ROW w/ G-ways
 - M-TLS , no VPN or VLAN/RSVP required
- Should support standard desktop phone, UC specific devices, and PC peripherals
- E.g. Communicator with Exchange UM and PBX



Software Based Unified Communications

- Personal and intuitive Call Control
- Extensible Server and Gateway options
- Rich Developer Environment
- Broad Partner Ecosystem: devices/infrastructure/apps
- E.g. Future versions of Office Communications Server with Exchange



Unified Communications

Microsoft's recommended next steps

- Consider communications investments holistically
 - Messaging, telephony, video/Web conferencing
 - What can you offer users today based on your infrastructure with incremental enhancements (vs. "forklift" replacements)
- Build the foundation For Unified Communications
 - Single identity and managed directory
 - Put the person at the center
- Evaluate The Future
 - Pilot incremental advancements
 - Consider both the 3 and 7 year time horizons
 - Validate all elements of savings and productivity