



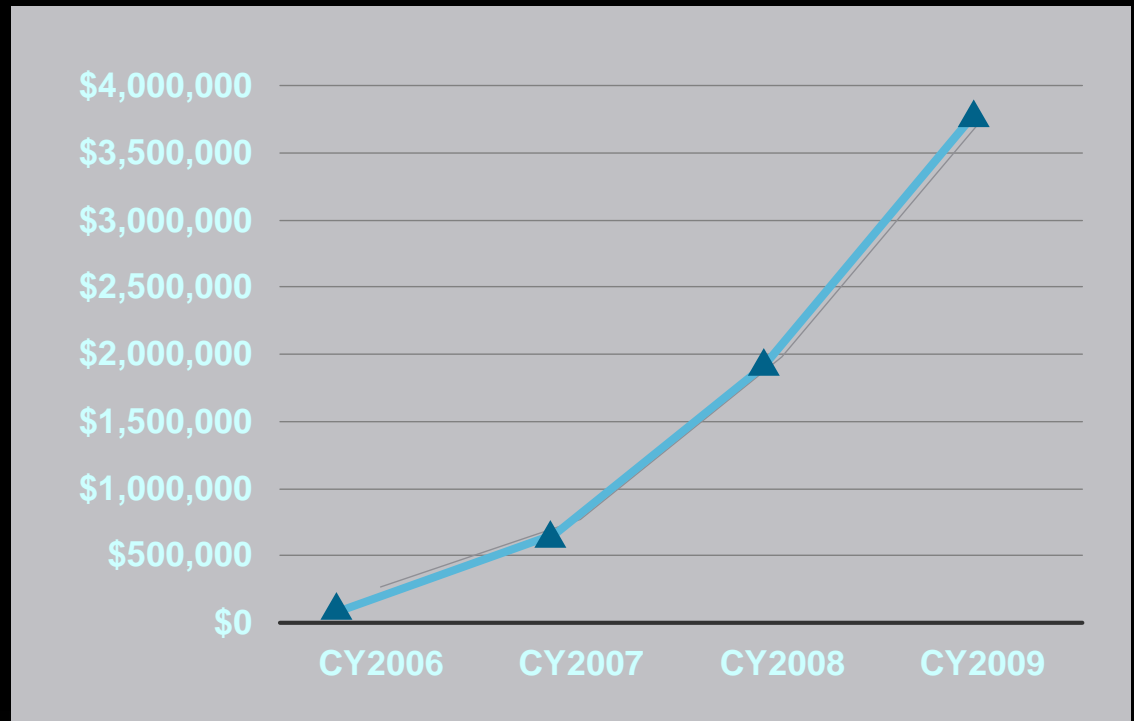
Enabling Business Mobile Collaboration



Isabelle Guis – Mobility Solutions

Voice Services—Revenue Opportunity

- Total worldwide WiFi phone revenue is projected to hit \$20.5B up 29% in CY2007 and units sold hit 75.9M, up 51%
- Dual mode (Wi-Fi and Cellular) handsets will account for 90% of revenue by CY2009
- Voice is expected to be a driver in 30% of all WLAN sales



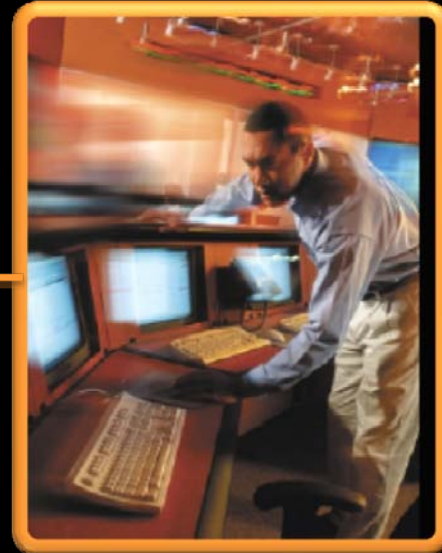
Source: Infonetics Research, Inc. WiFi Phones Equipment Market Share and Forecast, 2006

Top Three Challenges to a Voice Ready WLAN



Return on Investment

Design & Deployment Complexity



Perceived Feature Gaps

Business Drivers

Top line

- Increased employee productivity
- Increased customer responsiveness
- Improved reachability for faster decision making

Bottom line

- Improved control through least cost routing
- Improved accuracy and reduction of adds/moves/changes expenses

Productivity

Rising
Expectations

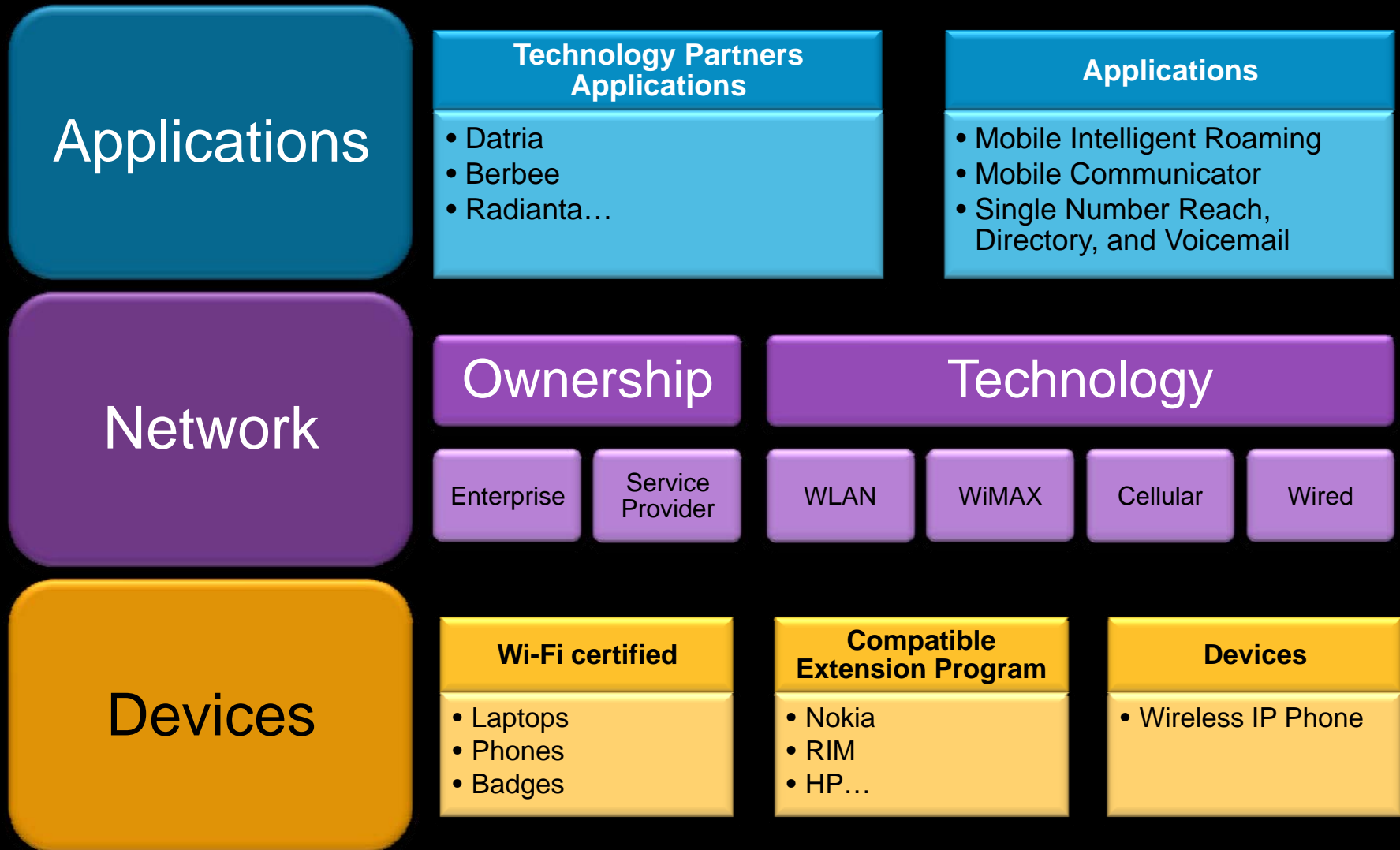
Cost Control



Efficiency

Globalization

Solutions and Ecosystem



Know your Mobile Workspaces

Road Warrior

Campus
Mobile

Corridor
Cruiser

Wherever you are
Whatever you're using

Teleworker

Field Force



Mobile Collaborative Care

Different Users Have Different Needs



- ### Nurses
- Wi-Fi phones/Laptops
 - Single Number Reach
 - Push-To-Talk
 - Mobile Unified Communications



- ### Physicians
- Dual mode devices
 - Single Number Reach
 - Mobile Communicator
 - Mobile Intelligent Roaming



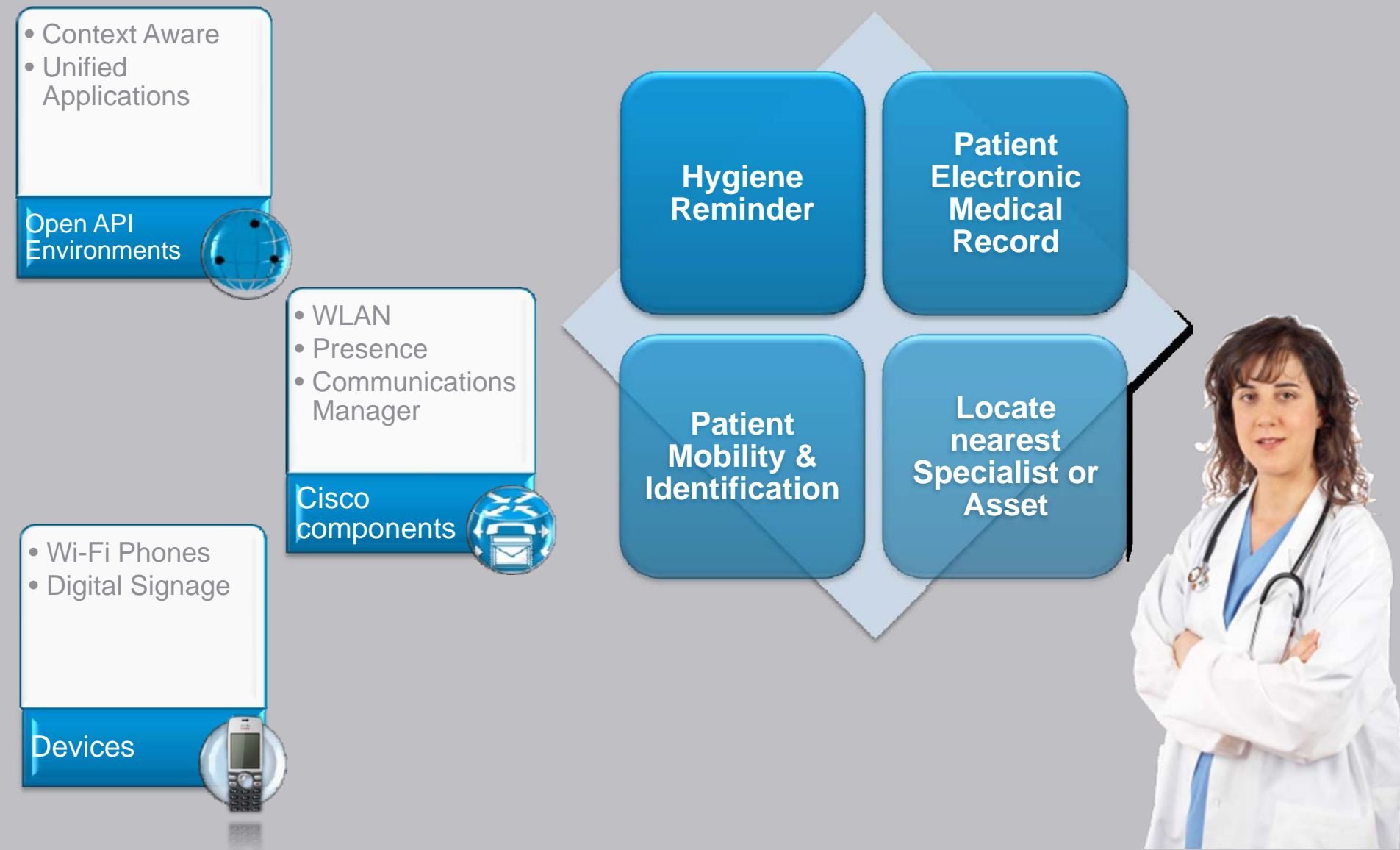
Administrative

- Laptops
- Single Number Reach
- Personal Communicator



Connected Hospital

Integration of Context Aware Healthcare , Unified Communications & Presence and Digital Media System



Voice Picking for Warehouse

Hand-free order picking solution based on open WLAN and UC solutions in partnership with Datria

How can I improve accuracy for customer order fulfillment?

- Increased efficiency in picking a shipment
- Less shipping error
- Minimum training time
- Leverage existing WLAN and UC infrastructures

How does it work?

- Warehouse Management System instructs the worker on order items needed and where to find them
- On order completion the worker speaks a completion phrase like “Got it” and enters a check digit
- Automated update of the inventory and order status



Take-Aways



Network Readiness



User Segmentation



Integration with business applications



Maximize your network utilization adding other Mobility Services