

A guide to **Microsoft** Unified Communications



Streamlining communications

Break down the barriers between
computer and phone systems



VoIP as you are

Don't rip-and-replace
your existing PABX

Mobility matters

Access your information
while on the go



One identity

Control how you
communicate



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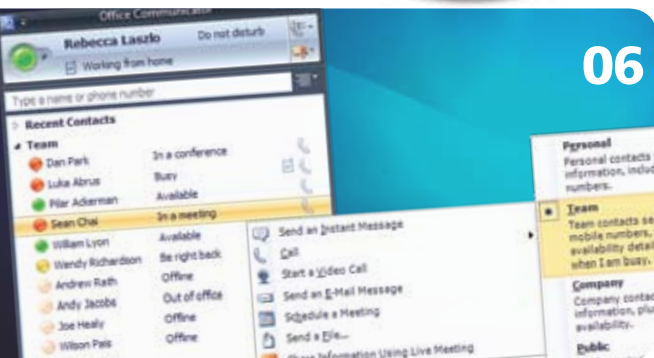
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The simple step to success

Combining voice and data into a streamlined, unified network can help increase the value of your IT investment

IN BUSINESS, IT'S OFTEN THE SIMPLEST ideas that deliver the greatest results. Ideas like combining your company's computer and telecommunications systems into a single network. That's the vision behind Unified Communications, which has the potential to transform the way your company communicates – and does business – in the same way email did in the 1990s.

Unified Communications is about merging telephone tasks such as phone calls, voicemail and conferencing, with the work done on computers, such as creating and sharing documents, exchanging instant messages and email, and scheduling appointments.

In an age where business rivals are constantly searching for a competitive edge, Unified Communications goes straight to work at the sharp end, helping to overcome the inefficiencies of traditional communications methods and enable smarter, more seamless communication.

Integrating your communications infrastructure can give your employees greater control and flexibility over where

Microsoft's unique software solution allows you to deploy UC without replacing your phone system



they work and how they communicate and collaborate. Unified Communications can bring virtual teams together and help you build closer ties with customers and partners regardless of their physical location.

Mobile workers and sales people – whose impact on your bottom line depends on the

effectiveness of their time in the field – can be empowered with the same capabilities as office workers. Video conferencing, which is traditionally out of the grasp of most organisations due to expense and complexity, becomes accessible to every desktop user with one click – which in itself has the potential to reduce your organisation's travel costs.

AS WITH SO MANY GREAT IDEAS, THE simplicity of Microsoft's UC vision masks a complex technology challenge. Real-time communications such as phone calls rely on the Public Switched Telephone Network (PSTN), while asynchronous communications, including email, are sent over an incompatible IP network, such as Ethernet.

The usual method of closing this divide is to rip out your company's phone system and start from scratch – an expensive and time consuming option. Microsoft has a different,

UC can transform the way your company communicates – and does business

simpler solution: to leave existing hardware in place and use software to bridge the gap.

This unique approach is built around a quartet of software programs: Microsoft® Windows Server Active Directory® service, Microsoft® Exchange Server 2007, Microsoft® Office Communications Server 2007 and Microsoft® Office Live Meeting 2007. These four layers of software can be used in a variety of combinations to meet your company's needs (see page 15), but each solution shares a common aim: to maximise the use of your company's existing IT infrastructure and make your Unified Communications solution cheaper, faster and simpler to deploy.

If your business is intent on working smarter not harder, combining phone and data networks into a Unified Communications system could be one of the simplest business decisions you ever have to make.

A SOFTWARE SOLUTION

Microsoft's software integrates with your company's legacy phone system and existing hardware, delivering Unified Communications services over your current data network and avoiding many of the costs involved with purchasing, maintaining and upgrading two complex infrastructures. The savings go beyond the initial outlay. With little or no new hardware to install, the IT effort needed to implement a UC solution is reduced. In the longer term, unifying the corporate directory – names, PABX extensions, email

addresses, and logons – can even simplify IT administration. Seamless integration with Microsoft's proven solutions, including the 2007 Microsoft® Office System, as well as third party and custom LOB, means you'll not only protect your existing IT investment, you'll maximise it. A software-driven approach to UC also allows your business to stay flexible. The core platform of Active Directory and Exchange Server allows you to scale your solution by adding new software and capabilities in line with your business priorities.



More than just talk

It's a dream as old as the paperless office: one inbox for all your different kinds of messages

UC goes beyond VoIP, transforming the way your employees communicate with customers, partners and each other

TRY TO REMEMBER HOW YOUR BUSINESS operated before email. The technology has become such an integral part of the way we communicate that it's hard to recall a time without it.

In years to come we'll likely feel the same way about Unified Communications. As the barriers between phone and computer networks crumble, new, more efficient ways of working become possible – changes that can lead to new business opportunities.

5 WAYS UC DELIVERS ROI

- 1 The flexibility to make VoIP calls from wherever you are using a PC
- 2 Reduced hardware costs, both at a server/PABX and desktop level
- 3 Streamlined IT administration and support
- 4 Helps increase staff productivity, regardless of their physical location
- 5 Helps lower business travel expenses as conference calls replace meetings

The key to seizing those opportunities is to choose a UC solution that empowers your employees to do more using the hardware and software they're already familiar with. Microsoft's Unified Communications solution integrates seamlessly with existing Microsoft applications which means a faster, more affordable roll out. For your IT department it could mean simpler, streamlined administration. For the end user, it could mean the rich functionality of Unified Communications is right at their fingertips on devices and applications they use every day: PCs, Smartphones and the 2007 Office System.

The hub of operations is the Microsoft® Office Communicator 2007 client. The familiar Microsoft® Office interface helps employees get up and running with minimal training. Instead of learning a new way of working they can get on with doing their jobs, UC helping them to work smarter in four key ways.

→ UNIFIED MESSAGING

- Gives staff one inbox for all their messages
- Retains messages for compliance
- Supports mobile workers in the field

It's a dream as old as the paperless office: one inbox for all your messages. With Unified Communications the dream becomes a reality for all your employees.

With Unified Messaging each users' voicemail, faxes, instant message conversations and calendar events land in their email inbox, where they can be prioritised, filed and forwarded in the same way as regular email.

For your users, it eliminates the need to rely on multiple communications devices, streamlining the experience via their PC. Mobile workers in particular benefit from being able to access all their messages on a single device – whether that is their notebook PC or a Smartphone (see page 14). From a compliance perspective, Unified Messaging gives your business a hitherto unseen level of control over the retention and management of voice and IM communication.

→ PRESENCE

- Helps reduce unnecessary communication
- Helps maximise staff time
- Breaks down time-zone barriers

Most voicemail is generated because the caller did not realise you were unavailable. Telephone tennis becomes a thing of the past with Presence, which indicates your communication status, allowing others to make an informed decision about the best way to contact you.

The moment you log onto your Office Communicator 2007 client, whether it's via desktop, laptop or mobile device running Communicator Mobile, you're signed into Presence, which uses a traffic light system of coloured icons to give your contacts a real-time indication of your availability to communicate.

Presence information is populated automatically from entries in your Microsoft® Office Outlook® 2007 calendar, showing whether you are online, offline, on a call, busy and numerous other options, so colleagues can decide whether to call or send an email or instant message instead.

Presence information is also embedded throughout the 2007 Office System and other Microsoft applications. Wherever a

Communicator is the hub of the UC experience, both in the office and via Web Access



Healthy prognosis

How Eastern Health improved patient care with Unified Communications



Mark Gardiner
CIO, Eastern Health

WITH 8,000 EMPLOYEES spread across five hospitals and 60 community sites, Eastern Health wanted a streamlined communications system that would allow staff to stay in contact easily and use their time most effectively to provide better patient care.

That meant a user-friendly solution that integrated with existing applications, so employees wouldn't have to learn a new system. "We are not an information technology organisation. We needed a solution that non technical people could use," says Mark Gardiner, Eastern Health CIO. With competition for funding tough, Gardiner also needed a clear return on investment and a solution that could scale to meet planned expansion.

The answer was an upgrade from Microsoft® Exchange Server 2003 to Exchange Server 2007 with Unified Messaging, plus the extended communications capabilities of Office Communications Server 2007.

Staff embraced the familiar interface of Office Communicator. A single inbox for all messages, allied to Presence, made employees more productive and responsive. "We can get information to the right people quickly, so

Microsoft delivered an easy-to-use solution that could scale and give clear return on investment

they can act immediately," says Gardiner. That includes the mobile fleet Eastern Health uses for mental health services, who now access their voicemail and email over any phone using Office Outlook 2007 Voice Access.

Vitality the project came in on budget, with Dimension Data, a Microsoft Gold Certified Partner, helping carry out the upgrade and deliver voicemail access to 7,000 mailboxes without an expensive PABX upgrade or switching telephony suppliers.

"Unified messaging has definitely helped us in working more efficiently. It's a qualitative difference and it gives us a better way of working," says Gardiner.

To read how more companies are realising benefits, visit www.microsoft.com.au/uc

Office Communicator 2007

A closer look at the main end-user interface for Microsoft's UC solutions

MY STATUS AREA

Checks your Outlook 2007 calendar and recent activity to let others know how and where to contact you. You can add a note to your status: you may be Busy because you're "Working on the preso".

PRESENCE BUTTON

Set your status so it can be seen by others. Red, yellow and green colours indicate your availability and you can also hang a Do Not Disturb sign when you're in an important meeting.

CALL BUTTON

The phone icon by each contact name enables one click-calling to their work phone number. A drop down menu enables you to call on a different number.

CONTACTS & GROUPS

Displays the contacts in your address book and corporate directory. Clicking a Presence icon brings up the full contact card, while right clicking a name opens a menu of communication options.

CALL FORWARDING

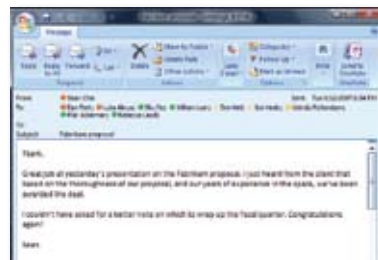
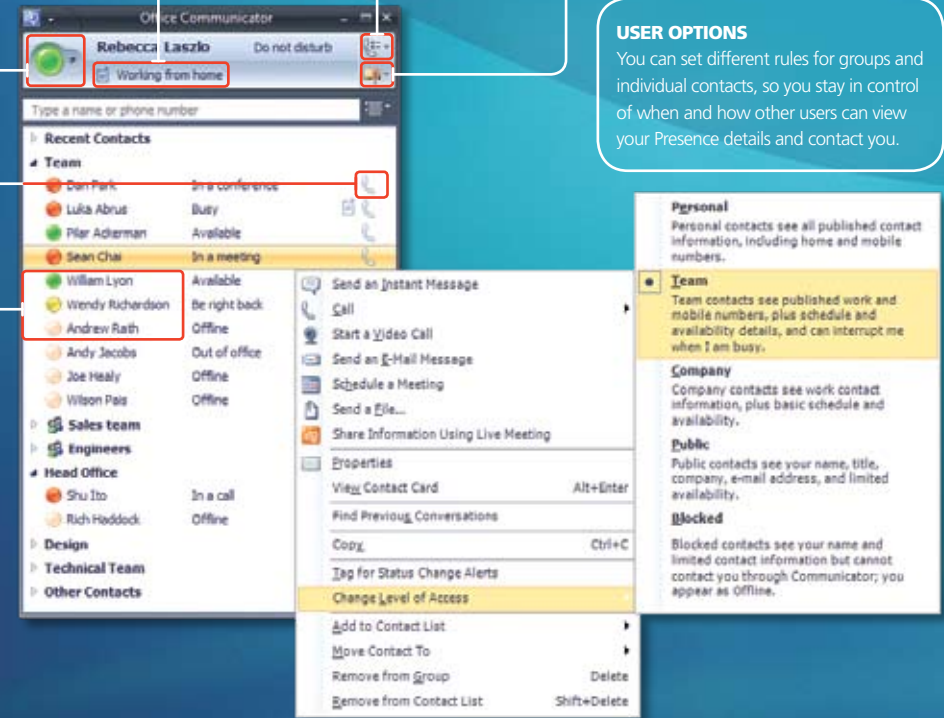
Set up your phone so that incoming calls are forwarded to another phone, or have two separate numbers ring simultaneously: e.g. your desk phone and mobile.

NOTIFICATIONS

Shows if you missed a phone call, video call or instant message while you were out. You can also view and access your voice messages from here.

USER OPTIONS

You can set different rules for groups and individual contacts, so you stay in control of when and how other users can view your Presence details and contact you.



Presence information appears throughout Office 2007, including Outlook email messages

Presence can help you communicate across geographical divides

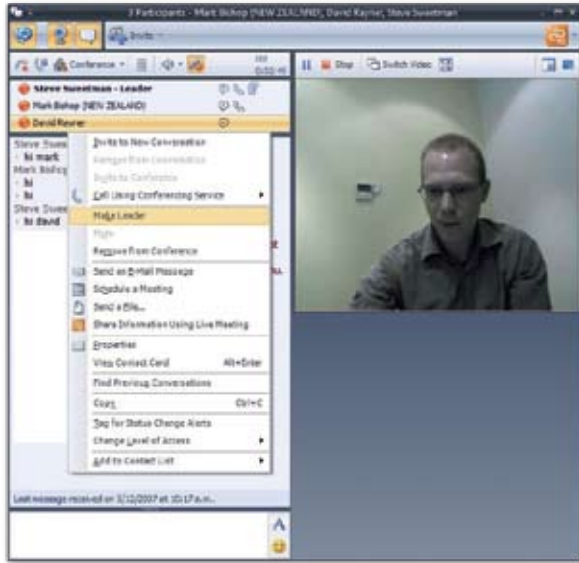
contact's name appears, in an Outlook® email, Excel® spreadsheet, Word document or even on a Sharepoint® team site, their Presence status is visible with a menu of communication options.

Presence is more than a digital in/out board, however. It helps maximise employee time and productivity by reducing the amount of unnecessary email and voicemail being exchanged – and consequently the

amount of time spent opening, checking and responding to it.

Presence helps eliminate the geographical barriers which can inhibit effective communication with colleagues, partners and customers located overseas. Instead of grappling with time zone calculations, staff can see at all times whether an overseas contact is online and free to communicate.

You can share Presence information with

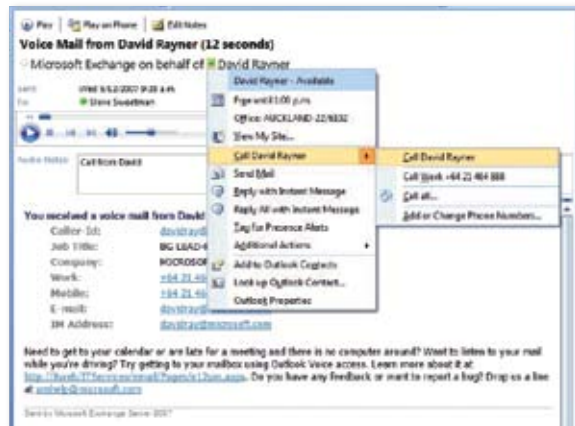


Drag-and-drop video conferencing can help reduce travel expenses

Employees don't even need to plan ahead. An IM chat or phone conversation can be transformed into a voice conference – or even video conference – on the fly should the discussion warrant it.

The potential for improved collaboration between workers and even between offices is obvious, with ad hoc work groups able to collaborate frequently and instantly as the need arises, rather than conforming to a rigid schedule of face-to-face meetings. These potential productivity gains can be matched by potential savings on travel costs – as more meetings take place online using Microsoft® Office Live Meeting 2007 and conferencing

[ABOVE] Seamless integration between Office Communicator and Live Meeting allows an IM conversation to morph into a video conference [BELOW] Voice mail appears like any other email and calls can be returned with a few clicks



hardware such as the Microsoft® Office RoundTable (see page 12).

This rich environment enables teams, both inside and outside your organisation to collaborate anywhere they have Internet access – the boardroom, a home office or even an airport lounge – allowing them to share and collaborate on presentations, files and documents in real time.

→ VOICE

- Enables VoIP rollout over existing PABX
- Helps staff to use advanced call features
- Lets staff dial in to hear email and amend appointments using voice commands

With Presence uniting all the contact information stored in Active Directory, your employees can use their PC to call contacts with just one click. This ability to have IP-based VoIP telephony across secure MPLS networks reduces the cost of carrier flag falls associated with traditional telephony.

Along with conferencing and voicemail, other advanced phone features that have become hostage to the # key are freed so employees can make better use of them. Easy-to-configure Find Me/Follow Me features enable staff to have calls to their office extension routed to another phone, or ring another handset simultaneously. This increases the likelihood of the call finding them first time, and reduces time wasted listening and responding to voicemail.

Integration between phones and PCs works both ways. Users can dial in and use voice commands to set up Find Me/Follow Me features, while drivers can use hands-free calling to make better use of their downtime. New messages and emails can be read out by a synthesised voice and they can even access their calendar by voice to amend meeting times and send an update to all the attendees if they're running late.

EASIER COMPLIANCE

UC can help businesses meet new compliance obligations. Voicemail, faxes and instant message conversations can be archived alongside emails using Microsoft Exchange Server 2007, and voice and video conferences can be recorded automatically and retained in a central location. This may assist in meeting compliance requirements and can become a valuable company resource as training sessions and key presentations can be made available for employees to watch and review in their own time.

Change brewing

Lion Nathan used Unified Communications to keep its highly dispersed staff connected



Darryl Warren
CIO, Lion Nathan

WITH A CENTRALISED IT hub supporting 2,800 employees across Australia and New Zealand, and teams using multiple tools and interfaces to manage communications, Lion Nathan sought an integrated solution that could be managed from a single interface.

Partnering with Microsoft Gold Certified partner HP, Lion Nathan took a phased approach, started by upgrading to Exchange Server 2007 to improve remote access and consolidate 10 scattered servers to just three central ones. With Unified Messaging, voice mail could be delivered to team members via their Office Outlook 2007 inbox and mobile users benefited by using either a phone or a PC to connect with their mailboxes from any location.

The team's communications were fragmented by its disparate tools, making it difficult for users to know the best way to reach someone and resulting in delays. By deploying Office Communications Server 2007 to an initial pilot group of 100 users, IM and web conferencing enabled users to stay in touch and rapidly respond to business needs.

Integrated Presence information has helped IT support teams to improve efficiency, Lion Nathan estimating that team members have recovered at least 30 minutes from each work day. "It allows our geographically dispersed service desk to work together as if they are all sitting in a single location," says Darryl Warren, Lion Nathan CIO. Recently, regional IT team members have improved collaboration by replacing their weekly phone conference with a more dynamic video conference.

The solution allowed Lion Nathan to build on its investment, adding new capabilities to its existing infrastructure. The company continues to add features, such as Federation and remote access to Office Communications Server 2007 tools and email inboxes.

Lion Nathan decided on a phased approach to Unified Communications, adding features as needed

To read how more companies are realising benefits, visit www.microsoft.com/au/uc

Making the hardware decisions

A range of manufacturers are creating hardware certified for use with UC

ONE OF THE BENEFITS OF MICROSOFT'S software-based Unified Communications solution is the flexibility it gives your business when it comes to choosing hardware, with support for a range of devices including handsets, headsets and Smartphones.

While Office Communications Server 2007 is designed to work with most existing VoIP hardware, Microsoft has also introduced a hardware certification program for its partners. The "OCS-Certified" sticker is given to devices that provide a high quality communications experience through support for wideband audio and the dynamic range audio codec's that Microsoft uses to help ensure voice quality is as good if not better than a normal PSTN call. The certified products fall into four main categories.



A wide variety of devices from many manufacturers have been optimised for use with Unified Communications

HANDSETS

UC can help save your business a bundle in hardware outlay because you no longer need to put a phone on every employee's desk. Conversely, staff for whom a phone is a mission critical part of the job can be equipped with better technology.

High end IP phones connect directly to the network, giving such employees access to all the features of Unified Communications even when their PC is off. Large colour touch-screens are used to look up colleagues and view Presence information, while fingerprint or PIN based security helps ensure there's no unauthorised access.

For most users, a USB phone that connects directly to their PC is a more cost effective solution, giving them a familiar device to talk on while still benefiting from the additional features Unified Communications offers on the desktop.

Smaller and more portable than traditional desk phones, USB handsets do not need to be tethered with a network or power cable, so are ideal for hot desking. The user's Presence status is visibly indicated by a coloured LED light.



MICROSOFT OFFICE ROUNDTABLE

Looking like a space-age device from *Star Trek*, this futuristic product has the capability to be used as either a conventional conferencing unit or as an advanced audio/video device. A 360-degree camera shows those dialling into the conference every face around the meeting table, flattening out the image in a judge's bench-style panorama. When the conversation shifts, RoundTable moves with it: a smart microphone using advanced speech recognition to crosscut between multiple voices, while the camera zooms in on the active speaker. The result is a more dynamic conferencing environment that helps deliver productive collaboration.

HEADSETS

Unified Communications can help boost staff productivity in many environments, but has particular appeal in call centres and with staff who manage a lot of calls daily, where UC-certified headsets are the favoured option.

As with desk phones there is a wide choice of models, from cost effective wired units that connect to PCs via USB to high end wireless models that can flip seamlessly between IP and traditional telephone systems depending on your location.

With operation ranges up to 100m, the latter are also ideal for individual mobile workers who can move from place to place with their laptop or simply carry on a call as they stalk the corridors.

CONFERENCING

Most of us are familiar with conferencing devices, although few have the range of features offered by Microsoft Office RoundTable (see below). But conferencing is no longer just for boardrooms.

Office Communicator makes it easier for any end user to start their own voice or video

conference with colleagues using a webcam, and business travellers can take advantage of that with a portable conference speaker.

These lightweight devices can be plugged into a laptop via USB, turning a hotel room – or anywhere you find yourself – into a conference centre. The wideband audio requirements of Microsoft's certification program ensure that the speaker delivers clear, CD-quality sound and means the devices can moonlight as a PC speaker for presentations or even entertainment.

MOBILE DEVICES

High speed mobile devices such as 3G Smartphones and wireless broadband modems enable your employees to experience the fully featured Unified Communications interface they are used to in the office, wherever they are (network coverage dependant).

Whether they're using a notebook, Tablet PC, or a Windows Mobile 6 Smartphone all the benefits of Unified Communications are literally at their fingertips, including Presence, a single inbox for all messages and the ability to take part in voice and even video conferences if their PC or Smartphone has a camera.



Microsoft's Office RoundTable uses a 360-degree camera to show everyone at the table (far left).

UC can help make your mobile employees be more productive wherever business takes them

Off site, on message

TOTAL INTEGRATION BETWEEN EXCHANGE Server 2007 and Windows Mobile® 6 devices helps deliver all the benefits of a Unified Communications solution to your mobile employees, so that they can be as productive on the road as they are in the office.

Whether an employee is en route to a meeting, away from the office on a business trip, or a remote worker, they can access the

Users can search all their server inbox content via their Smartphone

full suite of UC features on a Windows Mobile Smartphone (network coverage dependant).

Microsoft Office® Communicator Mobile gives mobile employees a similar experience on their mobile that they're familiar with on their PC, including Presence icons to ensure that while they are out of the office they're not out of the loop.

Presence is a boon for the mobile worker, who can keep colleagues informed of where they are and how best to get in touch – making them more available while reducing the number of “where are you?” voice and email messages they receive.

Windows Mobile 6 devices also put



Familiar Communicator and Office applications can be accessed on Windows Mobile devices

Microsoft applications at your workers' fingertips, so they can enjoy a rich Outlook® experience, edit Word documents, update Excel® spreadsheets, rehearse PowerPoint® presentations and access Sharepoint Server 2007 document libraries from almost anywhere (network coverage dependant).

Exchange Server provides Direct Push email, appointments and tasks so staff are always up to date, while Exchange® ActiveSync® gives users the ability to search their entire inbox server content via their Smartphone, no matter what its storage limitations are. Tight back-end integration allows secure access to their entire corporate address book and company files, so they can be more effective in the field. Devices with cameras allow users to join video conferences and dial into the Exchange Server using voice commands to have new messages read out or update calendar details.

By empowering mobile workers with these capabilities, UC can help improve productivity and give your employees the flexibility to help manage their work/life balance. With Unified Communications and Windows Mobile 6, about the only part of the office you can't take on the road is your cubicle.

Planning for success

Get your business on the path to Unified Communications

IT'S NOT NECESSARY TO TAKE THE 'BIG BANG' approach to UC. Microsoft's solution has been designed to build on your existing IT infrastructure, allowing you to add capabilities according to business requirements and budgets, adding value to the business at every step.

Microsoft UC is built on the foundation of directory services, Microsoft Exchange Server 2007 and Office Communications Server 2007. Directory services establishes a single identity that unifies the entire corporate directory – including usernames, PABX extensions, email addresses and logons. Many administrators already have this via

an existing Active Directory service, which they can extend with new server roles to enable Unified Messaging.

As a first step, deploying Exchange Server 2007 delivers a reliable and secure messaging system to your organisation, giving users the flexibility of on-the-go access to email, voicemail, calendars and contacts from a variety of devices. This brings the benefit of Unified Messaging to users' Outlook inboxes, without the need to rip-and-replace your existing PABX, upgrade handsets or change your telco provider.

By adding Presence and Instant Messaging, your organisation can further help improve productivity and collaboration by allowing employees to determine the best method of contacting them, reducing time wastage and speeding up communication processes in a secure environment.

The next phase could extend to VoIP as well as audio and video conferencing using Office Live Meeting, enabling greater collaboration while helping to reduce travel, so staff can spend less time in transit and more hours focusing on customers and business issues. The final stage of your roll out could

You don't need to take a big bang approach to Unified Communications

involve integrating the tools of UC into existing applications and workflows, streamlining operations and bringing significant benefits to users such as call centre staff. This stage could take advantage of Office Communications Server 2007 Speech Server, an Interactive Voice Recognition platform for powerful speech-enabled self-service applications.

However you choose to deploy Unified Communications across your business, the result is the same: a unified, simplified and scalable system that can help reduce costs and increase productivity.



Microsoft's four-layered software approach to UC allows businesses to phase their roll out

Maximise your IT resources

With Microsoft's UC solution, life for your IT manager can suddenly become much easier

A UNIFIED COMMUNICATIONS ROLL OUT is not as daunting as it seems. Microsoft's solution is integrated, reliable and easy to deploy, combining Microsoft's best of breed enterprise functionality with integrated, scalable network and value-added services.

And you can leverage the current IT infrastructure within your organisation. For example, if you've already invested good money in a telephony system, introducing UC doesn't necessarily mean ripping everything out and starting again.

Office Communications Server 2007 can receive incoming calls from a legacy PABX or an IP PABX. You can also keep your existing handsets on the desk and stay with your existing call provider, as Office Communications Server 2007 can make and receive calls via both VoIP and PSTN.

Microsoft's software approach to UC has been designed with IT managers in mind, allowing them to manage telecommunications systems with familiar

UC enables IT staff to manage telecom systems with familiar Windows Server tools



Microsoft's software approach to UC makes it easy to upgrade over time without scrapping hardware

Windows Server toolsets. By simplifying the planning, deployment and management of the solution, IT can focus less on issues management and more on solutions that transform business processes.

Advanced modular architecture simplifies deployment and ongoing management, helping to reduce costs. An enhanced administrative console includes a fully updated user interface, while the new command line interface offers greater control over Exchange Server objects. The new Web services-based API and .NET integration enable rapid development and integration of custom and third-party applications.

Integration with Active Directory offers the convenience and security of centralised management. All telephone information – office extension numbers, voice mail box assignments, and mobile and home numbers – are stored in Active Directory alongside IP-

network information such as e-mail, so there's only one directory to set up and maintain for both communications systems.

Exchange Server 2007 delivers integrated antivirus, anti-spam and anti-phishing technologies that are automatically updated to help stop the latest threats before they impact your business and employees. New continuous replications capabilities back up data so systems can rapidly recover, even between geographically separate sites. Native 64-bit support maximises storage efficiency, while enhancements such as simplified server routing optimise bandwidth performance.

New compliance capabilities help lower risk by helping to make internal and regulatory compliance easier for the entire organisation. Sophisticated transport rules,

message retention and flexible journaling capabilities allow for better enforcement of policies and make it easier to respond quickly to e-discovery requests without disrupting your employees' ability to get their work done.

Globally, these benefits are also being delivered through hosted services (see opposite). Office Live Meeting 2007 conferencing capability is available in both on premise and via a hosted service. Hosted service providers also see strong potential for managed services based around Microsoft's Unified Communications tools, perhaps in conjunction with hosted Microsoft Exchange 2007 and Microsoft Office® SharePoint 2007 services.

With the benefits and flexibility of Microsoft's Unified Communications solutions, IT departments can deliver business value through technologies that leverage existing investments and are easy to deploy and manage.

HOSTED SERVICES

Hosted services provide additional security through flexible off-premise protection. When hosted services become available in Australia, they will help SMBs deploy enterprise-level capabilities that would otherwise be out of their reach. Hosted services are deployed over the internet using a 'Software plus Services' model, which helps minimise capital investment, free up IT resources and mitigate messaging risks before they reach the corporate firewall. Hosted solutions can help protect your business from email-borne malware, help satisfy compliance requirements, encrypt data to preserve confidentiality and will eventually help deliver continuity of service by preserving access to email during and after emergencies.

Your next steps

Resources to get you started on the Unified Communications journey



IF YOU'RE READY TO EMBARK DOWN the road to simplified, unified business communications the Microsoft Unified Communications website is the place to begin: www.microsoft.com.au/uc. There you'll a wealth of resources including:

→ Self assessment

This short online questionnaire will help you put together a roadmap for rolling out Unified Communications in your organisation. The questions assist you in evaluating the current state of your IT infrastructure and cover areas such as cost, security risk and operational agility, so you can determine the best route to deploying the Unified Messaging, Presence, conferencing and voice features of Microsoft's Unified Communications solution.

→ Fact pack

The comprehensive downloadable Fact Pack contains business and technical resources to help you get started, including case studies, white papers, demos and datasheets, as well as technical planning and development guides to get you on your way.

→ Trial software

Evaluation versions of Exchange Server 2007, Office Communications Server 2007, Office Communicator 2007, the 2007 Office System and Office Live Meeting 2007 are available to download and try out.

→ Technical resources

A wealth of technical resources including eLearning, webcasts and Virtual Labs to walk you through the details of a Unified Communications deployment.

When you're ready to take the next step, the site can also put you in touch with qualified Microsoft Partners across Australia. Contact one and request an ROI analysis tailored to your business and see what a difference Unified Communications can make to your future.

Microsoft's website hosts a wealth of resources to help you plan a UC deployment for your business

