



Unified. Simplified.

Microsoft® Unified Communications: Software-Powered VoIP

Microsoft unified communications technologies combine e-mail, IM, voice, audio-, video- and Web conferencing into a single, intuitive system built around people, not technology. And it's all integrated with the Microsoft Office system the world knows and trusts.

Companies can replace conflicting, disparate systems with a single, unified communications platform that leverages existing data and telecommunications infrastructure. IT departments can deliver more flexible, secure communications, with a simplified infrastructure that streamlines management and reduces total cost of ownership.

Software-Powered VoIP

Microsoft unified communications technologies enable a wide range of voice possibilities. By enabling communications over an IP network and integrating these capabilities with the applications used most, voice communications can be integrated with e-mail, calendaring, voice mail/unified messaging, instant messaging, and Web conferencing to provide a



streamlined experience rather than the disconnected experience provided by legacy systems today.

"Software-powered VoIP" takes it a step further, delivering VoIP services within applications such as Microsoft® Office Outlook, Windows® SharePoint Services, and line-of-business systems. The software-powered VoIP capabilities extend beyond legacy phone system capabilities, with features targeted at collaborating in a unified communications environment.

VoIP can integrate with existing PBX infrastructure using native SIP or SIP/PSTN gateways. Extend the useful life of your existing infrastructure while preparing for new innovation in IP.

Streamlined Communications

Microsoft unified communications provides a seamless communication experience for end users. Microsoft Office Communications Server 2007 and Exchange Server Unified Messaging both utilize your current investments in Active Directory and Exchange Server for identity and message storage, thereby reducing the number of systems requiring management.

For IT professionals, that means there is only one directory, common monitoring tools, and universal notifications--all managed with familiar and intuitive Microsoft management solutions and servers. For end-users, it means faster decisions made with more information, communications-enabled applications and business processes and better access when mobile.

Access to People and Information

Office Communications Server 2007 and Exchange Server 2007 improve users' ability to communicate in the office, at home and on the road and from multiple devices.

Call Management

Office Communications Server 2007 offers call management capabilities like call forwarding, hold, dynamic routing, and simultaneous ringing on all commonly used phones. The options are easily configured by users, and the familiar, convenient interface makes it easier for people to use these features.

Operational Efficiency

Microsoft unified communications helps to simplify the deployment and management of the communications infrastructure to make IT operations more efficient. Rather than managing multiple communication silos with different systems and vendors, you can save time and money by consolidating your communication, infrastructure, and management tools.

Quality

Software-powered VoIP capabilities are integrated with intelligent adaptive endpoints that run a new multi-rate, variable bit rate codec (RTAudio and RTVideo) to provide more quality for less bandwidth.

Together with built-in security and encryption, this results in an industry leading voice and video experience.

Support increasing number of mobile and traveling users

A Software and Services Platform for Voice Communications

Unified Messaging

- Access e-mail, voice mail, calendar, and fax from within Outlook 2007 (
- Lower cost to own and operate one system
- Central management via Exchange Server, single directory

Software-powered VoIP

- Call initiation capabilities from the context of the application
- Ability to make and receive calls by connecting to any network without a VPN
- Choice of hard and soft phones of different form factors and cost points
- Ease into UC deployments by migrating legacy systems first. Add a partner gateway and OCS can work with your existing PBX and IP-PBX infrastructure
- Support multiple PBX systems with a common user experience
- Provide advanced features such as soft phone and remote access to the telephony system without requiring a PBX upgrade

Multi-Party On-Premise Web Conferencing

- Multi-party audio and video conferencing
- Flexible options enable customer choice depending on usage scenarios
- Microsoft RoundTable integration

Because Microsoft unified communications technologies have mobile support throughout the products and services, you can support growing business needs without having to deploy third-party servers.

Built-In Protection

With Microsoft unified communications, since all communications flow through servers and networks controlled by IT, universal communications security is finally possible. Plus, Microsoft unified communications solutions combine the proven stability of Microsoft Exchange Server and Microsoft Office Live Communications Server to provide security, automatic archiving, and a distributed architecture for disaster.

By using Office Communications Server, you can take advantage of more secure VoIP, IM, and conferencing on any network without requiring users to have a secure VPN tunnel into the corporate network.

Microsoft unified communications technologies also offer built-in compliance support to help simplify

governance and compliance by enabling administrators to set policies for filtering, examining, and archiving communications.

Future-Ready

Microsoft unified communications provide a future-ready, software-powered foundation that integrates with existing messaging and telephony infrastructure and can adapt to changing business needs.

Deploy as it makes sense

Unified Communications simplifies the process of extending an organization's existing PBX investments with software-powered VoIP. Organizations can turn on unified messaging, call management, conferencing and other functions as needed.

Integrate with existing system

Office Communications Server 2007 and Exchange Server Unified Messaging both work with a broad range of traditional and IP-PBX systems, either natively or through gateways, enabling the productivity benefits of Microsoft unified communications without an expensive or disruptive upgrade.

Fully integrated VoIP and call management capabilities, such as forwarding, simultaneous rings, etc., can now be used with PBX, PSTN and mobile endpoints. Office Communications Server 2007 provides interoperability with many different types of IP and TDM PBX systems (although some deployments may require media gateways as well). So you can deploy Office Communications Server 2007 alongside your existing PBX to supplement its capabilities while still benefitting from your existing telephony investment.

Extend applications with speech

Speech recognition and synthesis technology built into the communications platform enables organizations to create next-generation interactive voice applications that allow self-service and business process integration.

- Full speech development cycle tools support to build:
 - Speech enabled self-service accessible via the telephone (IVR)
 - Voice portals for customer care including business process integration
- Broad standard support
- Fully integrated into Visual Studio
- State-of-the-art speech technology

Prepare for technological change

With Microsoft's software-based solution, companies can add new capabilities incrementally and be better prepared for sudden changes in the needs of the organization. Choosing the Microsoft unified communications platform allows you to start with what you need today and grow from there.

For more information, please visit www.microsoft.nl/uc