

Bratislava, May 6, 2008

Ako podstatne zefektívniť firemnú hlasovú komunikáciu s využitím existujúceho telefónneho systému

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NextiraOne Expert, Spain

nextiraOne
THE COMMUNICATIONS EXPERTS

Agenda

- Krátke predstavenie spoločnosti NextiraOne
- Partnerstvo so spoločnosťou Microsoft v oblasti UC
- Prečo je nevyhnutné v našej firme nasadiť riešenie Unified Communications?
- Microsoft Unified Communication, stručný prehľad funkcionality
- Alternatívy integrácie MS OCS 2007 a existujúcej PABX
- Podpora MS OCS 2007 zo strany výrobcov PABX

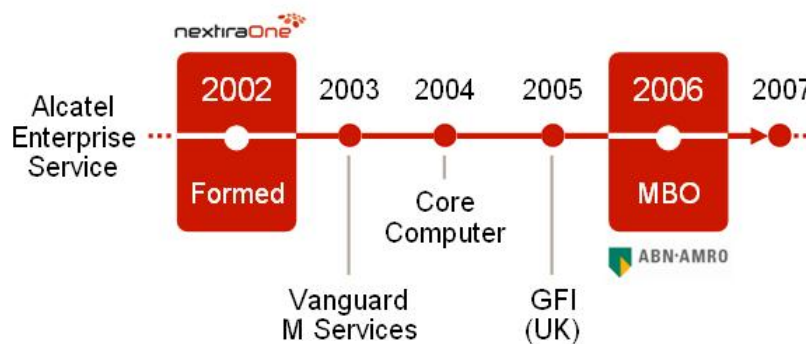
NextiraOne - Country Operations

Austria	Vienna
Belgium	Brussels
Luxembourg	Luxembourg
Czech Republic	Prague
France	Paris
Germany	Berlin
Hungary	Budapest
Ireland	Dublin
Italy	Milan
Netherlands	Den Haag
Poland	Warsaw
Portugal	Lisbon
Slovakia	Bratislava
Spain	Madrid
Switzerland	Zurich
United Kingdom	Lichfield
Romania	Bucharest

NextiraOne Alliance

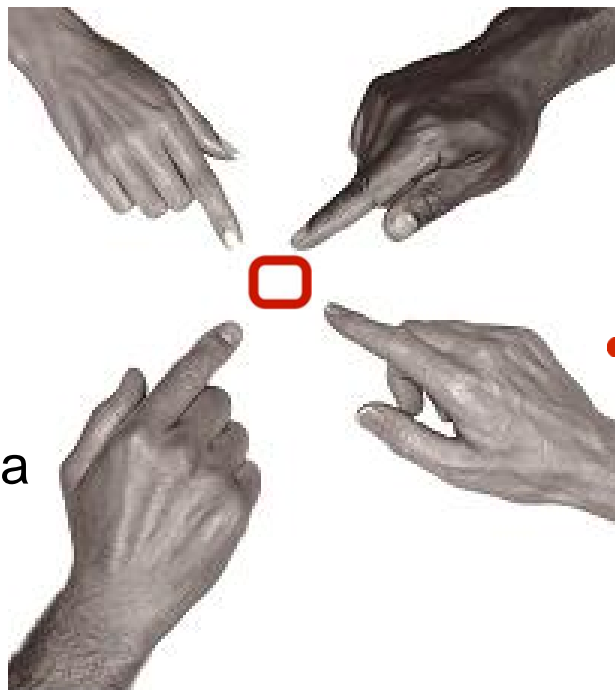


Direct Presence
in 17 Countries



Profil spoločnosti

- Systémový integrátor v oblasti komunikačných riešení a služieb globálnej úrovne
- Služby svetovej úrovne, kritického určenia s medzinárodným dosahom a lokálnou prítomnosťou
- Zameranie na optimalizáciu efektívnosti podnikania prostredníctvom komunikačných riešení
- Nezávislosť od výrobcov a najvyššia úroveň technologických partnerstiev



NextiraOne Europe

€1.1b

Sales in
2007

4,700

Employees
across
Europe

100,000

Customers
across
Europe

International
Communications Experts

More than 12 million voice
users deployed

€300m European Data
Business

Leading independent
Unified Communications
Service business

Service Delivery



- 2 700 Service Professionals
- 400 Consultants
- 170 Project Managers
- 1 200 Engineers



- World-Class NOCs delivering Managed Services
- 500 in-country Technical Experts providing local support

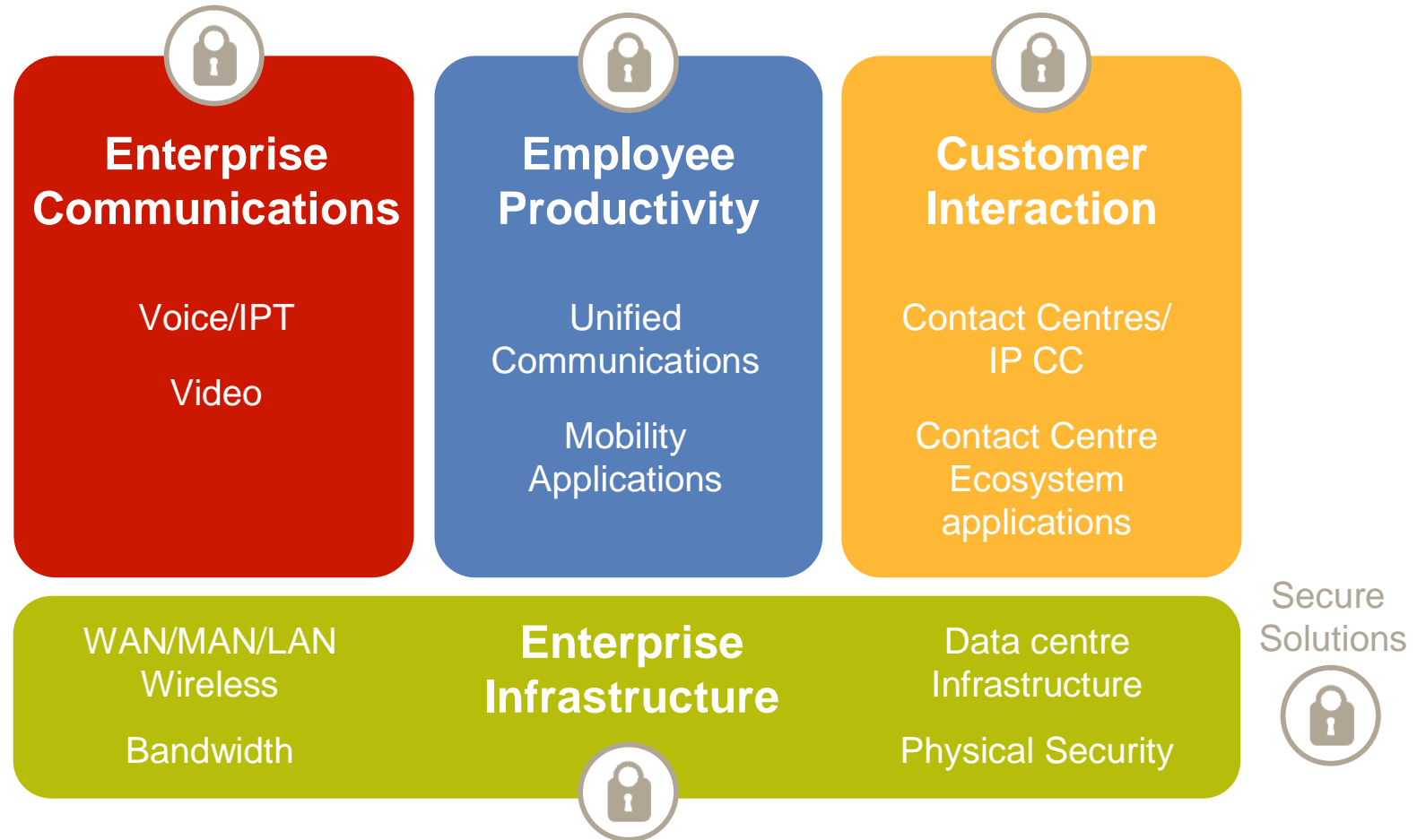
Managing more than
100,000 incidents
per month

>90% calls answered
in less than 15 seconds

>85% of issues fixed
remotely

First-time fix rate of 92%

NextiraOne Solution Focus



Solutions Pedigree

No 1 Partner Worldwide

Premium certified in all
17 countries

2000+ Certifications



Multinational Gold Partner

Gold certified 12 Countries

Cisco MSCP Certified

Multiple Country
Partner Awards



No 1 European
Partner

First dual-gold
certified partner

Deployed more than 400
Genesys solutions



Microsoft

Gold certified in
6 countries

Member of European Voice
Partner Program



Solutions Pedigree

Plus more than 2 000 other vendor certifications...





Milos Kamenicky
NextiraOne Expert, Slovakia

NextiraOne Slovakia

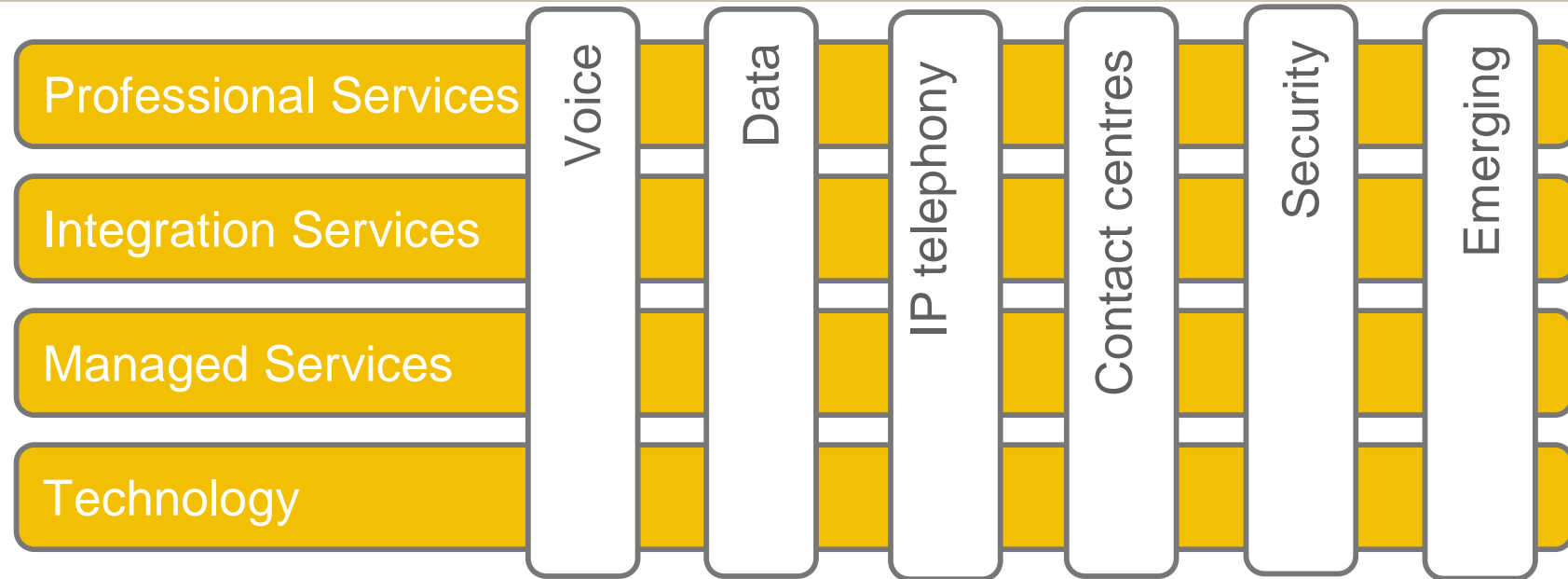
nextiraOne 
THE COMMUNICATIONS EXPERTS

History

- **NextiraOne Slovakia, s.r.o** - 17 years history in communication business
 - Established in 1991 as Alcatel Business Systems Bratislava, s.r.o.
 - 2002 – new owner, new brand - NextiraOne Slovakia, s.r.o.
 - 2005 – acquisition of CORE Computer Slovakia
 - 2006 - new owner – ABN AMRO Capital France

- **Company name:** NextiraOne Slovakia, s.r.o.
 - Assets: 56 075 000 Sk
 - Ownership: 100% NextiraOne Europe B.V.
 - Employees: ≈45
 - Turnover: 260 mil Sk

Solution portfolio



Selected references – NextiraOne Slovakia

ČSOB Bank - LAN, WAN, IP Telephony, Security – Cisco, Genesys Call Centre

Post Bank - LAN, WAN, Security (Crossbeam) – Cisco, IP Telephony (Alcatel), Call Centre (Alcatel), Voice Recording (Nice)

Spordat - Security (Crossbeam, Checkpoint, TrendMicro)

SLSP Bank - Alcatel Telephony and IP Telephony, Genesys Call Centre

OTP Bank – LAN, IP Telephony - Cisco

Ministry of Defense SR - Alcatel Telephony, Mobilisation system, Cisco IPCC Call Centre , Cisco LAN/WAN

PSA Peugeot - Alcatel Telephony, Mobilisation system

National Emergency Service – National Emergency Number (155) Call Centre infrastructure

MOL/Slovnaft – Alcatel Telephony, Call Centre, IP telephony, WiFi - Cisco,

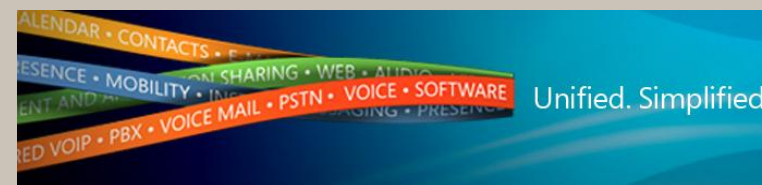
Intrum Justicia - Alcatel Telephony, Genesys Call Centre

Orange Sk - IPTV infrastructure (Harmonic, Cisco), Genesys Call Centre

Slovak Railways - Alcatel Telephony, Alcatel VoIP, Security Crossbeam, Cisco Call Centre

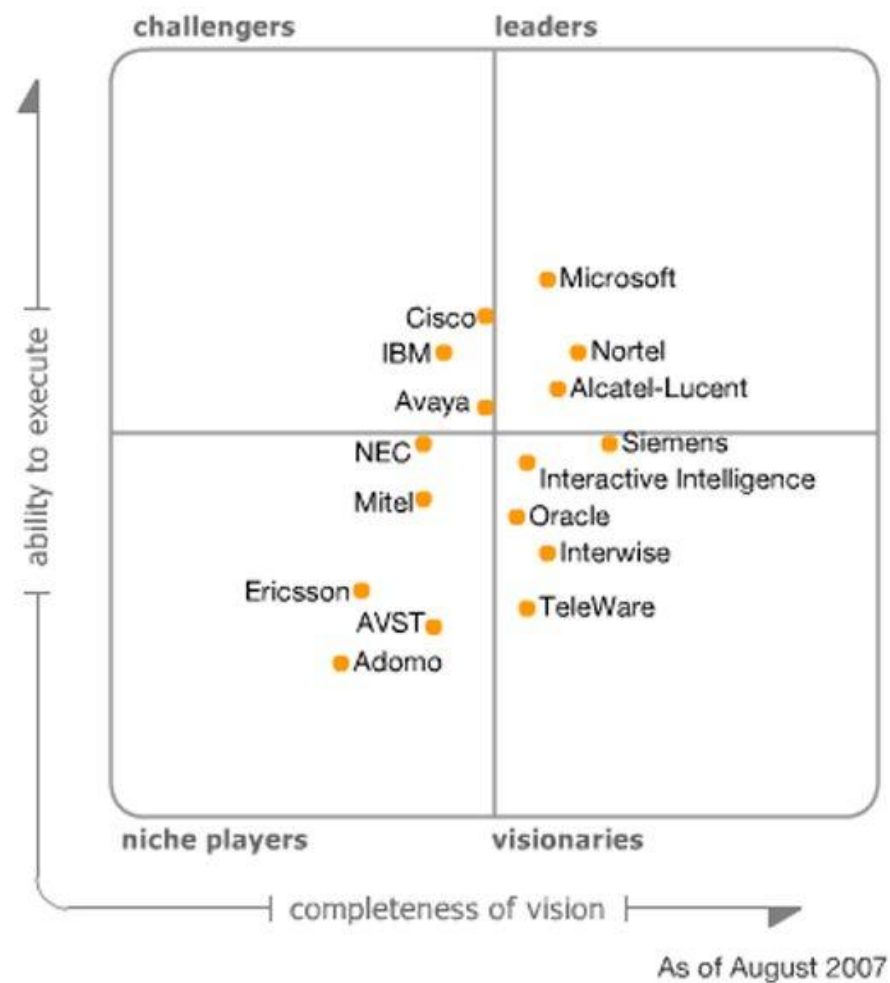
T-Com - OSS- Quality and Fault management (Micromuse, Infovista)

OTP Bank – IP Telephony - Cisco



Prečo partnerstvo so spoločnosťou Microsoft ?

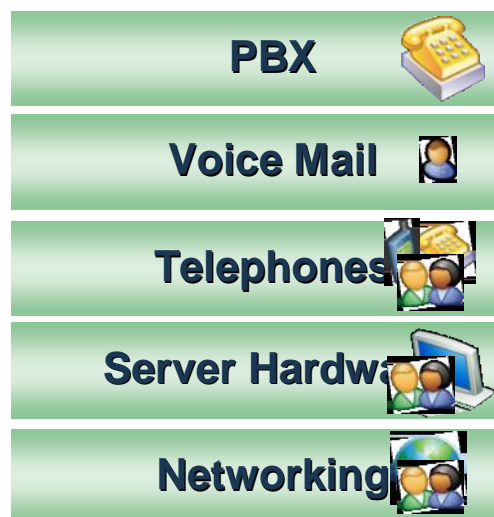
Gartner MQ for UC, 2007



Unified Communications Delivery Challenges

Data infrastrucure and Telephony integration mandatory!

Need a Partner having a real Expertise on all these components



The Microsoft & NextiraOne partnership

- Unified Coms Memorandum of Understanding (MoU) – Voice Partner Program
 - “Microsoft & NextiraOne entered into a joint MoU in May 2007 with the scope of developing UC Expertise and helping our customers getting into this new solution”
 - ~ 15 EMEA partners (60 Worldwide)

- Question to Microsoft “Why did you approach NextiraOne?”
 - Selected in a small group of EMEA partners for extensive ramp up support by Microsoft
 - EMEA presence & leadership (100 000 customers, 12m Telephony lines, 10m Data ports)
 - Strong Integration knowledge
 - Close to Customer and good C-Sat rates
 - Real Expertise in Voice (VoIP), Data (& Convergence) and Appls (UM, Mobility, Contact Center ...)

Aktuálna otázka pre manažéra úspešnej firmy:

**Prečo je nevyhnutné v našej firme nasadiť riešenie
Unified Communications?**



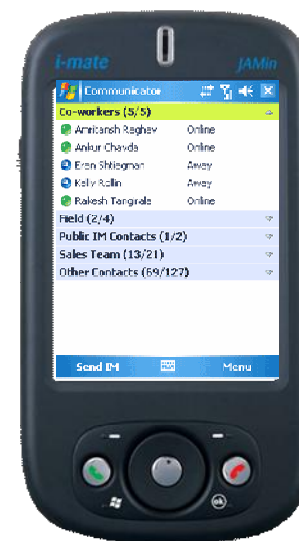
Rôznorodosť komunikačných kanálov

- E-mail
- SMS
- Fax
- Voice mail
- IM
- P2P Audio
- P2P Video
- Audio/Video conferencing
- Document sharing



Rôznorodosť komunikačných zariadení

- Desk phone
- Desktop
- DECT
- Mobile phone
- PDA
- Laptop
- Web access



Rôznorodosť komunikačných zdrojov

- Voice switch
- E-mail server
- Voice mail system
- Fax server
- Audioconferencing system
- Videoconferencing system
- Directory services
- Backoffice information systems



Konsolidácia

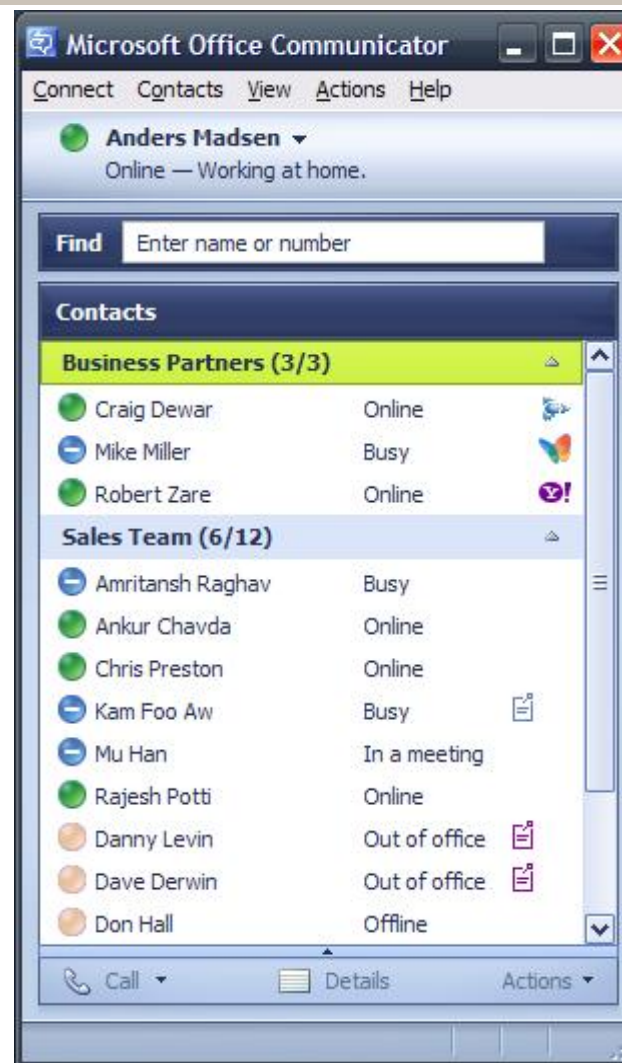
Unified Communications

=

- Prístup k zjednoteným zdrojom z ľubovoľného koncového zariadenia

+

- Jednotný prístup ku všetkým komunikačným kanálom:
IM / presence, e-mail, fax,
voice mail, web/audio/video,
P2P, conferencing



Konsolidácia

Communications Today



- Vertically integrated communication silos
- Inefficient communications
- Communications overload
- Parallel infrastructures

Unified Communications



- Horizontally integrated common platform
- Standards-based distributed architecture
- Accessibility in the entire network
- One common database

Microsoft Unified Communication

What are we speaking about?

Customer Pain

Productivity Issues

Communications
Overload

Global
Teams

High Costs

Communications
Costs

Disparate
Networks

Exchange Server 2007:

- E-mail
- Fax
- Voice mail

Office Communications Server 2007:

- Call processing
- Presence
- Conferencing
- Instant Messaging

Office Live Meeting:

- WEB conferencing

Office Communicator 2007

- End User Client

Technology Adoption

Enterprise
Messaging

IM and
Presence

VoIP

Video
Conferencing

On any device: PC, Web, mobile phone

Communications Convergence

Breaking down the silos with
Microsoft Unified Communications

Microsoft
Office Communications
Server 2007

Microsoft
Office Live Meeting

Microsoft
Exchange Server 2007

people  ready

Microsoft
Office Communicator 2007

Microsoft
Office Outlook 2007

NextiraOne primary focus

Business Applis (ERP, CRM, Front & Back office)



LCS & OCS (IM, Presence, Collaboration)



Conferencing



Mobility



Call Server
IP Coms



Mobility
Gateway



Security
assessment

Directory
AD

E-mail server
Upgrade

Network Infrastructure (DATA, IPT, QoS, VLAN ...)



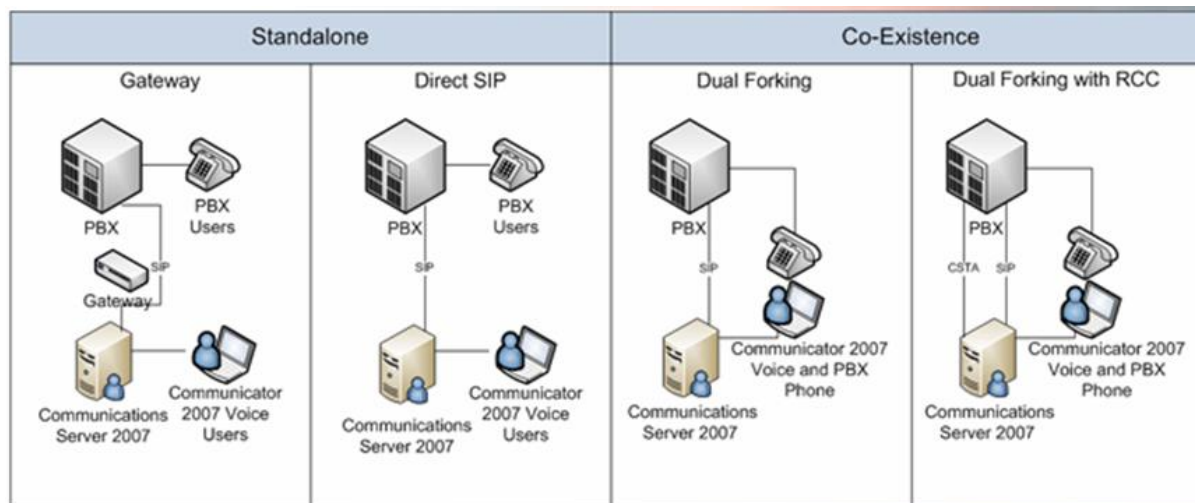


Carmen Alonso
NextiraOne Expert, Spain

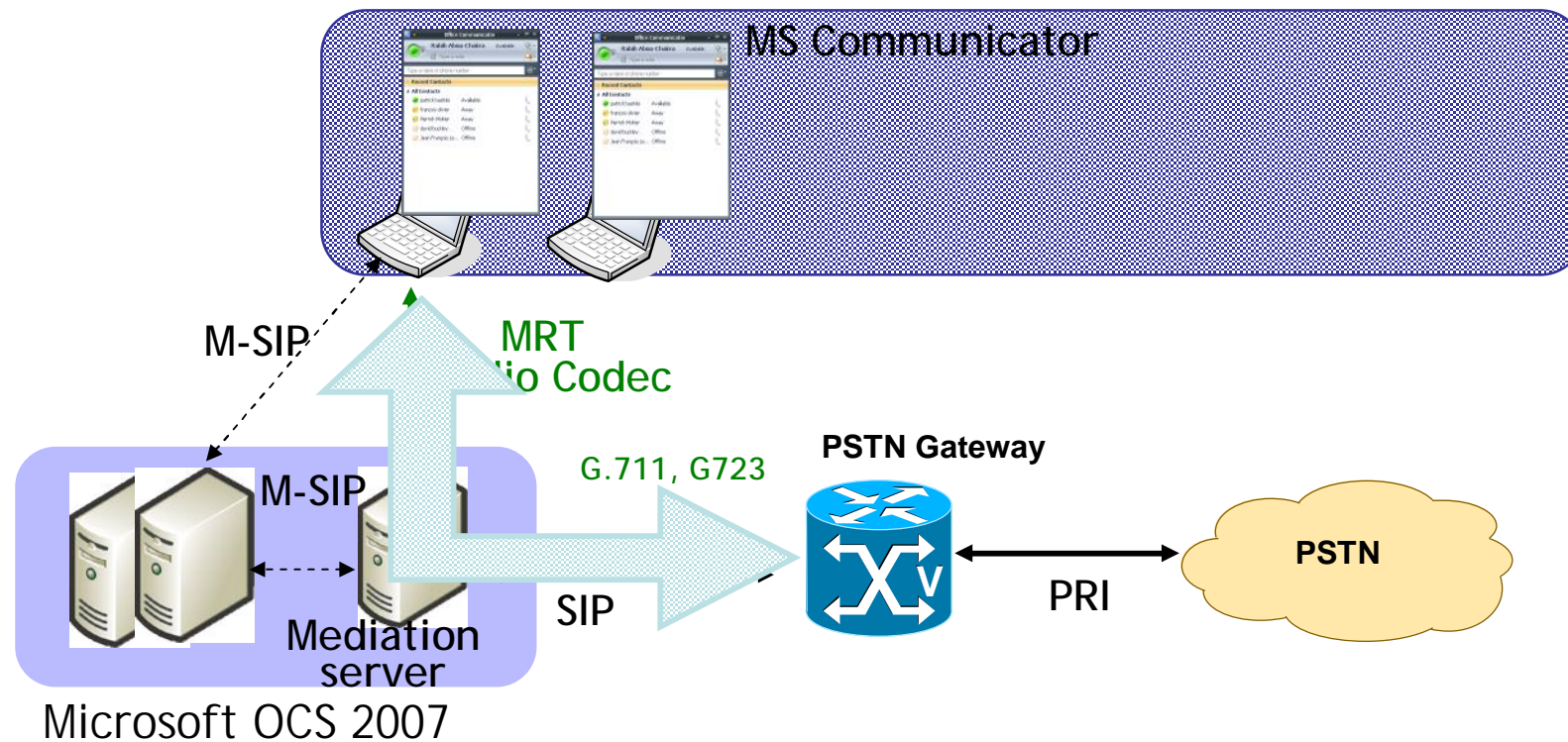
Alternatívy integrácie MS OCS 2007 ↔ PABX

Alternatívy integrácie MS OCS ↔ PABX

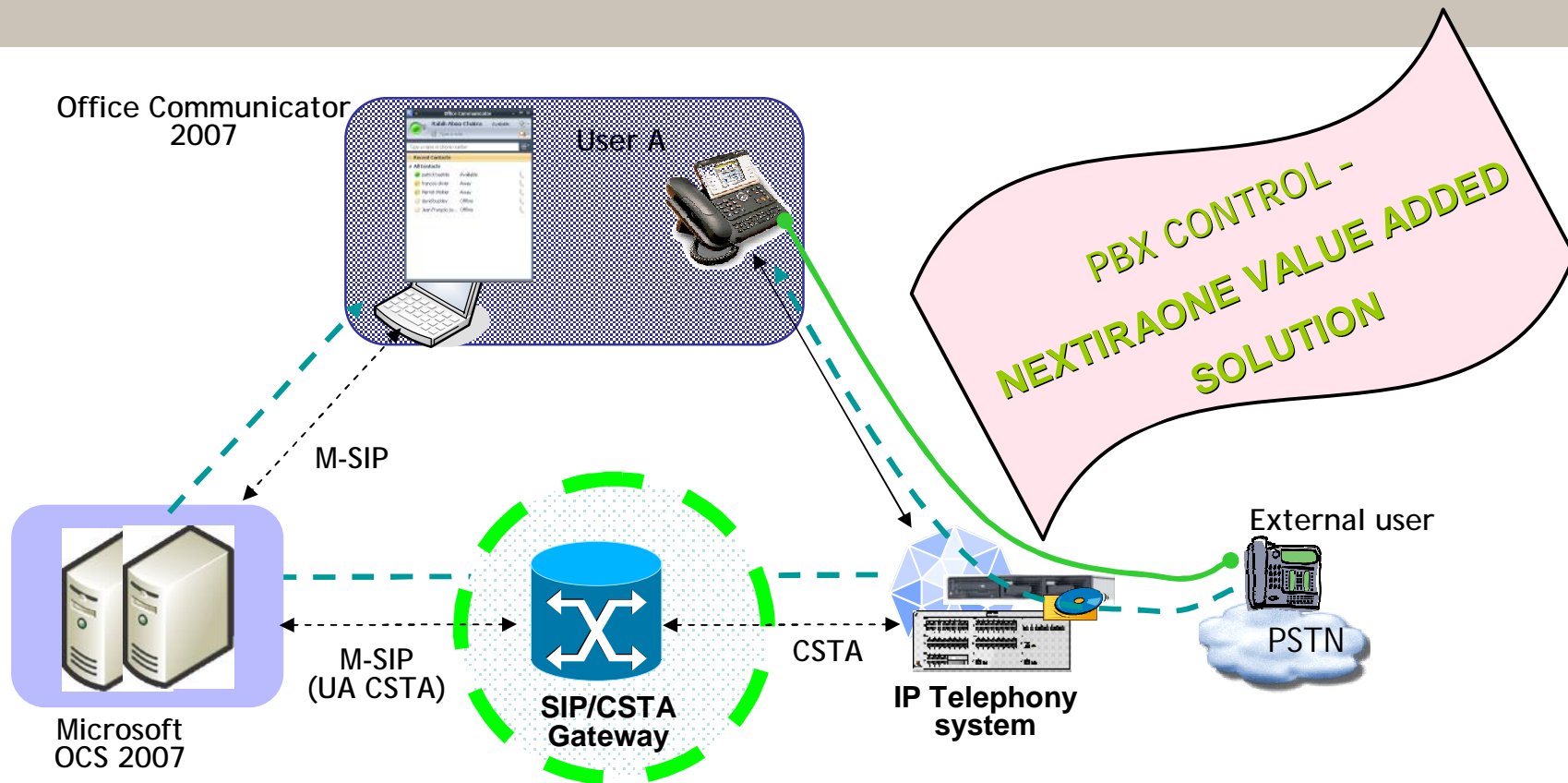
- Enterprise Voice
- Remote Call Control (RCC)
- Enterprise Voice s integráciou PABX



Enterprise Voice

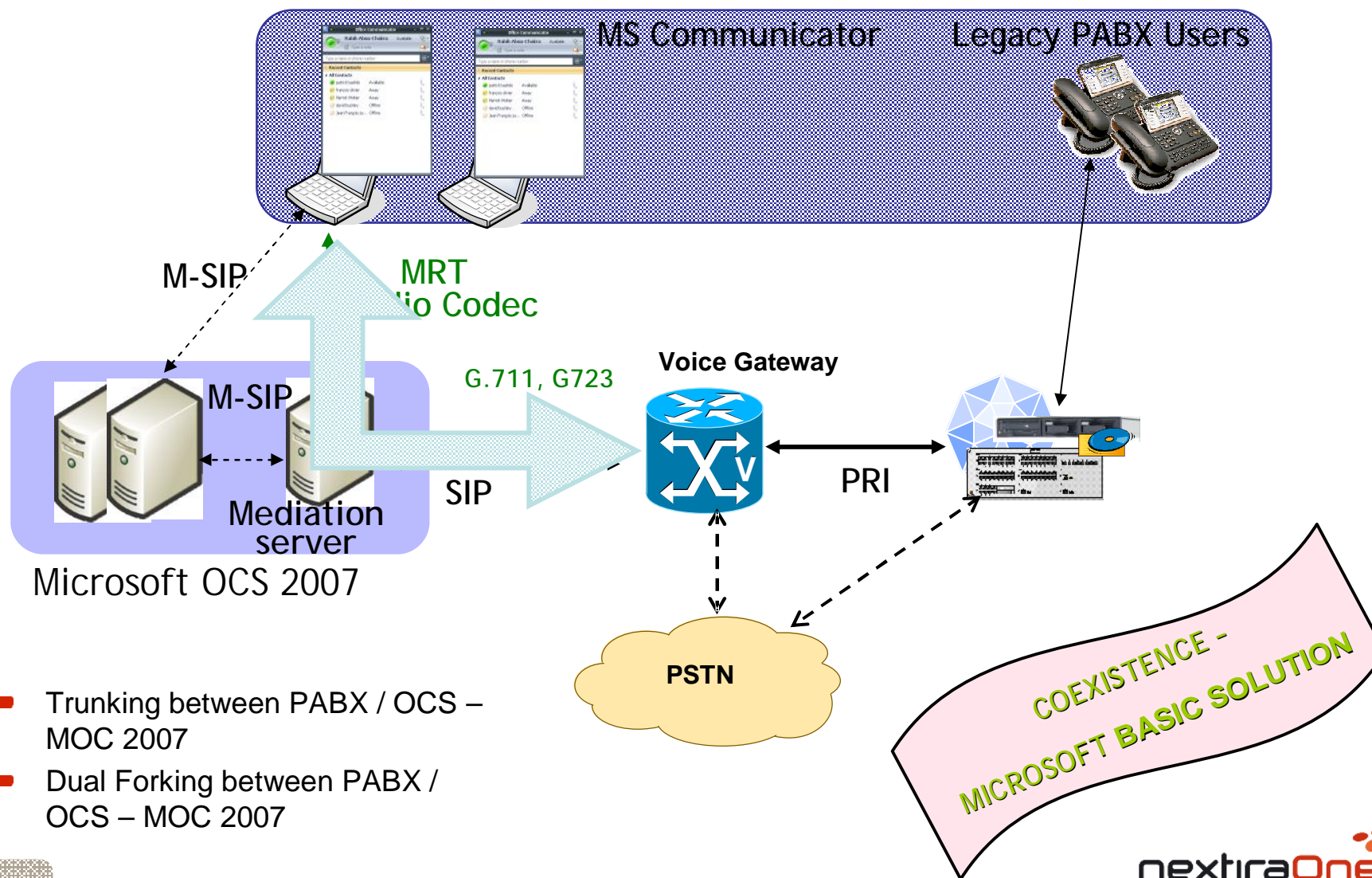


Remote Call Control (RCC)



- Provides Telephony presence and basic telephony features from MOC in call control mode of a HW phone set
- (CSTA) Services for Computer Supported Telecommunications Applications This Standard specifies an interface and services between two entities that request and provide communication services (e.g. Applications, middleware, PBX, IP-PBX, Softswitch, phone, softphone, software devices) (Standard ECMA-269).

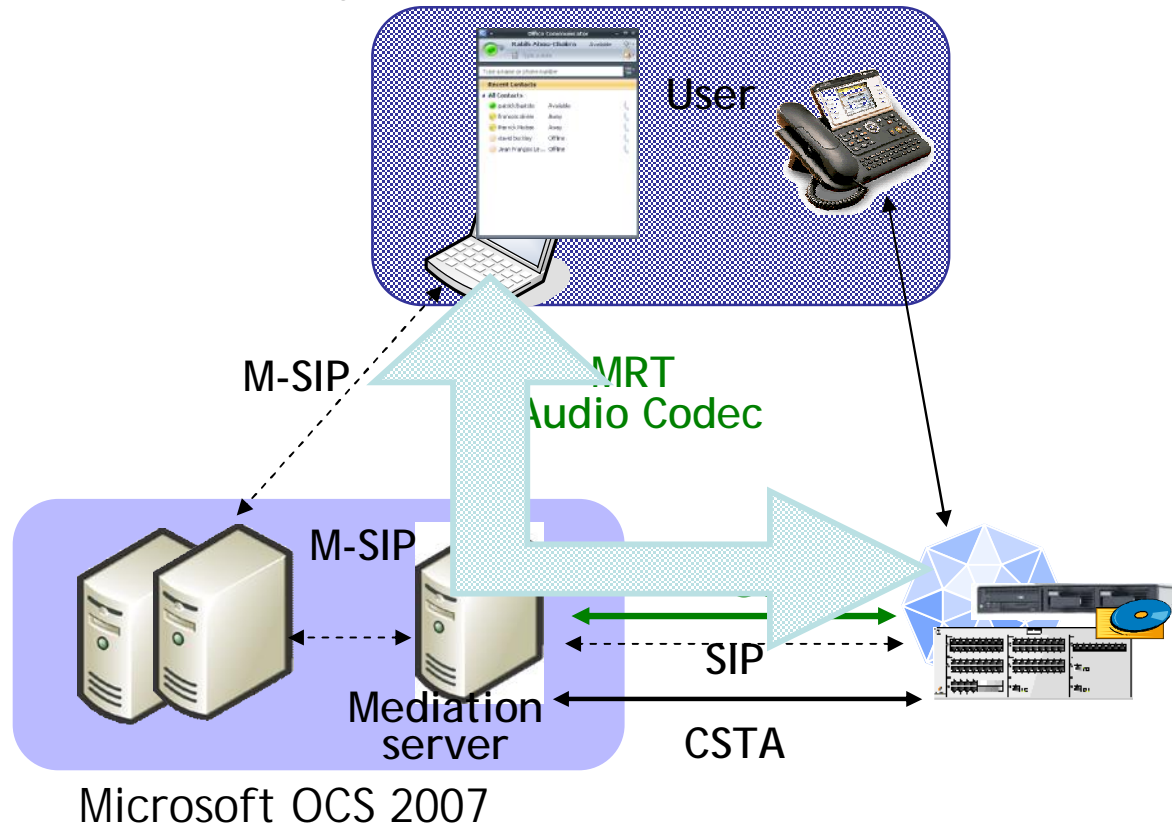
Enterprise Voice s integráciou PABX



- Trunking between PABX / OCS – MOC 2007
- Dual Forking between PABX / OCS – MOC 2007

SIP Telephony integrácia

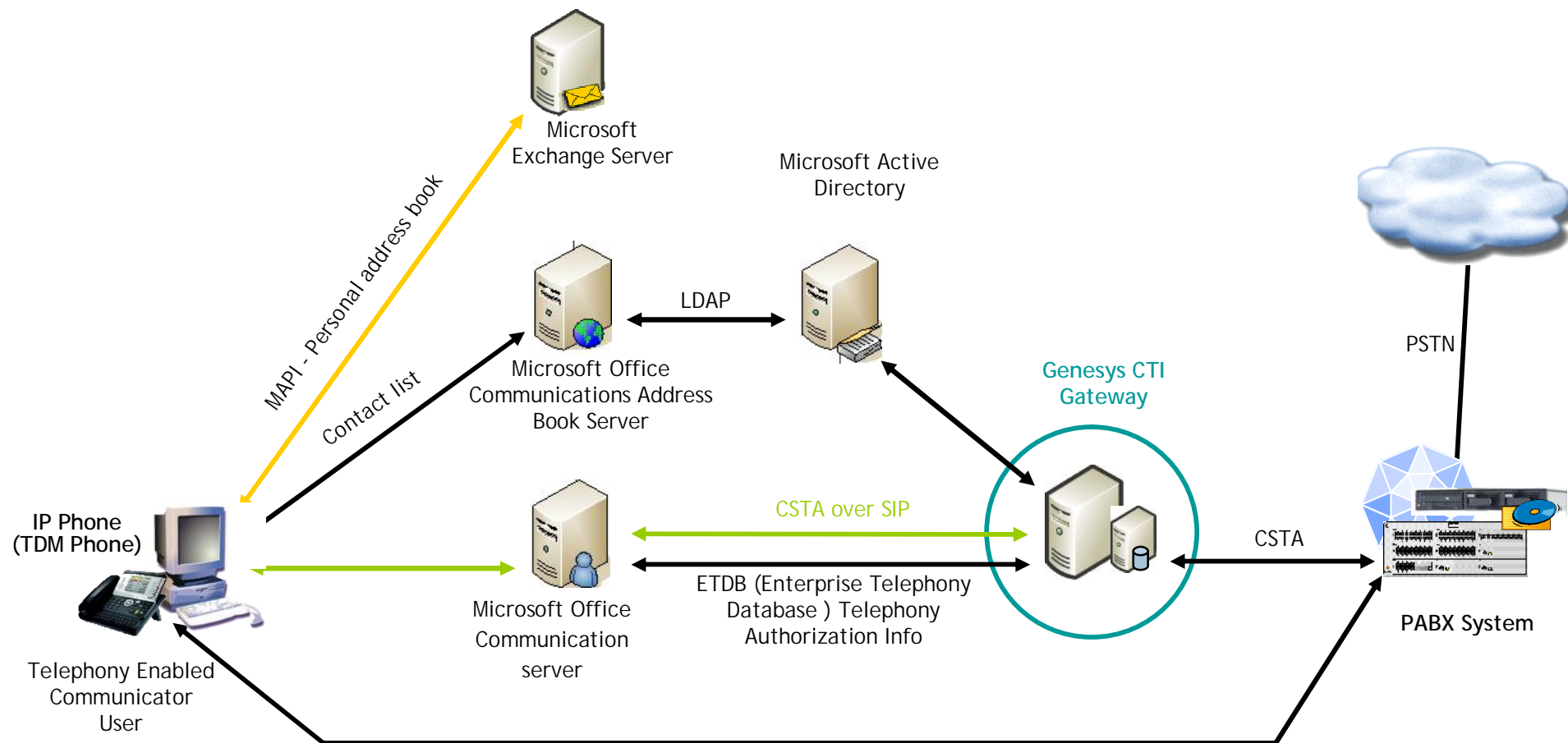
- SIP Trunking between PABX / OCS – MOC 2007
- Dual Forking between PABX / OCS – MOC 2007



**COEXISTENCE -
MICROSOFT BASIC SOLUTION**

MS OCS 2007 - End-to-End Solution Topology

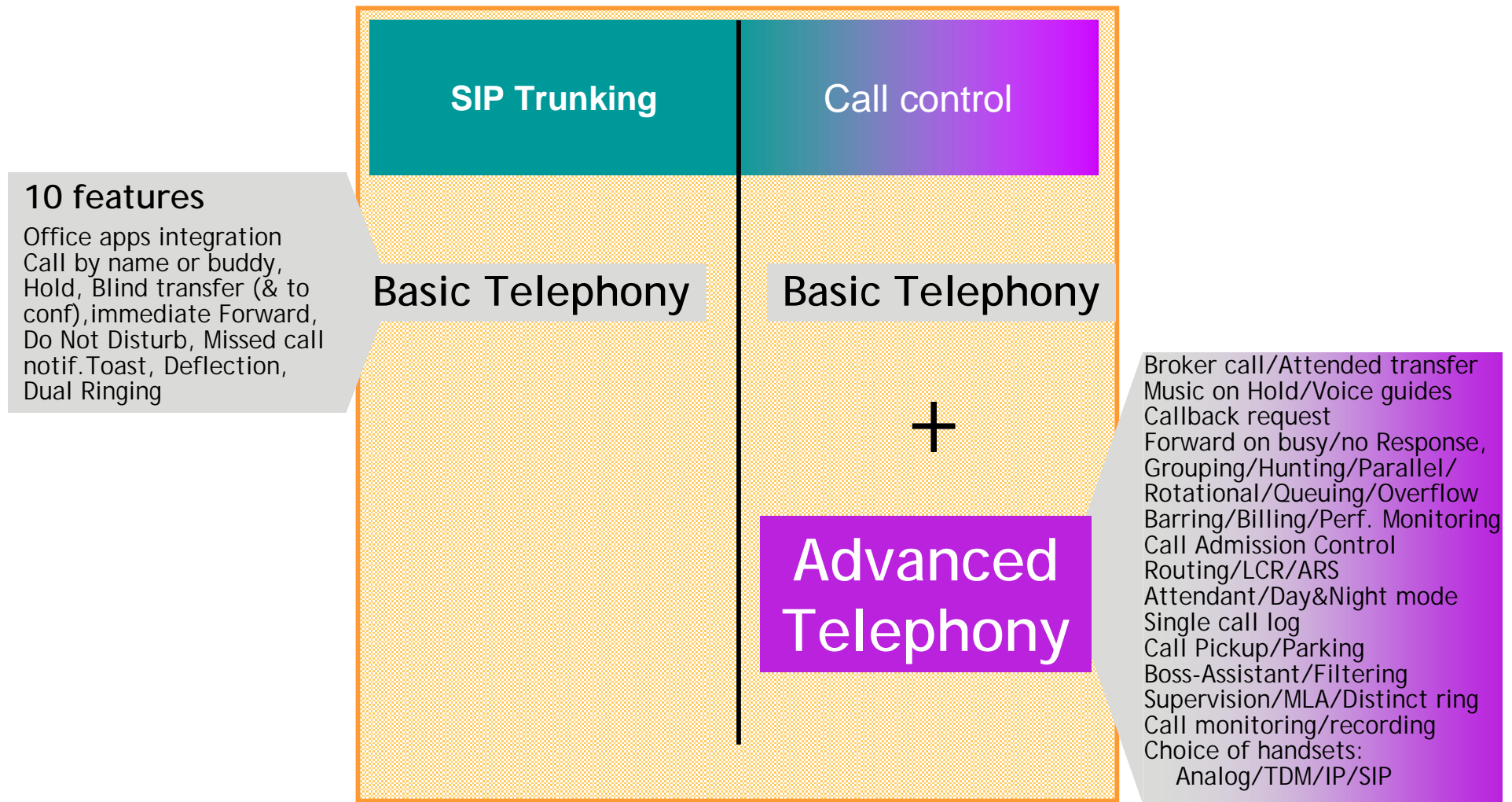
Typická integrácia s telefónnym systémom



Výhody integrácie Microsoft OCS 2007 s existujúcim telefónnym systémom

- Zachovanie a rozšírenie funkcionality existujúcej PABX
- Efektívnejšie využitie existujúcej PABX
- Možnosť rozšírenia funkcionality:
 - hlasových služieb (doplnenie nových služieb, ako je IM, presence, Web/Video Conf, bez straty známeho a overeného business nástroja)
 - zdrojov (napr. hlasový / video konferenčný bridge)
 - implementovaných integrovaných riešení (voice recording, call accounting, kontaktné centrum, integrácia s CRM)
- Podstatne širšia skupina funkcií / služieb OCS

Obohatenie MS OCS 2007 s Advanced Telephony



Vendors committed to support integration with OCS 2007

Vendor	Switch Version	Integration Goal	Date
Alcatel/Lucent	OmniPCX Enterprise 9.0	Dual Forking with RCC	Q2, 2008
Avaya	Communication Manager 4.x	Dual Forking with RCC	Q2, 2008
Cisco	Unified Communications Manager 7.x	Dual Forking with RCC	Q3, 2008
Ericsson	MX-1	Dual Forking with RCC	Q2, 2008
Mitel	3300 v8	Dual Forking with RCC	Q1, 2008
NEC	Univerge SV7000	Direct SIP	Q2, 2008
Nortel	CS1000 v5	Dual Forking with RCC	January 2008
Siemens	HiPath 8000 v8.1	Dual Forking with RCC	Q2, 2008

Skutočná sloboda



Možnosť integrácie s viac ako 100 hlasovými switch-mi od viac ako 25 výrobcov



Ďakujem Vám za pozornosť.

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