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BT Managed Office Communications Server 2007 Release 2

Why complicate what should  
be **perfectly** simple?



# Agenda

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- Effective communication – the challenges
- Unified Communications (UC)
- Managed OCS R2 overview
- Core features – OCS R2
- Service options – Enterprise Voice
- Service options – Dial-in Audio Conferencing
- Service options – Group Chat
- Service options – Desktop sharing
- Service options – Mobility
- Professional services
- Managed services
- BT and Microsoft

“The problem with communication is the illusion that it has been achieved.”

- Too many communications channels overwhelm the recipient
- Customers expect instant and ‘always on’ access
- Different technologies do not work efficiently together
- Keeping up with new technologies is expensive
- IT and communications infrastructure becomes overburdened and inefficient

How do you communicate more effectively, gain more control, enable ‘work anywhere’, unify business communications – and cut costs at the same time?

## Unified Communications (UC)

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UC, based on Office Communications Server 2007 Release 2 (OCS R2), streamlines communications by bringing everything together on one platform, helping you to:

- **Improve efficiency**  
Manage the way you, your suppliers and customers receive and access information and exchange ideas. Reach the right person, first time, every time
- **Reduce costs**  
Using Instant Messaging (IM) can reduce mobile phone bills by 30%, email traffic by 40% and voicemail by 15%
- **Communicate more effectively**  
Access colleagues, information and messages from wherever you are with your mobile device
- **Lower carbon emissions**  
Replace face-to-face meetings with conferencing and reduce travel



# Managed OCS R2 overview

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Build structure and additional features and services



## Core features – OCS R2

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### Secure, enterprise-grade instant messaging(IM)

- Send individual and group IMs
- Add e-mail distribution lists as Office Communicator contacts
- Escalate instantly from IM to voice or video call (PC to PC)



### Rich 'presence' information

- Display your current status to your contacts
- Publish presence on behalf of others
- Queue incoming calls based on the presence status of the recipient

### Voice and video enhancements

- VGA and HD video now supported
- Call set-up time reduced
- Voice and video quality indicators flag potential problems

## Service options – Dial-in Audio Conferencing [ ]

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OCS R2 offers new voice features including:

### Call delegation [ ]

Receptionists and team secretaries can manage calls and conferences on behalf of executives, designate back-ups and share Outlook contacts through a new Communicator Attendant console. [ ]

### Team ring

Set up a group of contacts to answer your calls if you are unavailable.

### Response groups [ ]

Set up a call workflow to route calls to the queue of an assigned member or other individuals and groups.

### Straight to voicemail

You can choose to call voicemail directly, rather than calling the individual



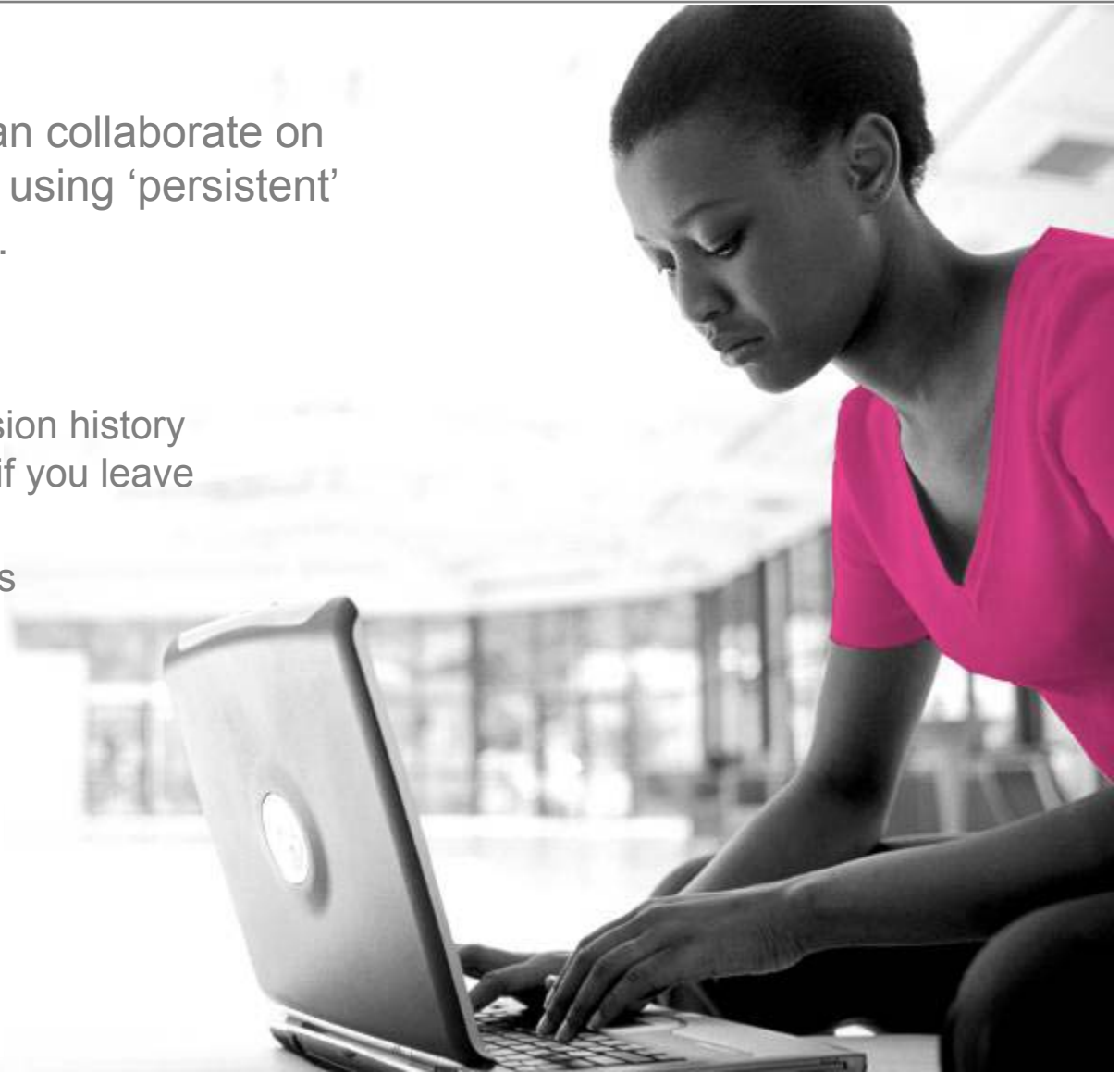
## Service options – Group Chat [ ]

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With Group Chat, teams can collaborate on projects wherever they are using ‘persistent’ topic-based IM chat rooms.

### Key features:

- Retrieve the entire discussion history for the period you missed if you leave and rejoin a chat room
- Customise filters and alerts
- Archive for compliance.



## Service options – Desktop Sharing [ ]

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You can share your entire desktop with Office Communicator or Communicator Web Access rather than having to start a Live Meeting.

### Key features:

- Faster, smoother set-up with one click to share
- Share across different platforms (Windows/ Mac/Linux)
- Add audio to sharing session



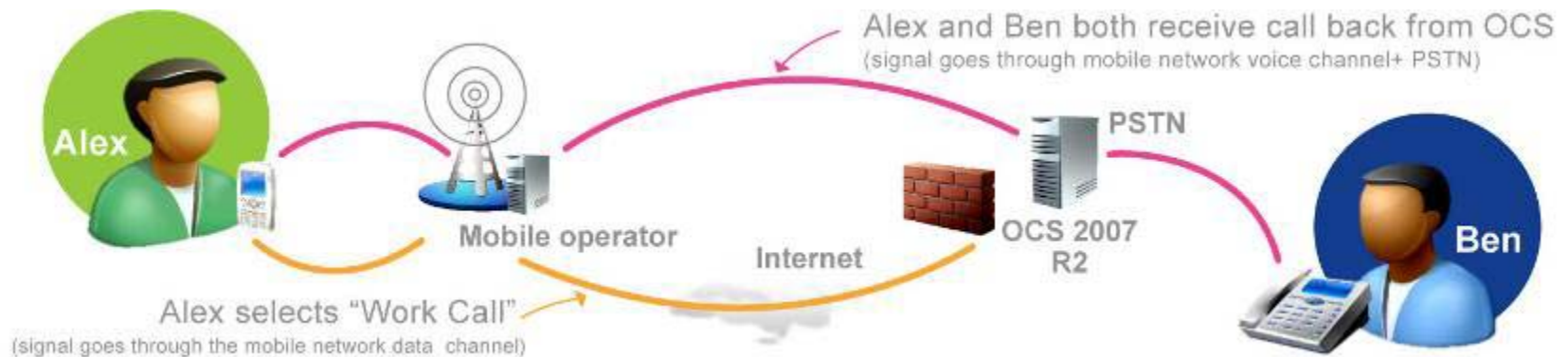
## Service options – Mobility

Communicator Mobile [ ] supports Windows Mobile 6.0 and 6.1, Pocket PC, Smartphone, Nokia S40 and Motorola RAZR 3.

### Key features:

- Simultaneous multiple IM sessions
- Global Address List contacts search
- Call back

You can also advertise just one number on your business card and have incoming calls automatically routed to your mobile with 'single number reach'.



# Professional services

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## Analysis and audit

By analysing your needs and auditing your current infrastructure we can develop a structured pilot implementation of UC



## Design and integration

We can design a solution that focuses on your specific infrastructure, directory, platform and voice integration requirements.

## End user training and adoption

To ensure successful delivery of qualified ROI, we can provide training and user adoption services.



## Managed services

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Our suite of managed services are designed to make setting up and running UC applications, voice integration, and IT systems management as simple and painless as possible.

### Benefits:

- Single, integrated delivery and support for software, network and hardware
- Proactive service desk, providing expert support for all UC operations
- Burden on IT staff and internal helpdesk is reduced
- Tried and tested model, minimising risk to service delivery
- Reduction of suppliers simplifies contract and service level management.



## BT and Microsoft

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The combination of Microsoft's powerful suite of applications and our extensive network management and systems integration expertise will give you a fully integrated, innovative communications solution.

You also benefit from our:

- Proven capabilities
- Unique skill-set
- Global dependability
- Evolutionary approach.

Together we can  
simplify managing your IT,  
communications and networks.

**Microsoft®**





Bringing it all together