

eircom Unified Communications & Collaboration



Unleash the potential of your current infrastructure with Microsoft Office Communications Server to deliver real benefits to your organisation.

Real benefits for your organisation:

- Drive productivity by eliminating work delays and enhancing team performance.
- Improve staff responsiveness with instant messaging and smart "presence," which helps eliminate phone tag
- Cut travel costs now by replacing in-person meetings with audio, video and web conferencing
- Improve staff flexibility and mobility with "click-to-call", harnessing the power of the desk phone on PCs and laptops
- Achieve a rapid return on your investment by leveraging your existing ICT infrastructure
- Reduce project risk and deployment time using market-leading UC&C technology and integration capability

When your information flows, your teams can achieve more

All organisations are under pressure to achieve more with their time and resources. But to work most efficiently, your teams need constant access to the people and information that help them complete tasks. Achieving that level of availability and responsiveness is a challenge: gaps appear when individuals are busy and mobile, whether they are office-based, at home or on the road.

eircom Unified Communications and Collaboration with Microsoft OCS creates the 'Connected Enterprise' in a simple and affordable solution. With Microsoft Office Communications Server 2007 R2, you can close gaps in availability by connecting key pieces of your current infrastructure: desktop, network and PBX. With tools like presence, instant messaging and desktop videoconferencing, vital information can flow more freely, so people can be responsive regardless of location.



Connecting the infrastructure you already have

Because UC&C capabilities already exist in your Microsoft environment, getting started is rapid and cost-effective. eircom's PBX integrations for Microsoft OCS are tried and tested, so you can be confident it will all work together smoothly, first time.



eircom – your ideal UC&C partner

- Tried and tested UC&C implementations and PBX integrations
- Gold Partner for Microsoft UC with Voice
- Certified design, delivery and support teams guarantee a smooth migration and handover
- Successful roll out of Ireland's largest UC deployment with telephony integration in eircom headquarters
- A wealth of know-how on UC&C best practice from our own use of Microsoft OCS
- Low- risk deployment with our end-to-end programme-managed approach, encompassing discovery, implementation and ongoing support
- Comprehensive administrator and end user training.

For further information on any of our unified communications and collaboration services, contact your eircom account manager.

eircom Unified Communications and Collaboration with Microsoft OCS – the comprehensive and affordable solution

Microsoft Office Communications Server 2007 R2 (OCS) is a powerful business tool which enables enterprise-grade communications and collaboration. eircom's proven approach helps ensure excellent performance of your UC&C solution. We conduct a full discovery of your ICT infrastructure and, where needed, perform any upgrades required to prepare your network for the successful deployment of UC&C. An end-to-end programme managed approach throughout the implementation, with comprehensive monitoring and management services from eircom's 24/7 operations centre, guarantees a trouble free operation.

Choose the deployment that is best for you:

- **Microsoft OCS:** Build upon your existing investment in Microsoft technologies to roll out UC&C tools like instant messaging and presence; ideal for organisations who want to quickly benefit from UC&C features but aren't ready to undertake a full telephony integration project.
- **Microsoft OCS with Cisco telephony integration:** Integrate Microsoft OCS with Cisco Unified Communications Manager to optimise your UC&C experience. Control your Cisco desk phone from inside OCS and use features like "smart presence" and "click to call". When travelling or working remotely use your laptop to make and receive calls from your office number.
- **Microsoft OCS with Nortel telephony integration:** Integrate Microsoft OCS with Nortel Communication Server 1000, to access a comprehensive set of UC&C features. With "single number reach" and "simultaneous ringing", incoming calls can ring on any or all your devices – desktop handset, PC/Laptop softphone and mobile phone.
- **Customised Microsoft OCS deployment:** eircom will tailor an OCS deployment to match your specific organisational requirements. Our expert consultants can work with you to create solutions encompassing technologies and functionalities such as Exchange Unified Messaging, Live Meeting, SharePoint, Microsoft Enterprise Voice, 3rd-party Federation, Dial-in Audio Conferencing and Virtualised Environments.