



What is Unified Communications?

Microsoft unified communications technologies offer customers choices in how their communications and collaboration software is delivered, managed, and maintained:

- On-premise
- Hosted by partners
- Hosted by Microsoft

By uniting your existing communication systems and tools:

- Desktop telephone systems
- Legacy PBX and IP-PBX systems
- Internet
- Voice mail
- Faxes

With the productivity tools your people use every day:

- Windows Mobile-powered devices
- E-mail
- 2007 Microsoft Office System
- Instant messaging

Using integrated servers plus services and client applications:

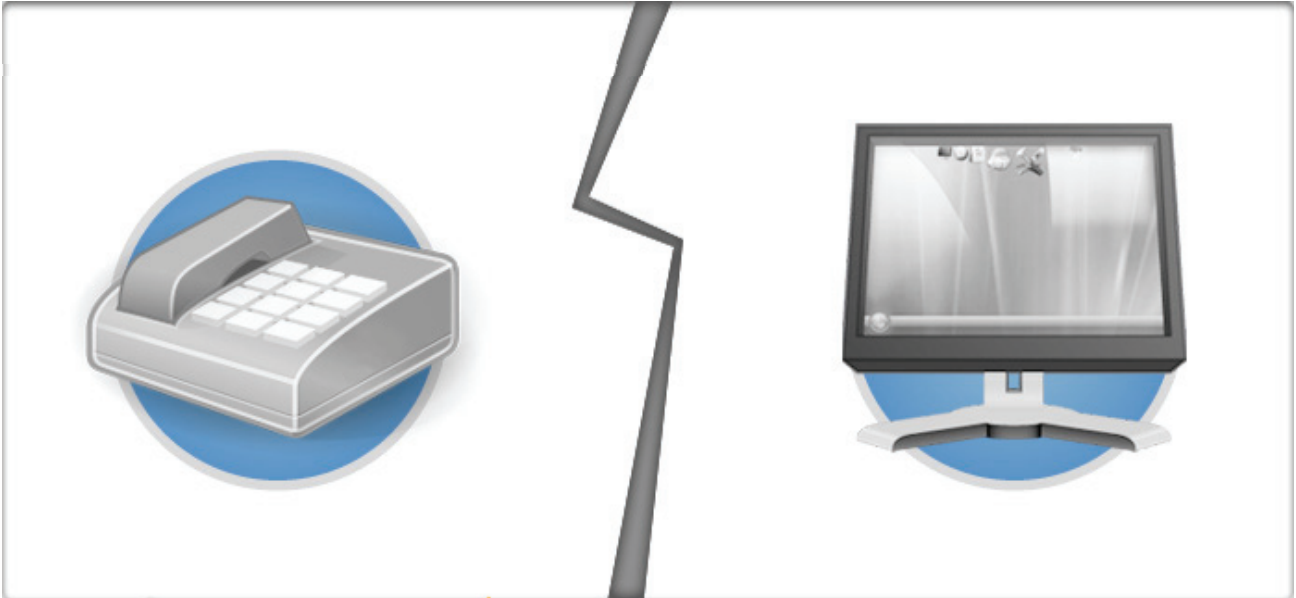
- Microsoft Office Communications Server 2007
- Microsoft Office Communicator 2007
- Microsoft Exchange Server 2007
- Microsoft Exchange Hosted Services
- Microsoft Office Live Meeting 2007
- Microsoft Office Outlook 2007

To deliver complete communications tools:

- VoIP telephone service
- E-mail
- Audio and video conferencing
- Voice mail
- Presence and contact information
- Faxes
- Instant messaging
- Calendars

And delivers them across multiple convenient applications and devices:

- Desktop computers and telephone
- Public Internet
- Windows Mobile-powered devices
- PSTN telephones



The Communications Divide

The communications world is split in two—between the things you do on the telephone and the things you do on the computer.

The split exists because most real-time (synchronous) communications—like telephone calls and voice mail—depend on one network, while message based (asynchronous) communications—like e-mail—depend on a separate, incompatible network.

Real-time (synchronous) communications run on the Public Switched Telephone Network (PSTN). Asynchronous communications run on packet-based networks like Ethernet (IP).

The split creates problems, lots of them. Phones aren't as intuitive as they should be: just try to start a three-way call without hanging up on someone. Computers can check your e-mail, but not your voice mail. And then there's the enormous cost of purchasing, maintaining, and upgrading two complex infrastructures.

To get your phones and your computers talking, you'd have to tear out your entire telephone system, dump your PBX, replace every desk phone, swap out every phone jack. In short, you'd have to start from scratch.



Microsoft Has a Better Way : Use Software

Microsoft unified communications technologies bridge the divide between computers and telephones with two integrated servers: Microsoft Exchange Server 2007 and Microsoft Office Communications Server 2007. They integrate with your company's existing phone system and deliver complete communications services using your existing data network.

No forklift required: Microsoft unified communications technologies maximize your existing infrastructure by integrating legacy PBX systems through a VoIP/PBX gateway.

With Microsoft unified communications technologies, the computers on your network gain the functionality of advanced VoIP phones. Users can click to call any contact in their address book. A simple phone call can become a conference call or a video conference, on the fly.



Tearing Down Communication Barriers

Microsoft unified communications technologies tear down the walls that separate tele-communications and computing. And they do it with software that leverages your existing telecommunications infrastructure.

Microsoft unified communications technologies are more than just VoIP. They break down all the traditional communications silos. Voice-mail and faxes move over the network like e-mail. They arrive in your Microsoft Office Outlook 2007 inbox where you can sort, prioritize, and forward them, just like any piece of e-mail.

And when you're on the road, you can dial in over any telephone to hear your e-mails and your calendars. You can even access your Microsoft Office Outlook directory and place calls from any telephone.

Microsoft unified communications technologies help businesses

- Streamline communications
- Build in protection for communications
- Build a future-ready foundation for communications
- Increase efficiency and reduce costs

Vision

Microsoft unified communications technologies use the power of software to deliver complete communications--messaging, voice, and video--across the applications and devices that people use every day.

Integrating the experiences you associate with the telephone--phone calls, voice mail, and conferencing--into the work you do on a computer--documents, spreadsheets, instant messaging, e-mail, calendars--has the power to fundamentally change the way the world works.

We believe unified communications will transform business in the coming decade in the same way e-mail changed the business landscape in the 1990s.

When phone services become software, are managed by a server, and are delivered to desktop applications, many interesting things happen.

The computer starts to work like a phone

To call someone, you just click on his or her name. The computer places the call. It doesn't matter if you see their name in an e-mail, inside Microsoft Office Word, or on a Windows SharePoint Services site: their contact information and the ability to reach them is always present.

Presence is one of the key benefits of unified communications because it unites all the contact information stored in Active Directory with all the ways people communicate: phone, conferencing, instant messaging, e-mail, calendaring. People's availability, their contact information, and the ability to communicate with them are integrated and always just a click away.

The phone starts to work like a computer

Try this with a standard office phone: call someone, then add someone else to the call. Okay, now add ten people. Now, turn it into a live video call. Could you do it? Is it even possible?

With Microsoft unified communications technologies, you click to call. Click again and you can launch a conference call. Need video? It's a click away. It's that easy.

Voice mail becomes e-mail

Voice mail arrives in your Microsoft Office Outlook inbox, right beside your e-mail. That might not sound impressive, but have you ever tried to forward a voice mail using the touchtone keypad on a telephone? When voice mail becomes e-mail, you can forward it just like any e-mail: to one person, a work team, or an entire department.

On the back end, things are even better

Change like this usually means a lot of new hardware, extra work for IT, and a vastly more complex infrastructure. But not with Microsoft unified communications technologies.

VoIP as you are

You don't need a forklift to install Microsoft unified communications technologies because Microsoft uses software instead of hardware. Microsoft Office Communications Server 2007--the server that delivers presence, instant messaging, and audio- and videoconferencing--integrates seamlessly with your existing telecommunications infrastructure, including your current PBX.

Unified communications streamline infrastructure

Microsoft unified communications technologies use Active Directory to unify the entire corporate directory--names, PBX extensions, e-mail addresses, and logons. This simplifies IT administration.

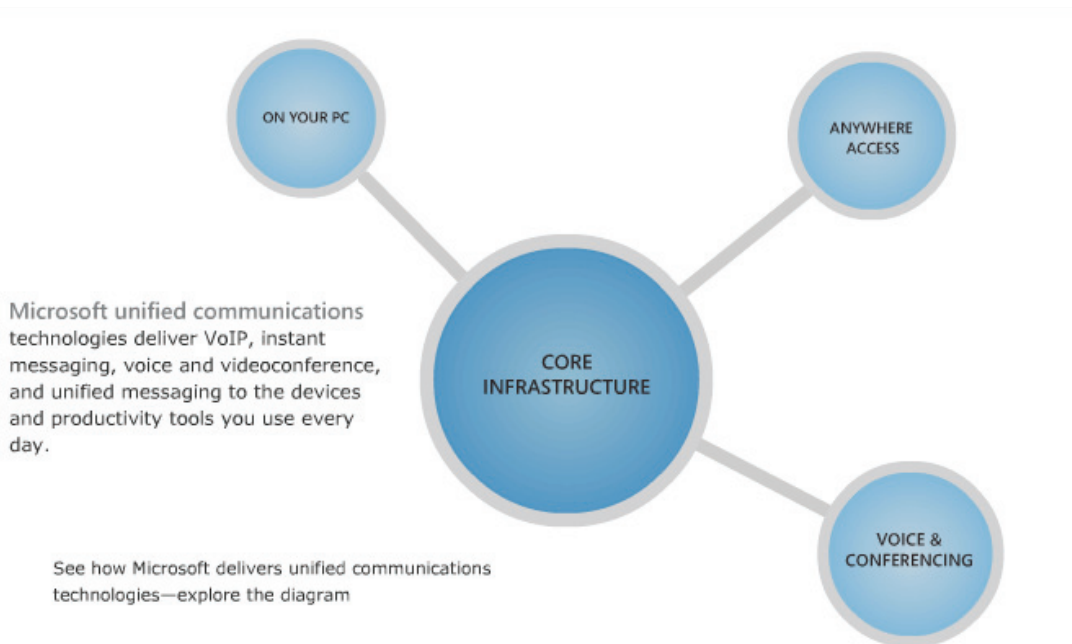
Phone calls become digital assets

Just like e-mail. Which means they can be logged, reviewed, published, and archived. Having a complete record and recording of every phone call is increasingly critical as businesses struggle to comply with stricter federal and international regulations.

Flexible and future-ready

By using a software solution to deliver unified communications, your business can stay flexible and embrace innovations as they come. When emerging technologies and changing business needs require your communications infrastructure to adapt, all you have to do is upgrade your software, not your hardware.

How It Works

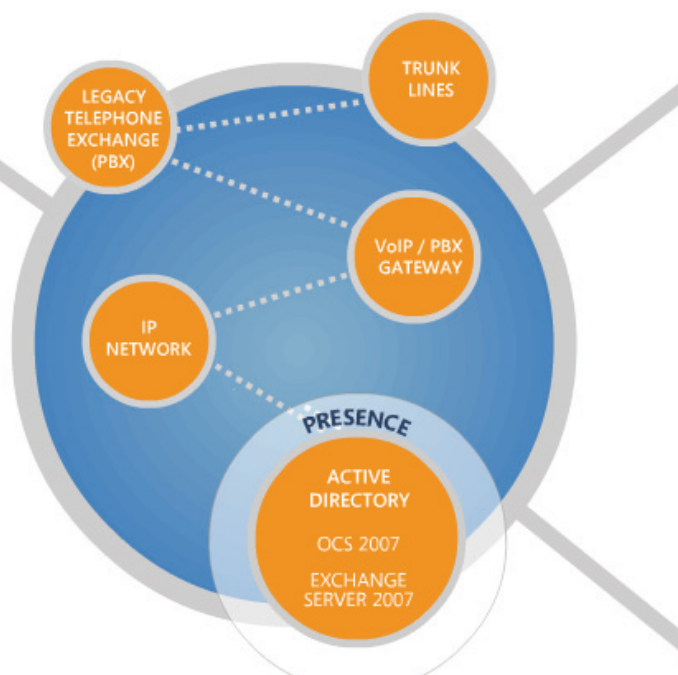


CORE INFRASTRUCTURE

Microsoft unified communications technologies bridges the divide between telecommunications infrastructure and computer networks with software solutions that integrate with your existing PBX and maximize your current communications investments.

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Microsoft Exchange Server 2007
Microsoft Office Communications Server 2007



ON YOUR PC

Complete VoIP and presence technologies deliver click-to-connect convenience throughout the computing experience. The ability to communicate with co-workers and teammates is always at users' fingertips.

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Microsoft Office Communicator 2007
Microsoft Office
Microsoft Office Outlook 2007

Microsoft Office Outlook 2007

- E-mail, voice mail, and faxes all arrive in your Outlook 2007 inbox
- Presence information is available anywhere a name appears: on e-mail, calendar events, and to-do items

Complete Telephone Service

- Your PC manages phone calls
- Calls route through the phone or computer

Click to Connect

- Launch a conversation from anywhere: in applications, on the desktop, even Windows SharePoint Services
- Instant messaging, e-mail, and voice are always at your fingertips
- Switch from instant messaging, to a voice or conference call on the fly

ANYWHERE ACCESS

Complete communications and rich messaging go anywhere with Microsoft unified communications technologies. Mobile users have complete VoIP tools including access to the corporate directory and click-to-call.

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Microsoft Windows Mobile-Powered Devices

- Complete communications tools
- Rich Microsoft Office Outlook experience including voice mail and faxes
- Calendars stay in synch with the office
- Real-time presence with availability and directory information
- Click-to-connect with instant messaging, e-mail, or voice
- Click-to-call and conference

Web Access

- Check your inbox for e-mail, voice mail, and faxes
- See up-to-date calendars
- Access presence and instant messaging

Phone Access

- Listen to e-mails over any phone
- Dial in to hear calendar events and check voice mail
- Call your contacts or any user in the directory

VOICE & CONFERENCING

The telephone becomes an intuitive part of the computing experience with click-to-call functionality and menu-based tools for call forwarding, conference calling, and videoconferencing.

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Voice calls

- Click-to-call any contact
- Call from virtually any file or program
- Calls route through your phone or computer

Conferencing

- Add callers with a click
- Escalate any call to video at any time
- Host large meetings easily with Microsoft RoundTable

The 2007 Microsoft Office release was designed to take full advantage of unified communications technologies. The Office system gains many additional features when it is deployed in a unified communications environment.

Fully integrated presence technology

Presence technology appears throughout the Microsoft Office system, from document workspaces inside Microsoft Office Word, Excel, and PowerPoint 2007 to team sites and My Sites on Microsoft Office SharePoint Server 2007.

Communicate in context

Because every person who works on a file stays associated with it, presence technology can provide multiple channels for communication. If you're working on a shared budget in Office Excel 2007, you can launch an instant message session with one or all of the budget's owners with a few clicks. You can escalate the conversation to a phone call or audio- or videoconference at any point. Presence is also a part of the desktop experience itself. Incoming calls show up as desktop alerts, complete with the caller's name and presence information. With a click, you can route a call to voice mail, reply with an e-mail or instant message, or even answer the phone.

Voice mail, faxes, and e-mail in one inbox

Microsoft unified communications technologies also bring changes to the Microsoft Office Outlook 2007 experience. Voice mail and faxes will arrive in your inbox and you can work with them just like any other e-mail. You can color-categorize them, assign priority, attach them to to-do items, even forward them.

Dial in to hear your e-mails

When you're away from the office, you can dial in to hear your e-mails and voice mails read to you by the speech services built into Microsoft Exchange Server 2007. You can even access your contacts and place calls through your voice-accessible Office Outlook inbox.

A new level of communication

When businesses deploy Microsoft unified communications technologies, they don't just add a stand-alone solution. They transform the entire Microsoft Office system and Windows Vista experience.

Benefits

To business

Maximize existing infrastructure

When you deploy Microsoft unified communications technologies, you make the most of your existing communications investments because Microsoft's solution integrates seamlessly with your existing IT infrastructure and your telephone systems, including legacy PBXs. Plus, Microsoft unified communications technologies bring new tools like click-to-call, and audio- and videoconferencing to the Microsoft Office system applications your workforce uses every day.

Build a future-ready foundation

Because Microsoft unified communications technologies use a software approach--instead of a rip and replace hardware approach, your business can stay flexible and embrace innovations as they come. When emerging technologies and changing business needs require your communications infrastructure to adapt, all you have to do is upgrade your software, not your hardware.

Streamline end-user communications

Deploying Microsoft unified communications technologies gives your workforce new ways to communicate that can increase collaboration and drive productivity. At-a-glance availability and click-to-call functionality are embedded throughout the computing experience, so workers can connect whenever work demands it. Communication can switch from an instant message to a phone call or videoconference on the fly with drag-and-drop ease.

Increase efficiency and reduce costs

With Microsoft unified communications technologies, IT administrators can manage telephony using Microsoft Office Communications Server 2007, which features the same familiar interface, advanced modular architecture, and object-based management structure as Microsoft Exchange Server 2007. Plus, both servers rely on Active Directory so administrators don't have to maintain two separate directories.

To IT

VoIP as you are

Microsoft unified communications technologies deliver VoIP without forcing you to rip and replace your existing BX and telecommunications infrastructure. Microsoft Office Communications Server 2007 works with legacy PBXs and connects to the PSTN through an IP/PBX gateway.

One system, one password for all your communications

Microsoft unified communications technologies manage all your communications--from your Smartphone and laptop to your e-mail, voice mail, and instant messages. All your communications are available on every device and in every Microsoft Office application.

You'll be able to check your voice mail with drag-and-drop ease in Microsoft Office Outlook or launch a video chat from Microsoft Office Word. When you're on the road, your e-mails, calendar events, and address book go with you, automatically.

Since the system is built around you, you only need one logon name and one password for your Smartphone, PC, voice mail... virtually all your communications.

Secure all your communications

Since all communications flow through servers and networks controlled by IT, universal communications security is finally possible. Plus, Microsoft unified communications technologies provide automatic archiving for compliance and comprehensive journaling with a distributed architecture for disaster recovery.

To user

One system, one password for all your communications

Microsoft unified communications technologies manage all your communications--from your Smartphone and laptop to your e-mail, voice mail, and instant messages. All your communications are available on every device and in every Microsoft Office application.

You'll be able to check your voice mail with drag-and-drop ease in Microsoft Office Outlook or launch a video chat from Microsoft Office Word. When you're on the road, your e-mails, calendar events, and address book go with you, automatically.

Since the system is built around you, you only need one logon name and one password for your Smartphone, PC, voice mail... virtually all your communications.

Communicate the way you want

When you're working in Microsoft Office Excel 2007, you will be able to collaborate via instant message, e-mail, and audio- or videoconference, all without leaving Office Excel.

Thanks to presence--which provides information about availability--you'll always know who's available, and communications will automatically route to the right device. A call will go to a cell phone when someone's on the road, or their PC when they're in the office. Presence also lets you control who can contact you and when.

With Microsoft unified communications technologies, you'll move seamlessly from phone to e-mail to a videoconference, so you can focus on communicating instead of how you're going to get in touch.

Products

Microsoft Office Communications Server 2007

Office Communications Server 2007 manages all real-time (synchronous) communications including: instant messaging, VoIP, audio and video conferencing. It works with existing tele-communications systems, so business can deploy advanced VoIP and conferencing without tearing out their legacy phone networks.

Microsoft Office Communications Server 2007 also powers presence, a key benefit of Microsoft unified communications that unites all the contact information stored in Active Directory with the ways people communicate.

With presence, you can see at-a-glance if someone is available and contact them with a click using instant messaging, a phone call or a video conference.

Microsoft Office Communicator 2007

Office Communicator 2007 is the client application for real-time (synchronous) communications. It is the user's primary tool for presence and directory information, instant messaging, plus telephone calls, and audio- and videoconferencing.

Its intuitive design makes it easy for users to communicate with features like click-to-call and the ability to shift conversations from instant messages to phone or videoconferences on the fly.

Plus, it helps users control incoming communications with alerts, automatic call forwarding and the ability to manually set their status light. Users can set their status to busy when they need to focus, and Office Communicator 2007 routes all incoming calls to voice mail.

Office Communicator 2007 also integrates the entire communications experience into the Microsoft Office system and beyond. Presence information appears wherever a contact's name appears: in a document workspace, on a Microsoft Office SharePoint Server site, or in an e-mail string. With Office Communicator Mobile 2007, users can have tools like presence and click-to-call on their Windows Mobile-powered devices.

Microsoft Exchange Server 2007

Microsoft Exchange Server 2007 manages all asynchronous communications and delivers unified messaging (e-mail, voice mail, faxes, and calendaring) to users' Microsoft Office Outlook 2007 inboxes.

The 2007 release includes a new voice attendant so that users can dial in to access everything in their inboxes. Users can hear and act on their calendars, listen to e-mail messages and voice mail messages, manage their personal contacts, or call anyone listed in the company directory.

Exchange Server 2007 also includes Microsoft Office Outlook Web Access, a powerful Web mail client that helps users stay connected when they are on the road. Users can also access a rich Outlook experience on their Windows Mobile-powered devices.

Microsoft Office 2007

Microsoft Office 2007 is designed to take full advantage of Microsoft unified communications technologies. Presence technology appears throughout the Office system, from Document Workspaces inside Word 2007, Excel 2007, and PowerPoint 2007 to team sites and My Sites on SharePoint Server 2007.

Because every person who works on a file stays associated with it, presence technology can provide multiple channels for communication. If you're working on a shared budget in Excel 2007, you can launch an instant message conversation with one or all of the budget's owners with a few clicks. Users can escalate the conversation to a phone call, audio or video conference at any point.

When businesses deploy Microsoft unified communications technologies, they don't just add a stand alone solution. They transform the entire Microsoft Office experience.

Microsoft Office Live Communications Server 2005

Live Communications Server 2005 is predecessor to Microsoft Office Communications Server 2007. It delivers Presence information and corporate instant-messaging through Microsoft Office Communicator 2005.