Win with IBM and Avaya in Unified Communications Solutions

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Companies are looking at Unified Communications NOW!

UC functionality is increasingly impacting IP Telephony & Collaboration sales.

57%

of companies using VoIP say they want Unified Communications

web, audio, video **conferencing**

IP telephony capabilities

rich presence

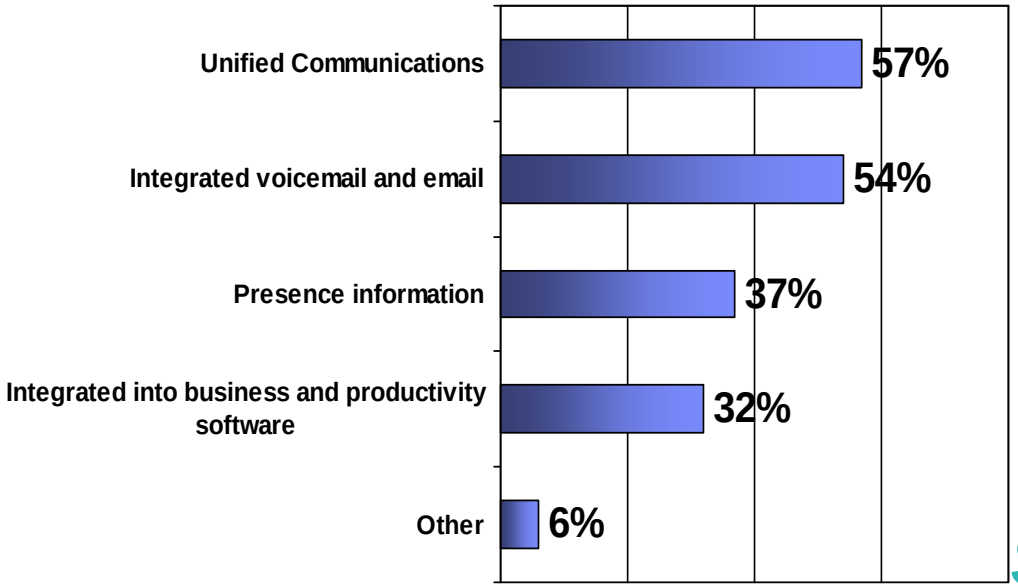
e-mail

instant **messaging**

unified messaging

$ 20B Market by 2010

Which advanced VoIP features does your company plan to pursue in the next 12 months ?

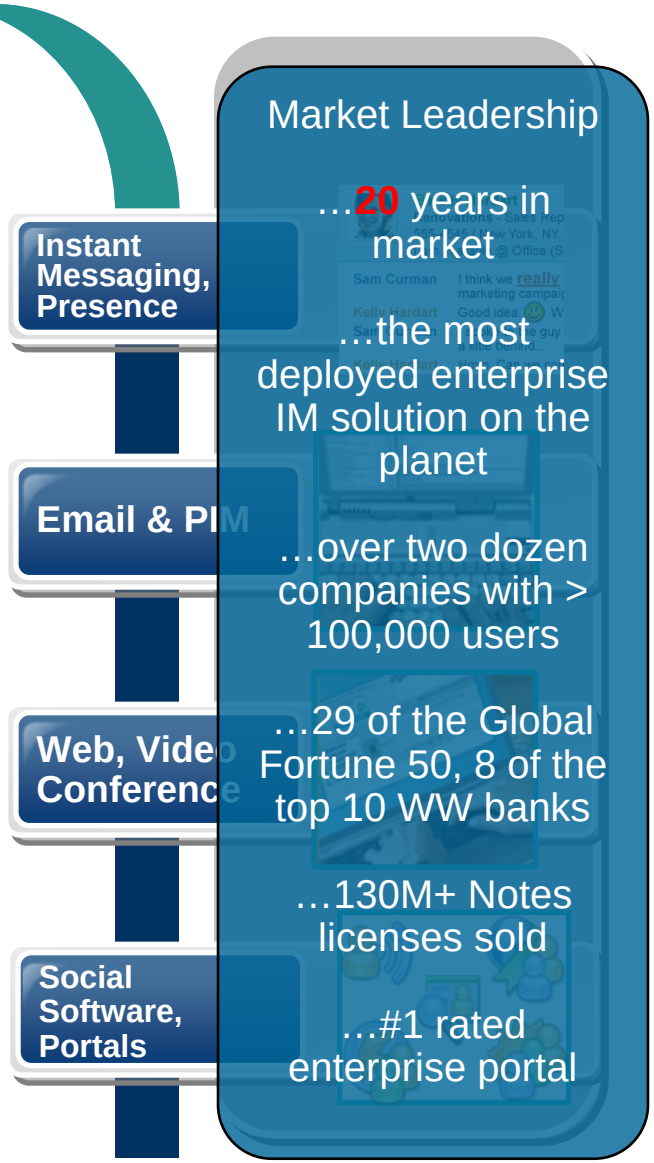


Source: InformationWeek Research VoIP study
http://www.informationweek.com/news/showArticle.jhtml?articleID=189800103&pgno=1&queryText=

A Foundation of Market Leadership

Unified Communications

- Reduce Costs
- Raise Employee Productivity
- Improve Quality and Speed of Decision Making
- Reduce Security Exposures
- Create a more responsive organization



Market Leadership

…20 years in market

…the most deployed enterprise IM solution on the planet

…over two dozen companies with > 100,000 users

…29 of the Global Fortune 50, 8 of the top 10 WW banks

…130M+ Notes licenses sold

…#1 rated enterprise portal

IBM Richly Supports Avaya Platforms

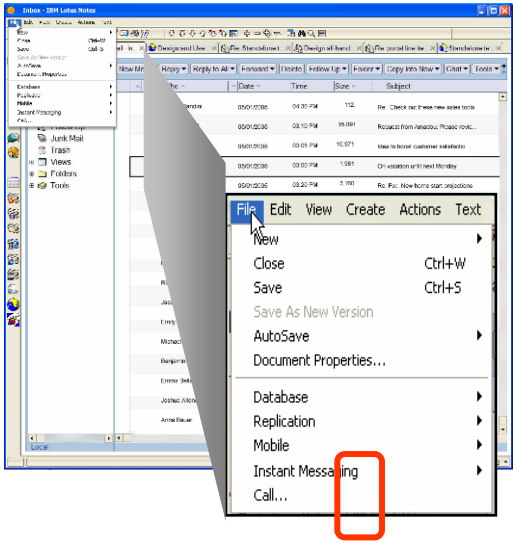
IBM	AVAYA
Lotus Sametime	▪ Click-to-Call via one-X® Communicator / IP Softphone with additional desktop application and directory integrations ▪ Click-to-Call / Integrated Presence via Application Enablement Services ▪ Click-to-Conference either via Meeting Exchange or AES with Communication manager
Lotus Sametime Web Conferencing	▪ Meeting Exchange Audio bridge controls embedded into Web Conferencing ▪ Click-to-Join (use the web to add in your audio participation)
Lotus Notes	▪ Lotus Domino unified voice/fax storage and /or access ▪ Click-to-Call / Integrated Presence ▪ Click-to-Call (with Notes TAPI add-on) and dialing from Notes contacts via one-X® Communicator / IP Softphone ▪ Audio conference scheduling with Meeting Exchange ▪ Click-to-Join a conference call[Q4'08]
Lotus Domino	▪ Lotus Domino unified voice/fax storage and /or access ▪ Speech recognition access to Domino server mailbox and directory

Avaya Richly Supports IBM Platforms

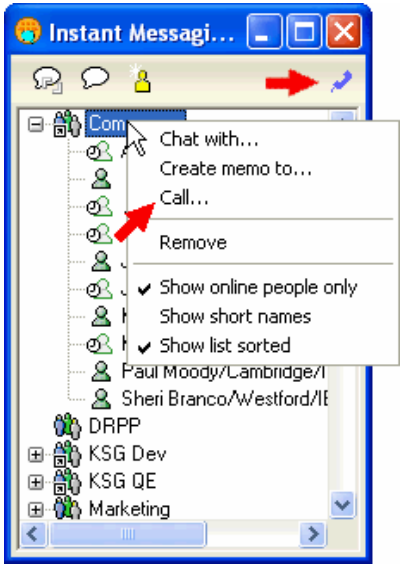
AVAYA	IBM
Application Enablement Services	▪ Click-to-Call, Click-to-Conference, Telephony Presence within Lotus Sametime & Notes
one-X® Communicator / IP Softphone	▪ Click-to-Call within Lotus Sametime client ▪ Click-to-Call within one-X® Communicator / IP Softphone using Lotus Notes Contacts
Meeting Exchange	▪ Click-to-Conference audio bridge integration with Lotus Sametime ▪ Click-to-Join Lotus Sametime Web Conferencing ▪ Conference scheduling within Lotus Notes ▪ Click-to-Join a conference call from Lotus Notes[Q4'08]
Modular Messaging	▪ Lotus Domino unified voice/fax storage ▪ Lotus Notes plug-in
Avaya one-X® Speech	▪ Lotus Domino (email, contacts, calendar) ▪ Domino/LDAP directory ▪ voice mail (stored in Domino or Avaya) ▪ calling & conferencing

Click-to-Call

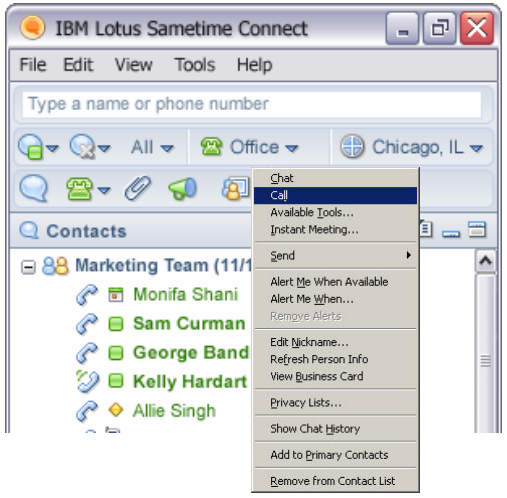
Lotus Notes inbox



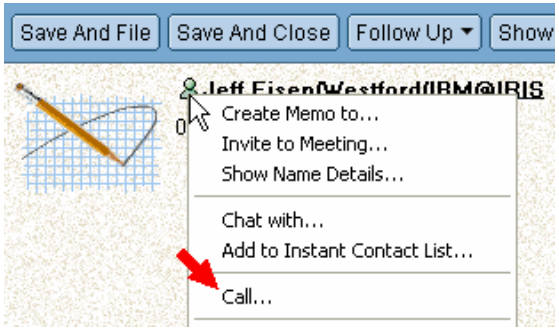
Lotus Notes IM



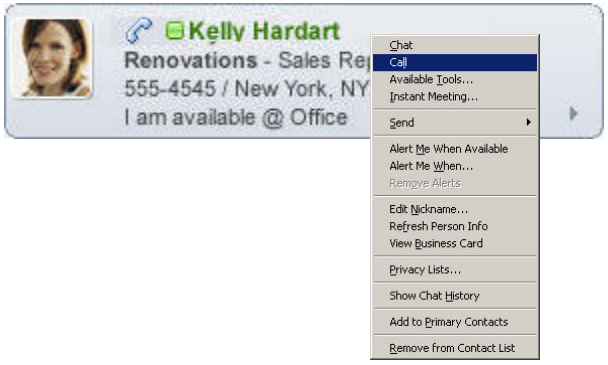
Lotus Sametime



Lotus Notes email



Live Name



Lotus. Quickr

Lotus. Connections

Mobile Worker Solutions

- **Enterprise communications in the palm of your hand**
- **IBM Lotus Sametime Mobile**
  - Enterprise IM/IM-Presence
- **Avaya one-X Mobile**
  - Visual Voice Mail, Call Logs, Call Routing, Dial through PBX
  - Single-Number, Single-Identity, Single-Voice Mail, Single-Telephony Presence
- **Flexible Device Choices**
  - Blackberry, Nokia E, Sony Ericsson P1i, Windows Mobile

Customer Value

- Easier to reach and connect with colleagues
- One number access
- Lower cell phone bills

Lotus. software

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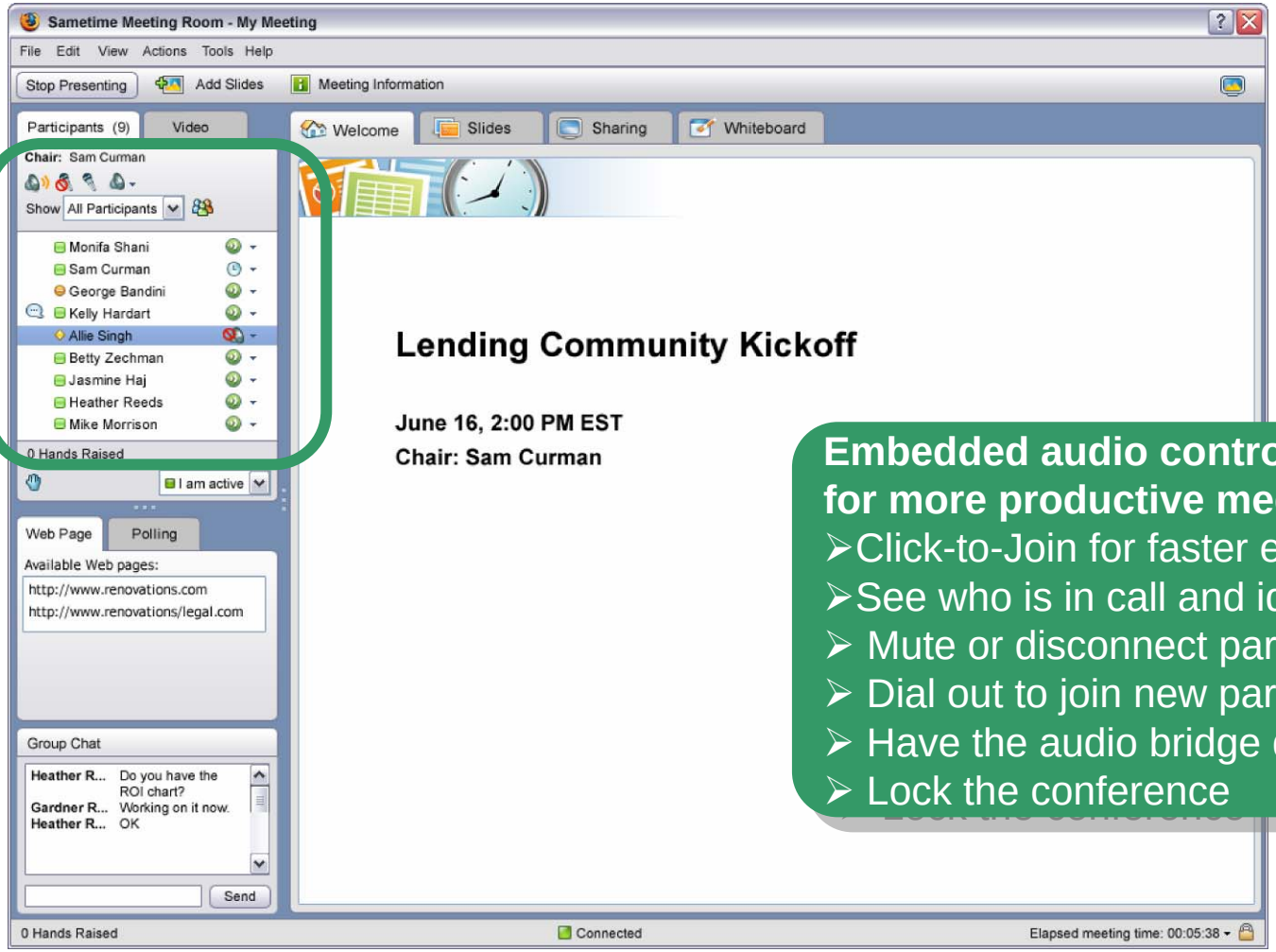
AVAYA

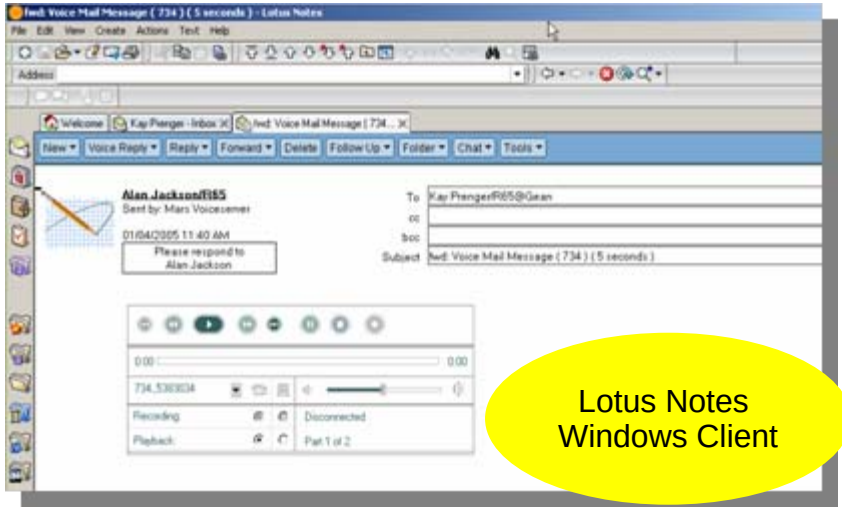
Meeting Exchange Audio Conferencing
Integration with Lotus Sametime Web Conferencing



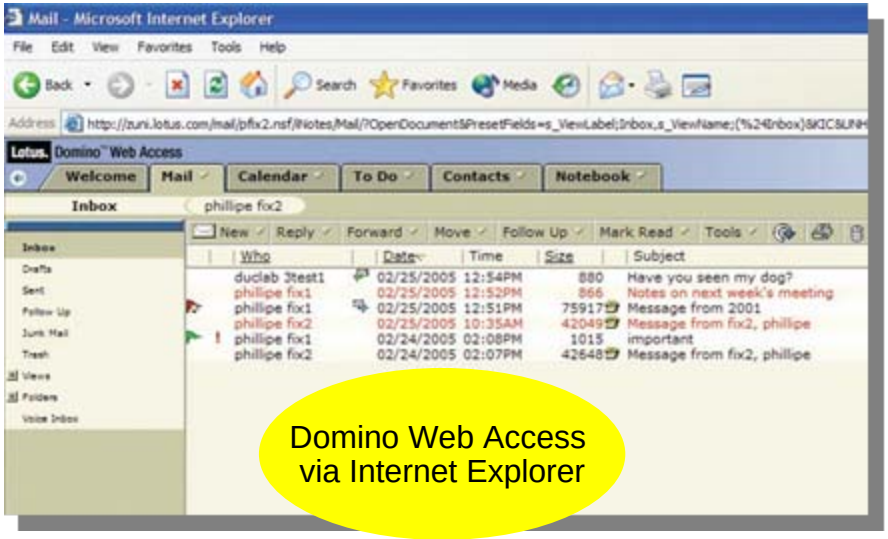
Embedded audio control capabilities for more productive meetings

- Click-to-Join for faster entrance to meetings
- See who is in call and identify speakers
- Mute or disconnect participants
- Dial out to join new participants
- Have the audio bridge dial out & bring you in
- Lock the conference

Unified Messaging Integration



- **Unified access to email & voicemail from Lotus Notes desktop, web or phone using *Avaya Modular Messaging***
- **Speech access to voicemail, email, calendar using *Avaya one-X Speech***
- **High scalability, availability**



Customer Value

Seamless access to voicemail & email

- Mobile access via speech interface
- Reduced server and administrator costs

Lotus. software

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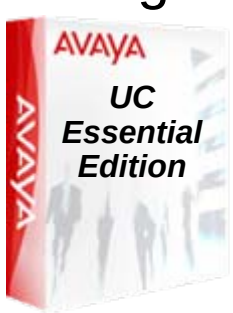
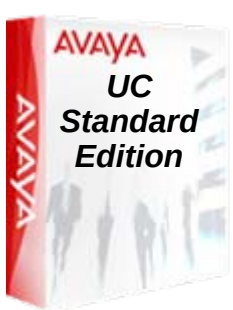
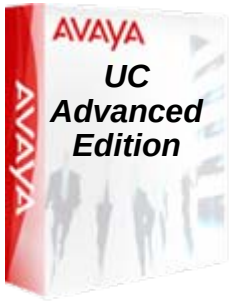
AVAYA

Avaya UC Editions: Aligned with User Needs

			
Deskbound	▪ IP Telephony ▪ UM via email ▪ 6-party meet-me conferencing	▪ Click-to-communicate ▪ MSFT UC & **IBM Lotus support** ▪ IE, Firefox & Safari support ▪ Integrated Presence ▪ Thin client UC access ▪ Video (optional add-on)	▪ Audio Conference Control ▪ Unified Audio/Web conferencing ▪ Meeting Presence
Roaming	▪ Call Me / Notify Me / Find Me ▪ Hoteling	▪ Simul-ring on mobile ▪ Easy Mobile Switcher ▪ Visual Voice Mail on mobile ▪ Synchronized call logs ▪ Location based presence ▪ Softphones on PDAs	▪ Mobile Switcher with Enterprise Conferencing
Teleworker	▪ Call Me / Notify Me / Find Me ▪ UM via TUI ▪ Access without being “logged in”	▪ VPN hard phone license ▪ Single Number / Single Identity /Single Mailbox / Single Presence ▪ VoIP / any phone ▪ Thin client UC access	▪ Web control of audio conferencing ▪ Web conferencing ▪ Meeting Presence
Roadwarrior	▪ Speech Access ▪ Personal Assistant	▪ Any* phone = office phone ▪ Location based presence	

Why IBM and Avaya GlobalConnect

- Avaya GlobalConnect has been recognised as the best Unified Communications company by VAR India two years in a row
- Avaya GlobalConnect has been at the forefront of providing Highly reliable voice communications to Large Enterprise and Gov. customers across India since past 21 years
- Avaya UC solution has been rated best for Large Enterprises by Miercom.
- Avaya and IBM are **market leaders** in communications & collaboration with **robust, scaleable & proven offerings**.
  - Lotus Sametime is #1 in Enterprise IM, 130M seats of Lotus Notes licensed
  - Avaya is #1 in IP lines worldwide, #1 in messaging, #1 in conferencing, #1 in UC
- Avaya & IBM UC solutions bring unique value to customers:
  - Full featured telephony integration
  - Best of Breed conferencing integration now in its second revision
  - Hands-free speech access
  - Flexible unified messaging integration

Sales Success
….and we are winning customers

Powering Business Worldwide

Selected because of market leadership, and value proposition of features like find Me, notify me, call me of the Avaya Unified Comm. Solution helping improve availability and productivity of its employees.

iGATE

Benefits from SIP based conferencing system,
Web conferencing, Web Portal the capability and
Ready available collaboration integrations

Urban Community of Dunkerque (CUD)

Management methodology; best security;
IBM UC^2 evolution with Avaya

Embry Form

Large garment factory in China. Integration with Lotus Notes (Messaging) and Sametime (Click to call)