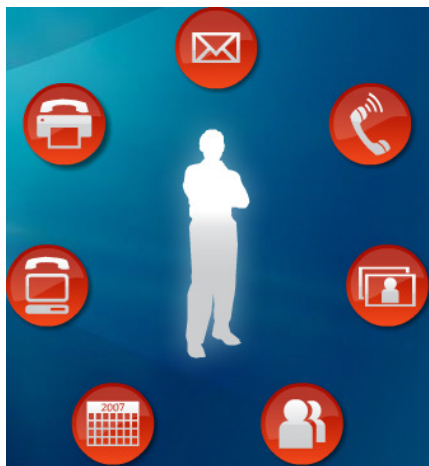


Microsoft Unified Communications

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



Integrating the experiences you associate with the telephone (i.e., phone calls, voice mail, and conferencing) and with video conference systems (i.e., video calls and conferences) into the work you do on a computer (i.e., instant messaging, e-mail, calendars, document sharing) has the power to change the way the world works.

Forrester research reports that enterprises that implement unified communications solutions can **achieve a 500% return on investment (ROI) percent over three (3) years.**

Without a common communications user interface and technology platform, users are overwhelmed with the number of communication choices in the office, including wireless voice and data. The Microsoft unified communications platform reduces this complexity in selecting the right communication for the best delivery and result.

Vyopta in partnership with Microsoft delivers business-class unified communications to clients in order to enable key communication modalities to conduct business more efficiently and effectively using one technology platform. It also interoperates with existing infrastructure such as Microsoft Exchange Server, Office, Active Directory and Windows Mobile SmartPhones.

The computer works 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: voice, video, 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 works 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?

Telephones run on switched networks. Computers run on IP networks. This is the fundamental infrastructure challenge facing every technology department. It forces businesses to invest in two complex infrastructures, each with their own specialists and maintenance costs.

With Microsoft's unified communication platform, you click the contact in Microsoft Outlook to call. Click again and you can launch a conference call. Need video? It's a click away. It's that easy.

Note: Vyopta can embed Microsoft unified communications in most business IT applications in order to increase efficiencies in the business.

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.

Video Conference from PC and Meeting Room Environments

Leverage Microsoft unified communications for video calls and conferencing from PC and meeting rooms. From conference meeting rooms deliver near telepresence video using advanced audiovisual, controls, furniture and lighting. It is a much more economical solution than traditional video conference room systems.

Leverages Active Directory

Microsoft unified communications use Active Directory to unify the entire corporate directory--names, PBX extensions, e-mail addresses, and logons--to simplify 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.

Benefits

Some businesses are tearing out their telephone networks and replacing them with new voice-over-IP (VoIP) hardware-based systems. This option solves the problem of maintaining two expensive options, but it also requires an expensive re-fit of the entire phone system.

***A better solution***

Microsoft offers a better way: use software to bridge the gap. By deploying Microsoft Office Communications Server 2007 and Microsoft Exchange Server 2007, businesses can get the benefits of VoIP and unified messaging without tearing out their existing telecommunications system.

Maximize your existing infrastructure

Microsoft Office Communications Server 2007 works with existing PBXs and legacy desktop phones to deliver a rich VoIP experience to users inside and outside the firewall. Once Office Communications

Server 2007 is bridged to the PBX through an IP/PBX gateway, it takes over voice exchange services, and call routing, and adds audio and video conferencing.

A new way to talk

For users, the telephone becomes an intuitive part of their computing experience with click-to-call functionality and menu-based tools for call forwarding, conference calling, and video conferencing. Exchange Server 2007 takes over voice mail and faxes, delivering them alongside e-mail and calendaring to users via Microsoft Office Outlook 2007. It even provides dial-in support so users can listen to their voice mails, e-mails, and calendars over the phone.

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.

Complexity reduced

Microsoft unified communications technologies can do all this and simplify infrastructure because it uses Active Directory to manage all corporate directory information. IT administrators only have to manage one directory to support e-mail, voice mail, instant messaging, voice calls, plus audio- and video conferencing. No more separate PBX database to manage. No more third-party voice messaging system to build, operate, and train for. Just one Active Directory, a common server toolset, and an intuitive client interface familiar to anyone who has used the Microsoft Office system.

Contact Us

Call us at [512.891.4200](tel:512.891.4200) or send an e-mail to info@vyopta.com to contact a Vyopta expert to learn more about Microsoft's unified communications solution. Vyopta can assist you determine how to improve your business performance, while reducing the cost and complexity of managing and using multiple communications systems.