



## SOLUTION BRIEF

## Nortel and IBM® Alliance

### Unified Communications Solutions

*Nortel and IBM have developed a broad-based alliance to deliver next-generation unified communications solutions.*

As workforces become increasingly mobile, enterprises must find new methods for delivering communication and collaboration services. These services must be available to all employees — regardless of location, time-zone or device of choice. As a result, more and more enterprises are faced with the challenge of providing information-sharing in a “virtual” business environment. Fortunately, Nortel and IBM have an answer.

#### The Nortel and IBM Alliance: Partnering to deliver unified communications solutions

The Nortel and IBM Alliance focuses on delivering communication and collaboration services by leveraging the strengths of both companies. IBM's leadership in unified communication and collaboration software (i.e., IBM Lotus Sametime® and Lotus Notes®) along with integration and deployment services is combined with Nortel's

experience, expertise and leadership in communications infrastructure and applications to deliver world-class unified communications solutions.

#### Transforming unified communications from vision to reality

The question for most enterprises is not *if* they're going to deploy unified communications solutions, but *when*. The demand for seamless, anytime-anywhere access to network resources is on the increase, as companies strive to give employees tools they need to:

- Communicate spontaneously and instantly with anyone in the enterprise
- Respond faster to customers and partners
- Rapidly resolve problems using high-quality communications
- Brainstorm anywhere in the world with a virtual whiteboard



- Share presentations and applications in real time
- View at a glance who's online and the best method for contacting them
- Easily administer calendars, email and audio conferences

Providing employees with these services requires the convergence of multiple technologies: voice and data infrastructures, collaboration tools, email, calendaring and video infrastructure. Delivering services in a simple, intuitive user interface is critical for achieving the promised efficiencies of unified communications. By combining the services of IBM Lotus Notes and IBM Lotus Sametime with the services of Nortel call servers, media servers and third-party video servers, the Nortel and IBM Alliance is delivering on this promise.

### Leveraging the Nortel Agile Communication Environment for unified communications

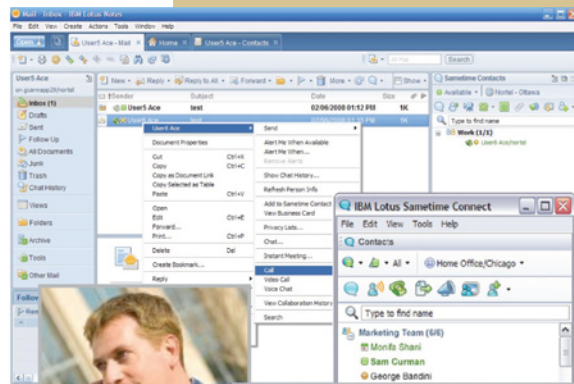
At the heart of the integration between IBM Lotus Sametime and IBM Lotus Notes is Nortel's Agile Communication Environment, which leverages Service-Oriented Architecture (SOA) and Web Services to facilitate consistent, open access to network services. Agile Communication Environment is built on an IBM Websphere® Application Server. This foundation allows for teams to work together in virtual communities and teams and benefit from:

- Fast and efficient real-time collaboration
- Immediate access to frequent contacts (e.g., click to IM, click to talk, click to conference)
- Availability and status at a glance (i.e., presence)
- Integration with corporate directory to ensure security and search/add contacts

In addition to providing the foundation of the integration between the Lotus portfolio and the network infrastructure, Agile Communication Environment also provides the ability to integrate communication services into existing applications through Web Services. This extends unified communications functions from knowledge workers to process workers, within the context that the employee needs to improve productivity. The open architecture allows for the integration of services provided by IBM, Lotus, Nortel and third parties.

### Highlights of Nortel Software Communication System 500

- Combines Nortel's leading experience in multimedia communications with the reliability of the IBM Power™ platform
- Integrates with existing or evolving business applications and infrastructure
- Offers a rich feature set designed for organizations with fewer than 1,000 employees
- Delivers faster time to value and easier deployment (compared to non-unified platforms)
- Helps minimize risks associated with adopting new business technologies
- Enables collaboration to help erase divisions within the business
- Facilitates collaboration in multiple ways, with a single, familiar user experience
- Integrates with IBM Lotus Sametime® and IBM Lotus Notes®



## A solution for all enterprises

Small and medium-sized businesses require the same type of services demanded by large, multi-national organizations, but the solutions they need must be pre-integrated and easily deployed and managed. The Nortel and IBM Alliance is delivering on this requirement through the Nortel Software Communication System 500 (SCS500).

The Nortel Software Communication System 500 Unified Communications solution for IBM Power Systems is a fast, cost-effective means of enabling next-generation communications without the pain of piecemeal integration. The solution makes it easy to bring employees, partners and customers closer together, thereby accelerating and improving decision-making across the business.

The solution delivers a complete multimedia communication suite running on the Power Systems platform. The result of this powerful synergy is an easy, single-source solution for advanced communications across your business. Simple to deploy and easy to manage, the Nortel Software Communication System 500 Unified Communications solution allows you to take advantage of enterprise-grade IP Telephony, offering rich functionality while being easy to use and manage.

Built on open standards, including familiar Ethernet, e-mail and audio standards—and also the telephony standard Session Initiation Protocol or SIP—the Unified Communications solution is also easily expanded. Through integration with IBM Lotus Domino® and IBM Lotus Notes, users can take advantage of a unified messaging infrastructure that allows them to listen to voicemail, as well as initiate click to call or click to conference to immediately connect with contacts or co-workers.

For IBM Lotus Sametime users, Nortel Software Communication System 500 integrates with IBM Lotus Sametime to provide a single interface for collaboration capabilities including instant messaging, web conferencing, mobile device support, and voice and video chat. Users can also review their contact list to determine who is online, whether they wish to be contacted through instant messaging or phone, and initiate click to call or click to conference to immediately connect.

## Summary

Nortel and IBM are continuing to drive unified communications solutions to enhance productivity and reduce costs in the enterprise. To find out more about the Nortel and IBM Alliance, visit [www.nortel.com/ibm](http://www.nortel.com/ibm) or call 1-800-4 NORTEL.

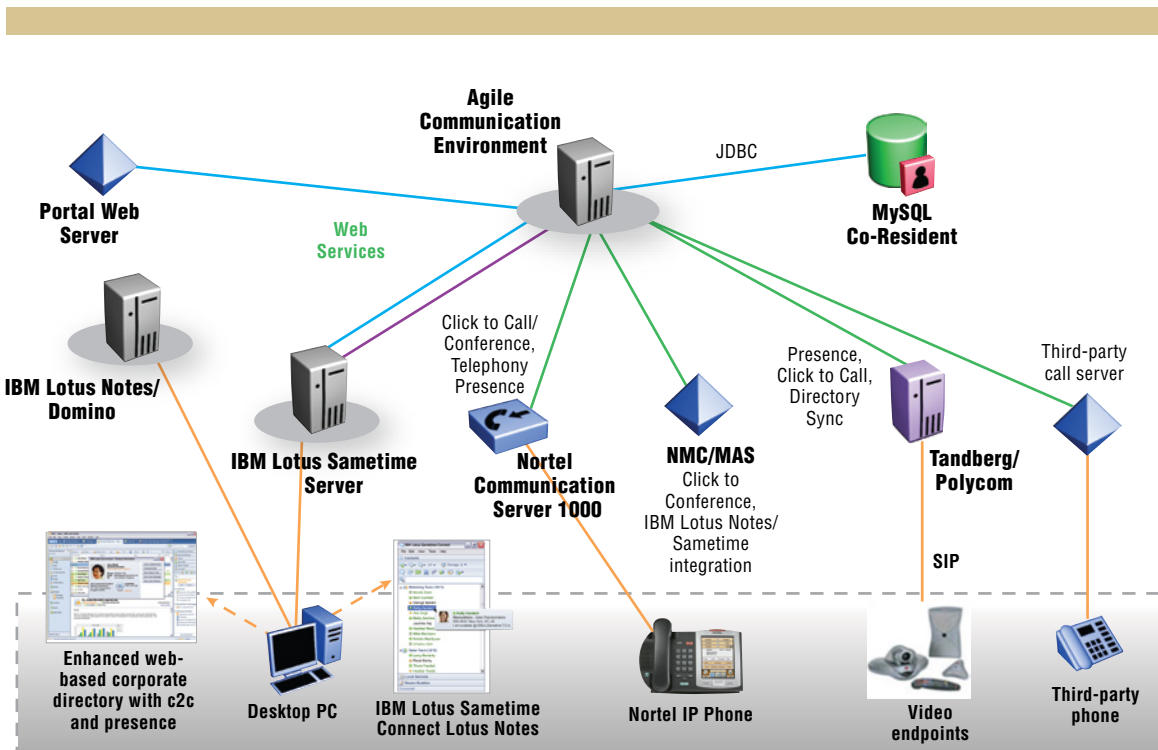


Figure 1. Nortel and IBM Alliance unified communications reference architecture



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