



Solution Brief

Multimedia Communication Server 5100 Mobility

Traditionally, mobile workers have always been at a functional disadvantage relative to those in the office. They are less accessible, they have reduced access to corporate tools and information, and are generally much less productive while away from their desks. Mobile workers include road warriors such as executives and sales people, telecommuters including full-time and part-time, day-extenders and time-shifters who avoid rush hour traffic, and even campus mobile users who are on campus but away from their desks. It was always possible to provide some help for these mobile workers through use of things such as cell phones, laptops and PDAs but at potentially significant costs.

MCS 5100 for the enterprise changes all that... talk to us about how you can significantly reduce mobility costs and improve mobile worker productivity such that all employees can enjoy business as usual regardless of where they may be.

Wherever you are

MCS 5100 is a network-based, Session Initiation Protocol (SIP) application delivery solution that seamlessly delivers integrated IP telephony, audio/video conferencing, application sharing, instant messaging (IM) and presence to employees — anywhere, anytime, increasing productivity and improving the effectiveness of communications.

Through use of broadband access commonly available in places such as homes, hotels, remote offices and numerous public wireless LAN hotspots, users can be connected virtually all the time. A wireless personal digital assistant (PDA) can increase that connectivity even further. By using a VPN Router such as the Nortel VPN Router 221 in a home office, users gain always-on connectivity for SIP-based hard phones and PC clients.

Using a multimedia PC client, web client or SIP client for wireless devices, mobile users are reachable via IP telephony and instant messaging such that they appear to be in the office. Users can take advantage of the power of IP telephony to get access to standard office telephony to make all their calls. These voice conversations can easily be turned into video-conferences with the use of webcams. Users also have access to emerging real-time collaboration tools such as instant messaging, presence and application sharing. They can choose their presence state to indicate their preferred mode of communication.

Reduce mobility costs

MCS 5100-based IP telephony can help users significantly reduce costs generally incurred when away from the office such as calling cards, cell phone minutes, long distance, 1-800 toll charges and second phone lines for telecommuters. Enterprises can expect 40 to 100 percent reductions for these recurring costs. The power of

instant messaging and presence can also be used to ascertain availability of individuals and provide mobile users with a real-time communications tool that can often be used as a preferred alternative to telephony as would be the case when the party to be contacted is already engaged in a telephone conversation with someone else or when more discrete forms of communication are required.

Personalized communications

Personalization features let you screen incoming calls in real-time before deciding whether to answer, decline, redirect or ignore them.

The Personal Agent “find me/follow me” capabilities deliver advanced services such as multi-level simultaneous and sequential ringing and time-of-day routing that enable users to manage their various communications devices efficiently. Users can set up rules using an intuitive user interface to direct incoming calls as appropriate such as sending unknown callers directly to voice mail or re-directing VIP calls to cell phones. This can greatly increase mobile user reachability.

Logging in on any telephone connected to the MCS 5100 network lets you receive calls there as if it were your own phone. Your calling profile (dialing plans, calling privileges, personalized call preferences) goes wherever you go. MCS 5100 also gives you instant access to network-based personal address books and “friends” lists from any device or location.

Using a wireless Personal Digital Assistant (PDA)

A multimedia SIP client available for wireless PDAs such as the RIM BlackBerry enables access to many MCS 5100 capabilities. IM and presence are extended to mobile users of these PDAs such that they can maintain real-time communication at all times. With presence, users can quickly ascertain availability of co-workers and communicate with them using secure IM. Users can control their own availability by setting their own presence state as desired. Presence alerts are also supported such that mobile users can be informed when presence state changes occur. For example, tell me when a co-worker becomes connected or gets off the phone. The multimedia SIP client also supports "click to call" functionality and provides access to corporate directories.

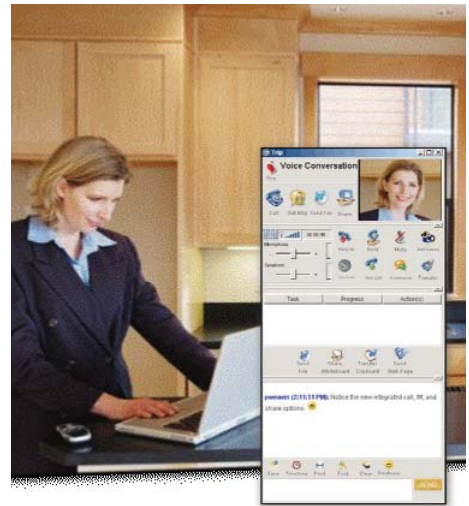
Team with the leader

No other solutions provider can match Nortel breadth, flexibility and completeness when it comes to end-to-end IP solutions and multimedia communications. A leader in unified communications, MCS 5100 offers a full suite of collaborative communications tools that not only reduce your costs, but make you more productive.

Discover how MCS 5100 makes it easier and more cost-effective than ever before to deliver next-generation services to people on the move.

See how you can help your employees work better, smarter and faster — improving their productivity and giving them more time to interact with their customers.

For more information about full mobility and other MCS 5100 capabilities, visit our Web site at www.nortel.com or call 1-800-4NORTEL.



Business made simple

...you need to step away from your desk, but are waiting for an important call; activate your route to redirect only calls from the expected caller to your cell phone

...your hotel phone or calling card expenses are out of line; use your PC client to make your calls using the Internet and your corporate network

...you need to join a videoconference from your hotel room; no problem, plug in your webcam and use your PC client to join the videoconference

...you need to communicate with someone but your location forces you to do it discretely; instead of calling, you check their presence state and communicate via IM on your wireless PDA

...you visit corporate headquarters, sit down at a drop-in station and register yourself, because the network maintains your profile, all of your personal preferences are known, and you are able to make and receive calls seamlessly — callers are unaware that you have changed location

MCS 5100 delivers:

- Increased user mobility
- Complete collaboration solution
- Enhanced user productivity
- Personalized communications
- Integrated user experience with all tools from a single user interface
- Investment protection by complementing existing telephony solutions

MCS 5100 toolkit

- Collaboration tools — IP telephony, IM, presence, whiteboard, file exchange, Web push, co-browsing
- Multimedia conferencing applications — Audio/video, web-based application sharing, chat rooms
- Personalization features — Call screening and routing, real-time call management, call logs, picture caller ID

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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