



## Solution Brief

### Nortel Multimedia Client for IBM® Lotus® Sametime®

To remain competitive in an increasingly information-driven economy, today's enterprises must find solutions that improve business efficiencies and increase worker productivity. Not surprisingly, the best solutions are those that facilitate day-to-day real-time collaboration, accelerate communications, enable faster information sharing and decision-making, and boost worker productivity.

A growing mobile workforce and globalization are forcing enterprises to operate in a virtual business environment where all employees require the same access to communication and collaboration services as office-based workers. The challenge for organizations becomes how to deliver the right balance of information sharing and access to corporate resources to every employee — regardless of distance,

location and time. That's where Nortel Multimedia Client for IBM Lotus Sametime comes in.

#### A unified communications solution

Nortel offers an advanced unified communications solution for IBM Lotus Sametime enterprise environments. The highly integrated solution combines the best of Nortel's business-grade telephony and multimedia communications with IBM's Lotus Sametime application to deliver enterprises new and innovative real-time communication capabilities that transform the way people work.

#### Extending the value of IBM Lotus Sametime

Nortel Multimedia Communication Server (MCS) 5100 is now fully integrated at the desktop of one of the market leaders for productivity tools — IBM Lotus Sametime. Nortel Multimedia Client further strengthens the existing investment of the Lotus Sametime application by offering the benefits of telephony and multimedia communication services.

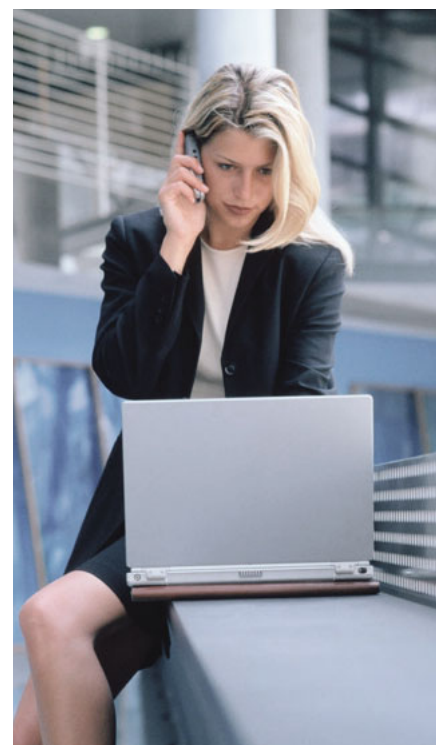
The Nortel Multimedia Client for IBM Lotus Sametime solution delivers improved access to corporate communications and multimedia capabilities while simplifying communications and enhancing productivity from within Lotus Sametime. Employees can collaborate in real-time, enabling them to make decisions faster, adapt to changing business environments more easily, and increase productivity — wherever they're located.

#### Solution highlights

- Provides users with easy access to corporate communications, colleagues and multimedia capabilities
- Enhances the user experience through capabilities such as desktop video, picture caller ID and real-time call screening
- Improves end-user productivity with real-time multimedia communications, collaboration and enhanced presence capabilities
- Offers enterprises cost savings of 50 to 80 percent versus traditional communications

#### Nortel and IBM Alliance: Delivering customer value

The Nortel-IBM Alliance focuses on collaborative innovation that leverages IBM services and technology capabilities with Nortel's experience and leadership in communications infrastructure and solutions.



The integrated solution gives users access to the rich functionality of MCS services directly from IBM Lotus Sametime, and it offers robust MCS multimedia functionality such as IP telephony, multi-way audio and video conferencing, and telephony presence.

### **Why it should be Nortel and Lotus Sametime — every time**

#### **Enhances and simplifies communication**

The advanced new solution enables business users to gain easier access to colleagues and multimedia capabilities through the integration of the Nortel MCS 5100 into IBM Lotus Sametime. Users can check the presence status of colleagues, IM, call, or initiate an audio or video conference call — all with a simple click.

#### **Improves productivity**

Nortel Multimedia Client for IBM Lotus Sametime improves productivity with real-time multimedia communications and enhanced presence capabilities, allowing both office-based and dispersed global employees to collaborate over distance and multiple time zones. Integration with Lotus Sametime contact lists also speeds communications and enables faster response times.

#### **Reduces costs**

Support for IP telephony, conferencing and multimedia communications offers enterprises cost savings of 50 to 80 percent

over traditional communications, while delivering dramatic gains in efficiency, reducing risk and preserving existing investments.

A single Lotus Sametime user interface lowers operating costs by delivering an integrated user experience, while eliminating the need for additional training. Access to multimedia conferencing, telephony presence and integrated video conferencing further enhances worker productivity and lowers costs through accelerated communications, global collaboration and presence.

### **Applications that transform the way people work**

As part of Nortel's unified communications solution, the Nortel Multimedia Client for IBM Lotus Sametime combines IP telephony with other communications channels, including instant messaging, multimedia conferencing, web collaboration and personalization, to deliver increased user productivity and streamlined processes.

#### **IP Telephony**

Through the click-to-call feature, users can make and receive calls within the Lotus Sametime application. This capability enhances the telephony experience with desktop video, picture caller ID and real-time call screening, while enabling workforce mobility. All calls can also be made from within the existing corporate dial plan, adhering to established call privileges.

### **Conferencing**

The "Ad-hoc" conferencing capability allows users to highlight contacts in Lotus Sametime and have the Nortel Multimedia Client call participants and manage the audio and/or video conference. The Conference Events window feature lets the call host see who is on the bridge.

### **Presence**

IBM Lotus Sametime users can see a colleague's enhanced telephony presence from within Lotus Sametime and can access all collaboration and multimedia capabilities without opening an incremental client. Telephony presence reveals who is "on the phone" and changes states automatically depending on whether the user's phone is on-hook or off-hook.

### **Call Control**

Intelligent call routing allows users complete control over how incoming calls are directed. For example, calls from important customers could be routed to ring on the cell phone while calls from friends could be sent to the desktop phone.

### **Conclusion**

Nortel and IBM are continuing to drive real-time communication and collaboration solutions to enhance productivity and reduce costs in the enterprise. To find out more about the new Nortel Multimedia Client for IBM Lotus Sametime solution, visit [www.nortel.com](http://www.nortel.com) or call 1-800-4NORTEL.

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Visit Nortel on the Web at [www.nortel.com](http://www.nortel.com). For the latest Nortel news, visit [www.nortel.com/news](http://www.nortel.com/news).

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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