



Service Brief

Nortel Global Services

Unified Communications Services

As a premiere integrator of unified communications, Nortel provides a portfolio of service offerings to deliver a fully integrated unified communications and collaboration experience — resulting in a rich multimedia experience, anytime, anywhere.

Challenges

In today's global work environment, businesses continue to look for effective ways to ensure the seamless sharing of information and collaboration that contribute to the achievement of organizational goals.

You've decided to implement a unified communications solution, enabling people to connect, communicate and collaborate anywhere, anytime, with no boundaries. In the process, you will integrate your data network with messaging in all its forms — including converged IP solutions and IP PBX capabilities — and with desktop and unified communications applications from Nortel, Microsoft® or other vendors. As you move forward, you need to ask some key questions:

- How do you create a seamless, cost-effective unified communications solution that supports your business objectives and touch points?
- How do you ensure that you have the staff needed to plan for design and integration of unified communications — and that they have the scarce skills required for a comprehensive unified communications deployment involving Office Communications Server 2007?
- How do you maintain the quality level and critical uptime comparable to what your users have come to expect from legacy TDM telephony?
- How do you plan for clearly defined steps to get the most out of your unified communications investment?

Solution

Through the Innovative Communications Alliance with Microsoft, Nortel is able to leverage a comprehensive suite of software, services and hardware to deliver numerous unified communications-based solutions. These solutions include Microsoft's Office Communications Server 2007, Microsoft's Exchange Unified Messaging and services from Nortel Global Services. In addition, we can leverage Nortel products into these solutions and, in many cases, we can work with your existing non-Nortel infrastructure. The result is a unified user experience that seamlessly integrates with multi-vendor environments. In addition, we are able to utilize our Innovative Communications Alliance



Collaboration Centers to offer solutions that allow you to plan and manage your IT and telephony environment while reducing overall costs as well as knowledge transfer.

From architecture and strategy to developing a blueprint for execution, Nortel's expert resources help you plan and manage your successful transition to unified communications. Our consultants help you reduce risk, lower costs and deploy unified communications quickly so you can realize the benefits while you continue to focus on your business.

Nortel's Unified Communications Services portfolio is designed for enterprise customers, with whom we can be a collaborative integration partner and our Business Channel Partners, with whom we can collaborate to augment their offerings.

Nortel Global Services for Unified Communications

Nortel Global Services for Unified Communications provides a portfolio of service offerings to deliver complete communications, including messaging, voice and video, across applications and devices. These services offer best-in-class solutions for adoption and evolution of unified communications solutions, enabling effective communication and collaboration.

Strategy, Architecture and Consulting

There is no such thing as "one size fits all."

Collaboration Centers

In our Innovative Communications Alliance Collaboration Centers, we can help you realize the planned benefits of your solution faster. You will experience first-hand the benefits and potential

impacts of our proposed solution on your business. We offer a broad range of services, including technology briefings, Architecture Design sessions and proof-of-concept. These services are all designed to help guide you in the seamless adoption of advanced unified communications across the enterprise.

Our collaboration centers in Research Triangle Park, North Carolina, and Maidenhead, U.K., provide state-of-the-art engagement facilities that demonstrate real customer solutions — not just out-of-the-box capabilities of our products. The centers are staffed by Nortel and Microsoft certified architects who assist enterprises in developing, testing and validating best-in-class solutions. Our professionals have the practical expertise in converged network architectures to understand your design requirements. They also have expertise in developing technology evolution strategies and quantifying the business value of investing in unified communications.

Consulting Services

Nortel's Consulting Services ensure that when your business is ready to transition to unified communications, your network, your people and your business processes are ready, too. Our Consulting Services portfolio includes IT Business, Technology and Operations consulting for analysis of alternatives and creation of business cases; Transformation Roadmap, which analyzes your business objectives, potential growth areas and critical business initiatives, as well as various aspects of your voice, video and data network to meet your company's unique needs; and Planning and Design Services, which deliver a long-term strategy for unified communications by initiating a viable planning process that can lead to operations improvements. All of these services can be applied to multi-vendor, multi-technology environments.

Assess, Integrate and Deploy

Integrate unified communications into your existing infrastructure without disrupting ongoing operations.

Nortel's Integration and Deployment Services are designed for large enterprise networks. They help customers configure and deploy their Nortel and Microsoft solutions for optimal performance and assurance against network disruption. Nortel Global Services works with customers to develop an implementation project plan. They also provide services to assess, install, configure and test the solution — ensuring that all aspects have been reviewed and modified to accommodate the solution.

Manage, Support and Evolve

Lower the cost of ownership by letting Nortel manage your multi-vendor unified communications solution — from the desktop through the network.

Nortel Network Managed Services for Unified Communications will maintain your Nortel and Microsoft server environments and business applications cost-effectively. By relying on Nortel Network Managed Services for technical support and maintenance for your unified communications environment, you can free your internal staff to focus on more strategic functions that truly drive your business. Your Nortel engineer will not only support your existing environment but will help you develop an ideal support model tailored to your business needs.

Network Managed Services for Unified Communications is delivered by Nortel Global Services. Our experts have unmatched product knowledge of our own and of third-party products, depth of experience, global presence and broad

Strategy, Architecture and Consulting	Assess, Integrate and Deploy	Manage, Support and Evolve
<ul style="list-style-type: none"> • Unified Communications Briefing Session • Architecture Design Session • Proof-of-Concept • Consulting Services for Unified Communications • Transformation Roadmap • UC Planning & Design 	<ul style="list-style-type: none"> • Program Management • Unified Communications, Data & VoIP Assessments • Multi-vendor Integration • OCS, Exchange UM Deployment • Dial Plan Modifications 	<ul style="list-style-type: none"> • Communication Server 1000 Technical Support • Microsoft Applications Technical Support • Network Management Services for Unified Communications
<p>Transforming your network environment with confidence and assurance, Nortel offers a collaborative delivery methodology that joins the forces of Nortel Global Services, Microsoft and our skilled network of partners to achieve a smooth transition to a secure, optimally unified network environment.</p>		

industry background so they can deliver your solution end-to-end. Services in the Network Managed Services portfolio encompass a broad, all-in-one solution set, with the advantage of being managed through a single point of contact. You reap the benefits of having a single interface available and responsive for reliability of the entire unified communications solution.

Nortel remotely monitors customer networks and applications from our Network Management Centers (NMCs) located in Raleigh, North Carolina, the U.K. and India. Each center has a Network Operations Center (NOC) staffed 24x7x365 with our trained monitoring experts employing a suite of industry-standard support tools. The centers are TL9000-compliant, Tier One facilities. Globally, more than 900 Nortel Network Managed Services experts monitor over 100 customer networks, or nearly two million individual ports.

Engaging Nortel Network Managed Services to manage your unified communications solution allows you to leverage our considerable investment and expertise and avoid the capital and operating expenses of creating or expanding your own Network Operations Center facilities.

Benefits

When Nortel Unified Communications Services are mobilized to design and deploy your network service needs, you can forget about technology and focus your attention and valuable resources on your core business concerns.

Nortel leverages partnerships with industry leaders, including Microsoft, to provide unique unified communications technology that delivers an open application ecosystem and network simplification. Leveraging the Innovative Communications Alliance Collaboration Centers and Nortel's Unified Communications Services will enable true workforce mobility, simplify communications,

enhance customer service and user experience, and increase productivity across the enterprise by unifying previously disparate modes of communication into a seamless model and by integrating communications and business processes at an enterprise-wide applications level.

The enhanced skills and continuous evolution the Unified Communications Services offer allow for the cost-effective and highly reliable preparation, design, deployment and management of converged networks, where telecom is no longer managed on its own technology island, but instead becomes a mission-critical part of an overall infrastructure.

Benefits

- **Single accountability** – Ease of a one-stop shop for all your services needs
- **Predictable results** – Meet strategic and tactical objectives with solutions tailored to individual client needs
- **Seamless evolution** – Deploy and integrate collaborative communications across multi-vendor technologies, platforms and applications
- **Risk avoidance** – Planning, design and deployment by highly skilled and experienced unified communications consultants and engineers
- **Return on investment** – Optimize operations costs and enhance employees' productivity with IP telephony, Office Communications Server 2007 and Exchange Server 2007
- **Business continuity** – Maximize your investment and ensure ongoing performance with post deployment support and managed services options

Why Nortel

Nortel Global Services for Unified Communications combines industry-leading telephony design and architecture services with experience-based implementation. Our experts help you integrate disparate communications applications with custom development to create a seamless user experience, fast and effectively.

Nortel's strong team of unified communications engineers offers a unique blend of industry certifications and experience. Our unified communications services employees account for 60 percent of all Microsoft Exchange 2007 certifications and over a third of the Live Communications Server technology specialists certified in 2007. With a growing pool of Microsoft Certified Systems Engineers and first access to Office Communicator Server 2007 training, Nortel is uniquely qualified to help you with your unified communications projects.

Nortel Global Services for Unified Communications has decades of network transformation experience, working collaboratively with enterprises to integrate and deploy unified communications solutions across multi-vendor, multi-platform environments. A proven integrator, Global Services transforms voice, data and application components into a converged network, enabling unified communications capabilities that help customers achieve strategic and operational results through the use of technology.

Nortel is a recognized leader in delivering communications capabilities that make the promise of Business Made Simple a reality for our customers. Our next-generation technologies, for both service provider and enterprise networks, support multimedia and business-critical applications. Nortel's technologies are designed to help eliminate today's barriers to efficiency, speed and performance by simplifying networks and connecting people to the information they need, when they need it. Nortel does business in more than 150 countries around the world. For more information, visit Nortel on the Web at www.nortel.com. For the latest Nortel news, visit 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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