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 INSTANT MESSAGING • PRESENCE • MOBILITY • DOCUMENT SHARING • WEB • AUDIO  
 CONFERENCING • DOCUMENT AND FILE SHARING • VIDEO • VOICEMAIL • VOICEMAIL  
 VOICE • SOFTWARE-POWERED VOIP • PBX • VOICE MAIL • PSTN • VOICE • SOFTWARE

# Unified. Now.

The software-based solution for unifying your communications is here now.

## Streamlined, flexible, and extensible. That's the strength of software powered communications

Microsoft's Unified Communications (UC) solutions harness the power of software to streamline how people communicate. Office Communications Server 2007 R2, one of the cornerstones of Microsoft's UC solution, is the best platform for presence, instant messaging, conferencing, and enterprise voice for businesses around the world.

Building on the customer, partner, and industry momentum of Microsoft Office Communications Server 2007, the Office Communications Server 2007 R2 update continues to deliver on the Microsoft promise to streamline communications for users, give IT organizations the flexibility and control they need to better manage their communications infrastructure, and provide an extensible platform for communications-enabled business processes.



## Streamlined Communications

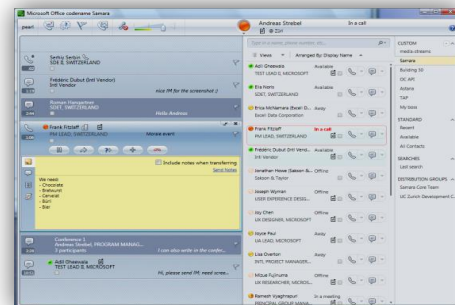
People face the challenge of managing their communications across many devices and applications, which negatively impacts productivity.

Office Communications Server 2007 R2 streamlines the way users manage communications, enabling them to find and communicate with the right person, right now, from the applications they use most. It delivers on the end user promise of Unified Communications. Microsoft's unique software-based approach has enabled rapid innovation which allows this update to introduce many enhancements over the 2007 release.

Call management capabilities let receptionists and team assistants take a large volume of incoming calls and quickly route them to the intended recipients with a simple click and delegation allows executives to hand over management of their phone calls to their assistants.

Desktop-sharing capabilities allow users on Windows, Macintosh, and Linux platforms to collaborate with one another while they talk to each other using enhanced audio conferencing features.

Group chat lets organizations set-up searchable, topic-based chat rooms that persist over time, allowing geographically distributed teams to better collaborate with one another while preserving organizational knowledge.



*Software-powered voice enables new solutions such as the presence-aware Microsoft Office Communicator Attendant Console*

## Operational Flexibility and Control

IT is called upon to deliver on imperatives like cost control, security, integration with existing infrastructure, and managing compliance requirements. Office Communications Server 2007 R2 allows IT administrators to meet these challenges effectively by giving them the ability to provide flexible communications solutions to users and by delivering the tools they need to help manage more secure, compliant communications.

"Presence capability will be fundamental to changing the way users communicate, and although voice will be an important channel in the communications mix, knowing in advance how and when co-workers can be contacted is reducing the value of the functionality of the IP PBX."

*Gartner, Inc. Magic Quadrant for Corporate Telephony, by Steve Blood et al, August 8, 2008*

The new on-premise audio conferencing capability puts IT in control of their audio conferencing infrastructure while saving on outsourced audio conferencing costs.



*Microsoft Roundtable, Office Live Meeting and Office Communications Server provide an immersive video conferencing experience with a 360° panoramic view of all of the people in the conference.*

The Single Number Reach feature allows IT to log business calls placed by users from cellular phones for accounting purposes while helping to ensure that the same dialing rules that apply to calls made by users from their work phone also extend to their cellular calls.

New video reporting capabilities allow IT to monitor the quality of video calls and conferences on their network and adjust accordingly.

Support for a direct SIP-trunk from the carrier removes the need to manage on-premise gateways.

### **Extensible Platform**

One of the biggest advantages of having a software-based communications infrastructure is that businesses can embed communications capabilities into existing line-of-business applications and use communications and workflow capabilities to automate business processes, which can save money, time, and improve customer service.

Office Communications Server 2007 R2 delivers an extensible platform

with open application programming interfaces (APIs) that offer the flexibility to adapt to changing business needs.

Software developers can create communications-enabled business processes and workflows with instant messaging, telephony, video and e-mail using familiar development tools like Microsoft Visual Studio 2008.

The Unified Communications Managed API 2.0 is extended to enable collaboration solutions beyond instant messaging and email, and now also include voice and video calls, useful for highly scalable presence aware notification systems.

### **The Future of Communications**

Microsoft unified communications solutions use the power of software to deliver complete communications including presence, instant messaging, conferencing, voice, and video, from the applications and devices people use every day.

Integrating the experiences you associate with the telephone - phone calls, voice mail, and conferencing - the work you do on a computer - documents, spreadsheets, instant messaging, e-mail, and calendars -

has the power to fundamentally change the way people work.

With Microsoft Office Communications Server you are able to experience a more seamless communications experience, whether as an end user, IT professional or a telephony implementer, or as a developer. This leads to greater adoption of your investment, lower management and ownership costs, and faster time to market with communications enabled business processes that are built into the solutions your people use every day. It is an essential part of delivering a truly unified communications experience.

"We are saving about \$400,000 per year, because our unified communications solution, based on Office Communications Server 2007, gives us the ability to make calls and hold conferences on our computers."

*Zakaria Elnaggar,  
IT Manager,  
Bavarian Auto Group*

To find out more, visit  
<http://www.microsoft.com/communicationsserver>

