

CISCO UC INTEGRATION FOR MOC

Voice Integration

Extend the capability of your Cisco telephony solution by integrating it with Microsoft Office Communicator (MOC), the leading software powered unified communications solution in the market.



By integrating these two marketing leading platforms, Fujitsu will deliver the latest innovations in user experience and functionality from Microsoft on top of the enterprise robustness and reliability of proven Cisco voice solutions.

Business drivers

- Would you like to improve the efficiency and productivity of your knowledge and information workers?
- Are you experiencing issues such as phone tag?
- Would you like to extend the life your email infrastructure by providing a real-time messaging alternative?
- Do you want to deliver feature rich unified communications capability to your workers whilst leveraging existing investments in Cisco and Microsoft?
- Are you interesting in attracting and retaining new talent within your organisation?

The Fujitsu solution, a unique offering

The Voice Integration offering extends any Microsoft Office Communications Server (OCS) 2007 implementation to integrate with a Cisco Unified Communications Manager (CUCM) 6.x and above voice solution to provide a rich integrated user experience. The primary advantage of a Voice Integration solution is extending capability to end-users whilst leveraging your existing investments in Cisco and Microsoft without the need to rip and replace your existing hardware.

Business benefits

- Offers rapid productivity gains
- A software only integration method that requires no additional infrastructure investment
- Provides the stability of Cisco voice with the usability of Microsoft Office Communicator 2007
- Simple to maintain and upgrade

UNIFIED COMMUNICATIONS CISCO UC INTEGRATION FOR MOC - VOICE INTEGRATION



Delivered capability

Integration between CUCM and OCS 2007 provides the following features to end-users:

Control of the CUCM phone from within Microsoft Office Communicator 2007

The Voice Integration solution leverages and extends the power of a CUCM voice solution to the desktop. Once integrated, incoming call notifications will ring both the Cisco phone device and your computer, allowing you to answer the call on your Cisco phone via your computer.

Embedded Cisco soft-phone

The Voice Integration solution includes a Cisco soft-phone that is accessed via the Microsoft Office Communicator 2007 interface. Users simply select to use their computer as their default phone device and can then make and receive phone calls from their computer, even while working remotely on a VPN.

Presence awareness between the CUCM and Microsoft OCS 2007 environments

For presence to be effective other workers need to be aware of your availability. Through the Voice Integration solution, when you are on your Cisco phone your Microsoft Office Communicator 2007 presence changes to “on the phone” providing other workers the information they need to initiate communication at the most appropriate time.

Enhanced presence

With presence, staff can see at a glance whether colleagues are available and on what device, if they are busy, in a meeting, or inactive, in the office or on the road. The ability to connect at the right time, on the right device is a key driver of workforce productivity.

Enterprise instant messaging

This service provides an alternative method of communication that is both immediate and reliable. Instant messaging can significantly promote collaborative activities, whilst also reducing load an existing email environments.

Why Fujitsu?

- Fujitsu is a Gold Certified Partner of Microsoft, the leader in unified communications software
- Fujitsu is a certified unified communications Partner of Microsoft
- Fujitsu unified communications specialists are all certified in Microsoft Unified Communications products
- Fujitsu has extensive knowledge and experience across the Microsoft range of technologies and products
- Fujitsu has proven application integration experience with all major platforms
- Fujitsu has significant understanding across server, storage, network and desktop infrastructure
- Fujitsu is a Gold Certified Partner of Cisco, a leader in voice over IP technology solutions

An experienced partner

Fujitsu have extensive experience working with Microsoft Unified Communications products. As a Voice Certified Partner of Microsoft, Fujitsu delivers quality, supportable solutions that are designed and deployed in accordance with best practices.

Our experience and depth of knowledge of unified communications solutions will provide you with a complete solution that encompasses not only all technology components, but also the business impact of deployment that can only come from the experience of many unified communications implementations.



Unified Communication Solutions

CISCO SYSTEMS



Gold Certified Partner

ABOUT FUJITSU Fujitsu Australia is a full service provider of information technology and communications solutions. As the third largest ICT Company in the Australian and New Zealand marketplace, we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand have earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702). AU.FUJITSU.COM NZ.FUJITSU.COM

ASK FUJITSU

Contact us on + 61 2 9113 9200 or askus@au.fujitsu.com or visit au.fujitsu.com