

Deliberately *Different*

Software-
based
Communications
Solutions

Microsoft Unified Communications

AVDS
Automated Voice & Data Solutions

Deliberately *Different*

WWW.AVDS.COM

Unified Communications Overview

Streamline Communication—connect with the right person, right now and manage information overload.

- Contact people based on their availability, and then click to communicate with them in the best way: by e-mail, Voice-over Internet Protocol (VoIP), instant messaging, or audio/video/Web conferencing. Access all communication with a single sign on and single inbox.
- Connect from within Microsoft Office Outlook, Microsoft Office, and other applications you use every day.
- Communicate securely while working away from your desk, on the road, or at home with a single, familiar client for the personal computer (PC), Web, and smart devices.
- Bring people together with audio, video, and Web conferencing to improve team collaboration and to reduce the monetary and environmental costs of travel.

Amplify Protection and Controls—put IT in control by giving them options to balance and control risk.

- Manage security, compliance, and archiving policies for messaging and telephony systems with common tools.
- Eliminate threats before they reach the corporate firewall with built-in security technologies, including real-time antivirus/antispam software and security services for e-mail and instant messaging.
- Protect critical information and help prevent costly exposure with built-in compliance and encryption.
- Provide IT control with failover, redundancy, and scalability across your organization.



Unified Communications Overview Continued

Increase Operational Flexibility and Reliability—Simplify management and maximize resources and budget with increased flexibility for IT operations and administrators

- Improve operations with easy, modular, and centralized management tools. Provide professional-grade reliability, availability, and scalability. Provide larger mailboxes at lower cost by enabling organizations to choose their own storage method (for example, storage area networks [SANs], direct attached, or desktop quality discs that do not sacrifice system availability).
- Consolidate telephony, voicemail, and e-mail systems to dramatically lower maintenance and service costs, particularly for organizations with remote or branch offices.
- Using Software + Services, determine the best mix of on-premises and cloud-based communications solutions to meet the needs of your users and administrators.

Build on an Open and Extensible Unified Communications Platform—Extend existing investments and adapt to changing business needs with an extensible platform

- Integrate and extend your existing messaging and telephone systems with Microsoft's software-powered VoIP, which is based on open standards and documented Microsoft protocols.
- Enhance the end-user experience by embedding Microsoft's Rich Presence and click-to-call into your applications.
- Make business processes and workflows more efficient by communications-enabling line of business applications with features such as alerts and notifications, query/response bots, and interactive voice response (IVR) self-service.



Unified Communications Capabilities



Messaging

Achieve higher reliability and performance with features that simplify your administration, protect your communications, and delight your users by allowing them greater business mobility.



Unified Conferencing

Collaborate remotely with colleagues and customers using audio, video, and Web conferencing. With a single, easy to use interface, users can switch seamlessly between audio, video, and Web conferencing and desktop sharing. Users can also schedule peer-to-peer or multi-party conferences with one click right from Microsoft Outlook. You can now reduce costs for travel and conferencing while providing extensive conferencing capabilities to all of your employees.



Telephony

Talk to people with enterprise voice—a scalable Voice-over Internet Protocol (VoIP) solution allowing users to place, receive, forward, or delegate calls right from their PC, desk phone, or mobile phone. A wide range of softphones—from USB plug-in headsets to conference phones—allows you to reduce costs while offering mobile workers the freedom to work from anywhere.



Voice Mail

Save costs over traditional voice mail systems by consolidating e-mail and voice mail onto one inbox, giving users unique and powerful new ways of accessing their voice mail with a telephone, computer, or mobile device. You can now manage voice mail in the same easy, flexible way that you manage your e-mail.

Instant Messaging and Presence

Contact people based on their presence—up-to-date availability information based on their status on the network, calendar, or personal preference. Then click to communicate by secure instant messaging to get answers fast. With one click, escalate an instant message to a phone call, desktop sharing, or video conferencing session. Persistent group chat supports real-time team communication threads and maintains the conversation history. Initiate your communications from within Microsoft Office or business applications that you use every day without switching between programs.



Unified Communication Products



Microsoft Exchange Server is the industry leader in business e-mail messaging, calendaring, contact management, and software-powered voice mail. Exchange Server helps you achieve higher reliability and performance with features that simplify your administration, protect your communications, and delight your users by allowing them greater business mobility.



Microsoft Exchange Online is a hosted enterprise messaging solution based on Microsoft Exchange Server 2007. It improves e-mail security, allows users to access e-mail from anywhere, enhances operational efficiency, and provides 5GB of mailbox storage per standard license (configurable up to 25GB).



Microsoft Office Live Meeting allows users to connect with colleagues and engage customers through real-time meetings, training sessions, and events.



Microsoft Office Communications Server 2007 R2, a cornerstone of the Microsoft Unified Communications solution, provides presence, instant messaging, unified conferencing (audio, video, and Web), and enterprise voice for businesses around the world.



Microsoft Office Communications Online delivers robust instant messaging and presence functionality that enables real-time, person-to-person communication via text, voice, and video across an organization.



AVDS' MISSION

To provide the highest quality, most cost-effective Computer Telephony Integration (CTI) solutions, which improve our clients' ability to provide superior service to their customers while AVDS maintains the highest degree of integrity and ethical business standards.

To learn more, please contact an AVDS Solutions Consultant at:

sales@avds.com



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3100 Timmons Lane, Suite 510 | Houston, Texas 77027 | Tel 713.963.0900 | Fax 713.963.9500
6525 The Corners Parkway, Suite 110 | Norcross, Georgia 30092 | Tel 866.502.5554
www.AVDS.com