The Unified Communications Transformation

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Microsoft
A New World of Work

Trends

- One world of business
- Always on, always connected
- Transparent organization
- Cost pressure

Role of Software

- Simplify how people work together
- Find info and improve business insight
- Help protect and manage content
- Reduce IT costs and improve security

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Simplifying Working Together
Increasing importance of cross company teaming

Working Together in Real Time
Integrated Communications

Keeping Global Teams in Sync
WorkSpaces

Sharing Information
Collaborative Portals

Process-centric Collaboration
Contextual Presence & Identity

people

Simplify Working Together
Unified Communications
Near Future
Unified Communications Vision

Productivity through communications convergence

- People-centric, rich presence, contextual
- Seamlessly integrated email, IM, VoIP, conferencing
- Accessible from anywhere, on any device
- Rich platform, efficient to manage and operate
Hi Enzo & Meredith – here’s some more info about the project...

**Andrea Banks**

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Integrated Personal Availability & Communications in SharePoint
Integrated Personal Availability in People Search
Integrated Personal Availability inside Documents

AGENDA

Project Status Review

September 14 2006
9:00 a.m. – 5:00 p.m.

Meeting called by Jessica Arnold

Attendees:
- Paul
  - PRODUCT MANAGER, OFFICE, MICROSOFT
- Alex
  - jessicaarnold@microsoft.com
- Sand
  - Calendar: Free for next 8 hours
  - From corporate address book
  - Away for 9 hours

Please read: You can find more background information on the SharePoint.

9:00 a.m. – 10:00 a.m.
Introduction
Continental Breakfast
Welcome

9:30 a.m. – 10:00 a.m.
Individual Status
Latest on product integration
Paul Duffy
Surgical Marketing
Alex Robisson

10:00 a.m. – noon

Rainier Room

Snoqualmie Room
Consistent communications experience including on innovative IP Phones
Single inbox for e-mail, voicemail, and fax
- Voice access from regular phone
- Speech-enabled auto attendant

"7 out of 10 phone calls go direct to voicemail"
- Gartner ("The Knowledge Worker Investment Paradox", 2002)
Rich multi-media experience

Web and VoIP conferencing

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Accessible anywhere, on any device. Consistent: PC, web, mobile devices
Mobile Device management via OWA

Microsoft Office Outlook Web Access

Options
- Regional Settings
- Messaging
- Spelling
- Calendar Options
- Out of Office Assistant
- Junk E-mail
- General Settings
- Voice Mail
- Deleted Items
- Mobile Devices
- About
- Credits

Mail
Calendar
Contacts
Tasks
Done

Mobile Devices

Manage your mobile devices here.

You can remove devices that you are no longer using. If you forget your device password, you can access it here. If you lose your phone or mobile device, you can initiate a remote device wipe to protect your information.

To add a new device, begin a partnership with Microsoft Exchange from the device and it will appear in the list below.

Remove Device from List... | Wipe All Data from Device... | Display Device Password | Retrieve Log...

<table>
<thead>
<tr>
<th>Device</th>
<th>Last Sync Time</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smartphone</td>
<td>Wed 6/28/2006 4:38 PM</td>
<td>OK</td>
</tr>
</tbody>
</table>
|              |                        | First Sync: Tue 6/20/2006 11:49 AM
|              |                        | Last Successful Sync: Wed 6/28/2006 4:38 PM
|              |                        | Device ID: F1369AC9D3ECC1D76541D633E1D37035
|              |                        | User Agent: MSFT-SPhone/5.1.10000
| PocketPC     | Wed 6/28/2006 7:59 AM  | OK                            |
| NokiaE61     |                        | OK                            |
| PalmOneTreoAce|                        | OK                            |
| RoadSyncClient|                       | OK                            |
Microsoft UC Phone Experience
Microsoft Internal Usage

- **Internal Usage**
  - 50K – 70K Live Meetings each month
  - 58K OWA users, and 59K unique remote-email users connect via RPC over HTTP each month
  - 24K users with Exchange Active Synch each month
  - 68K unique users per month experienced better, quicker collaboration with IM
  - 180K current SharePoint team sites with 7 terabytes

- **Cost Reductions**
  - Annual U.S $100+M cost reductions with improved communications
  - Savings of U.S $6+ M per year with the consolidation of Exchange Servers WW
Road Ahead and Challenges

- Rich presence & privacy
- Communications/information overload
- More productive SW-assisted meetings
- Infrastructure complexity and SaaS
- Understanding and measuring productivity
Example: Information Agent

- Balance value of information with costs of disruption
Closing Thoughts

• Huge opportunity driven by technology and business environment changes

• Transformational solutions for New World of Work
  • People at the center, enhanced by presence information
  • Break down the silos, and integrate with biz processes
  • Be connected and in-control, anywhere, on any device
  • Integrated infrastructure, on-premise, and as SaaS

• Real impact only when technology, people, culture change come together
Thank you