



Unified Communications

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Montréal

April 4th 2011

Agenda

- Introduction
- Evolution of Communications
- IP Telephony – Unified Communications
- New features
- New applications
- Conclusion



Marc Létourneau

Senior Solution Architect at TELUS

- Pre sales engineer for 6 years primary focus on UC
- Solution Architect Consultant for TELUS Platinum accounts

Role at TELUS

- Helping customer to improve their way to do business
- Mapping customer business requirements to technology requirements
- Present at pre-sales, planning, optimisation, negotiations and knowledge transfer to delivery teams.

Professional Certifications

- NCTS UC, NCTS Voice, NCDS Voice, NCTS Data, NCDS Data
- CCNA, CCDA, UCAD





Evolution of communications

Evolution of Communications

1837 1876 1900 1925 1962 1984 2001



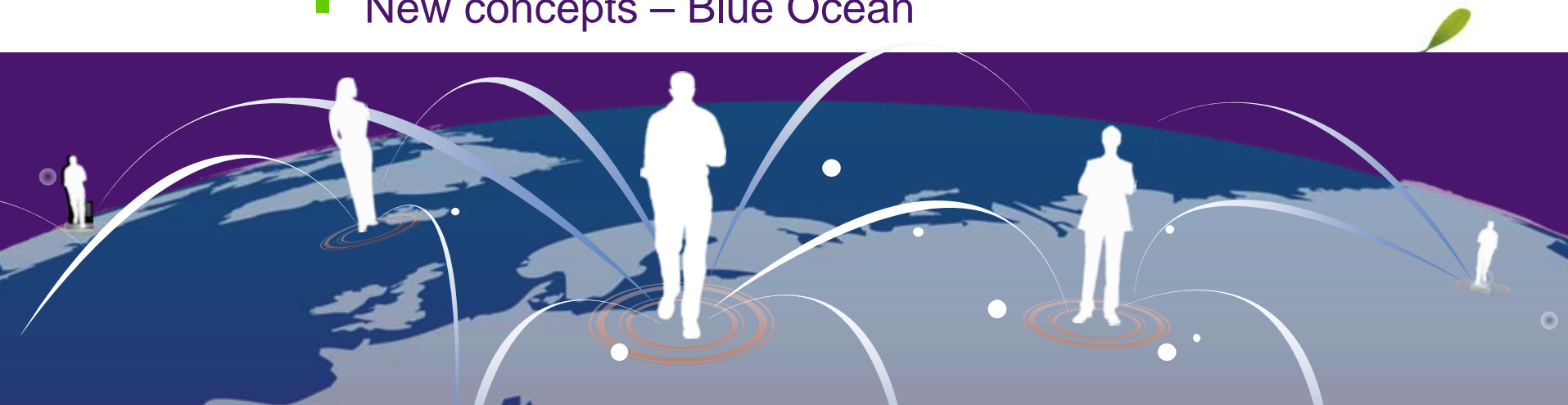
Network-Driven Communications



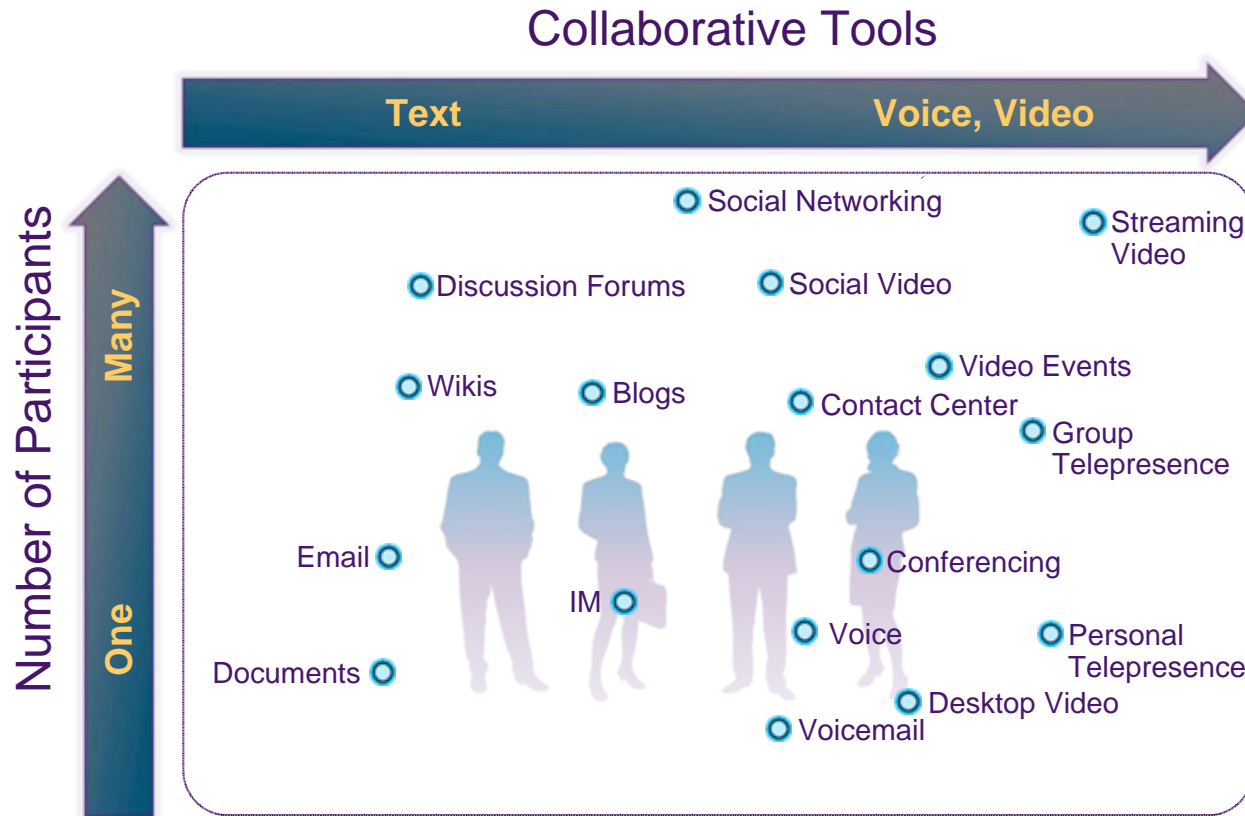
Software-Driven Communications

The Need for a New Approach

- Work used to be a place where we go
- Now, work it is what we do
- No boundaries
 - New type of service
 - Key Competitive Differentiators
 - New concepts – Blue Ocean



Changing the Way We Work



Expanding Collaboration to include Broader, Richer Interactions





IP Telephony

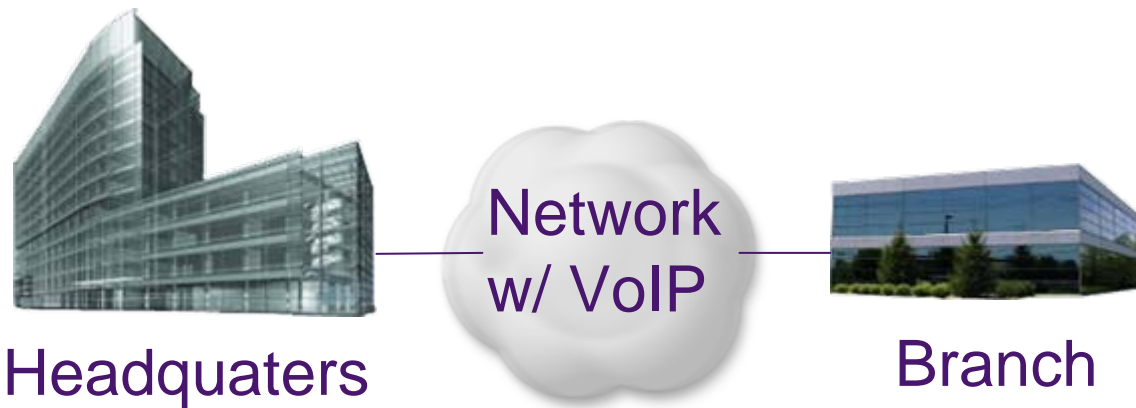
IP Telephony / Unified Communications

- Voice over IP (VoIP) vs IP Telephony
 - Transport mechanism vs new capabilities

- Unified Communications
 - Simplify the user experience
 - More Agile / More Flexible
 - Better Return on Investment



Voice over IP vs IP Telephony



Unified Communications

The Right Tool for the Right Task



- More than just IP telephony
- Reduces time-to-decision
- Improves productivity

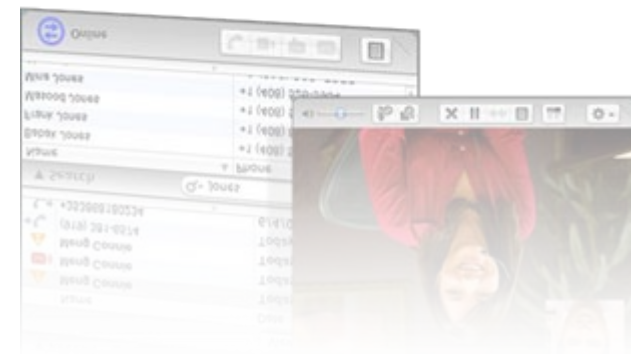




New features
available

Unified Communications – Computer

- Softphone – mobility extended
- Visual Voice Mail
- Presence
- Click to call
- Software integration
- Collaboration
 - Video conferencing
 - Document sharing



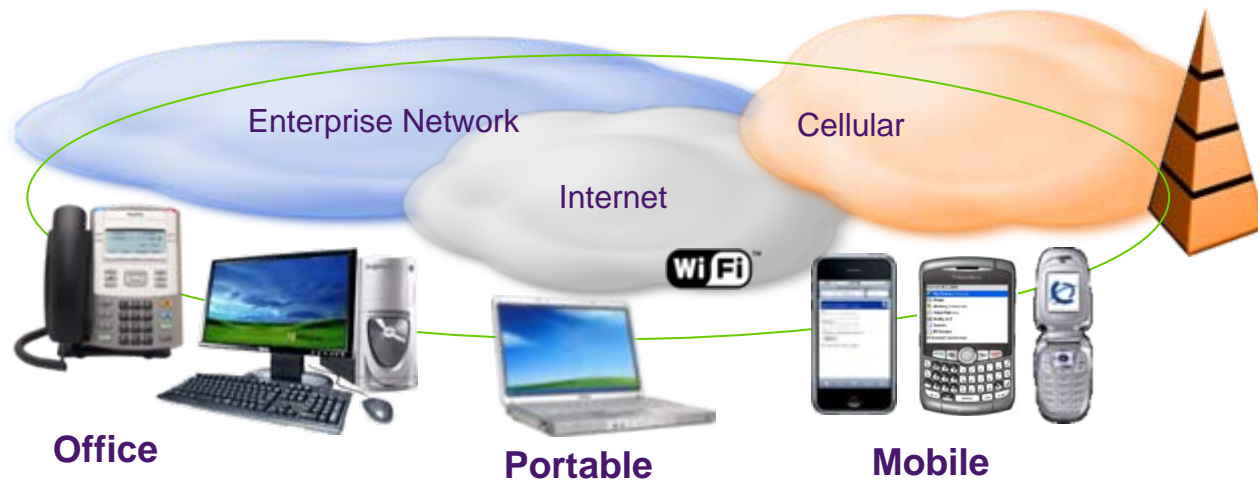
Single Number Reach



Why it's valuable:

- It's mobile
- **Users** control presence
- Compliance
- Manage turnover
- Reduces costs: 30% of mobile calls take place in office

Mobile Unified Communications



- **Consistent** services across mobile device, PC and desk phone
- **Flexibility** to choose networks and devices
- **Cost savings**, improved utilization, efficiency and ROI
- **Simplicity** of deployment and use

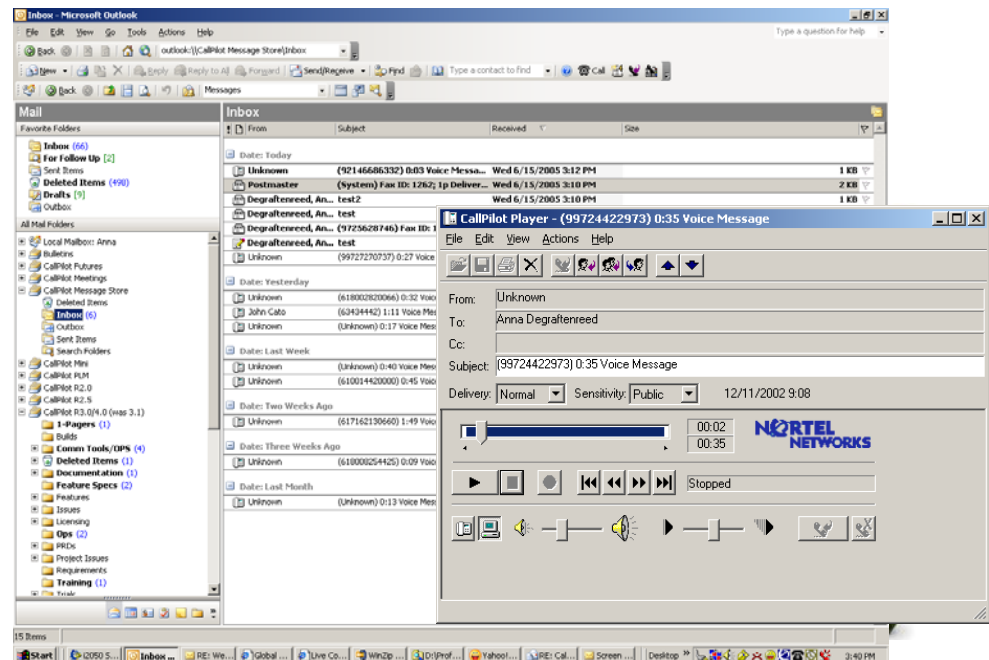




New applications
available

Unified Messaging

- Message consolidation (Vmail, email, faxes)
- Visual Voice Mail
- Integrated player with controls
- Easy to use



Added value application - Time Miner

- Call tracking and billing application



Call Details and Billing

(6) Calls from Jerry Andrews

Start Time	Duration	Adjusted
07-26-10 09:41	0:14:56	00:00
07-26-10 17:47	0:06:05	00:00
07-27-10 11:28	0:02:39	00:00
07-29-10 08:35	0:01:18	00:00
07-29-10 10:51	0:24:36	00:00
07-29-10 12:46	0:17:09	00:00

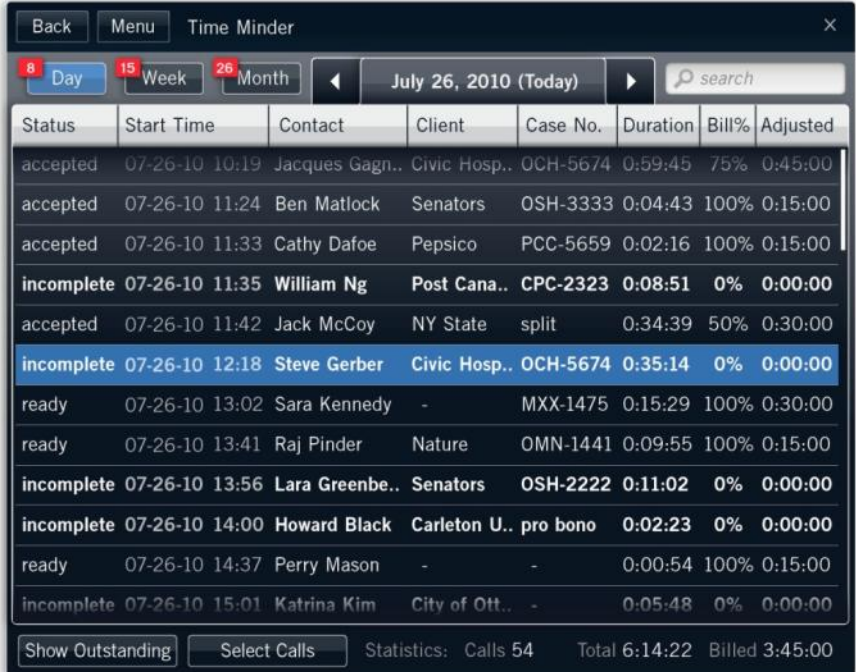
contact: Jerry Andrews | client: select client | status: incomplete

case number*: select case | bill %: 0 | Actual: 01:06:43 | Adjusted: 00:00:00

task code: select a task code | other: input description X | Remove Case

*for split billing, select individual calls

Buttons: Cancel, Save



Time Miner

8 Day 15 Week 26 Month | July 26, 2010 (Today) | search

Status	Start Time	Contact	Client	Case No.	Duration	Bill%	Adjusted
accepted	07-26-10 10:19	Jacques Gagn..	Civic Hosp..	OCH-5674	0:59:45	75%	0:45:00
accepted	07-26-10 11:24	Ben Matlock	Senators	OSH-3333	0:04:43	100%	0:15:00
accepted	07-26-10 11:33	Cathy Dafoe	Pepsico	PCC-5659	0:02:16	100%	0:15:00
incomplete	07-26-10 11:35	William Ng	Post Cana..	CPC-2323	0:08:51	0%	0:00:00
accepted	07-26-10 11:42	Jack McCoy	NY State	split	0:34:39	50%	0:30:00
incomplete	07-26-10 12:18	Steve Gerber	Civic Hosp..	OCH-5674	0:35:14	0%	0:00:00
ready	07-26-10 13:02	Sara Kennedy	-	MX-1475	0:15:29	100%	0:30:00
ready	07-26-10 13:41	Raj Pinder	Nature	OMN-1441	0:09:55	100%	0:15:00
incomplete	07-26-10 13:56	Lara Greenbe..	Senators	OSH-2222	0:11:02	0%	0:00:00
incomplete	07-26-10 14:00	Howard Black	Carleton U..	pro bono	0:02:23	0%	0:00:00
ready	07-26-10 14:37	Perry Mason	-	-	0:00:54	100%	0:15:00
incomplete	07-26-10 15:01	Katrina Kim	City of Ott..	-	0:05:48	0%	0:00:00

Buttons: Show Outstanding, Select Calls

Statistics: Calls 54 | Total 6:14:22 | Billed 3:45:00

Web Portal Communication enablement

- Enable fast and simple communication
- Launched via the corporate web portal
 - Simple mouse click



Recording

- Capability to record
 - « On Demand »
 - All the time
- Achive Management
- Database integration



Enterprise Service vs Consumer Service

- Reliability
 - Controlled ecosystem
- Confidentiality
- Support
- Additional features
 - Billing software
 - Reports
 - Database integration



Conclusion

- IP Telephony is not only Voice over IP
- Unified Communications are business enabler – a must in 2011 !
- Applications can be integrated to accelerate speed of business





the future is friendly®