Integration services for Lotus Sametime Unified Telephony

Helps implement a streamlined solution for improved communications within your business

Highlights

- Enables more effective workplace communications and collaboration from a single user interface

- Designs and deploys a cost-efficient solution that helps integrate multiple vendor technologies

- Uses proven methodologies and expertise to deliver an end-to-end solution

Easing complexity to deliver a comprehensive solution

To meet increasing service level requirements, today's organizations need leading-edge communications tools to enable effective collaboration between mobile workers and a geographically distributed workforce. But the complexity of integrating communications systems from different vendors is a formidable challenge, and can cause delays in the processes that are vital to running your business. To reduce complexity, speed communications and lower costs, you need to implement a solution that helps integrate multiple vendor technologies so that your employees and partners can seamlessly connect, collaborate and more easily communicate, deliver better service and ensure faster responsiveness to customer demands.

IBM Communications and Collaboration Integration Services for IBM® Lotus® Sametime® Unified Telephony helps you implement a communications solution that enables your users to connect to each other regardless of the private branch exchange (PBX) they are using. IBM delivers the necessary strategy, assessment, architecture, design, integration, and deployment services to help you leverage existing and disparate multivendor telephony systems with a single user interface—easing the implementation of a unified communications solution into a complex environment.

Empowering your workforce with more accurate communications

By helping to define, design and rapidly implement a unified communications environment, this service enables your employees to smoothly communicate with each other in real time, allowing for more effective collaboration and faster decision making. A single user interface and linkage between your corporate directories and voicemail systems equip your workforce to conveniently and seamlessly connect from virtually any location, with almost any communications device—helping your organization to become more agile and better able to meet the demand for superior service levels. And with improved flexibility to rapidly assemble and enable virtual teams, your organization is more responsive and able to quickly adapt to changing business conditions.

Simplifying complex, multivendor telephony environments and technology

IBM Lotus Sametime Unified Telephony acts as a middleware layer that smoothly connects both Internet Protocol private branch exchanges (IP-PBXs) and traditional non-IP PBXs from different vendors with the Sametime user interface. By linking a variety of PBX systems and an audio conferencing system, your employees can take advantage of single integrated softphone capabilities—along with presence awareness and call management technologies—to virtually eliminate multiple communication attempts and improve productivity. The Sametime user interface also allows you to easily divert calls to a specific device or simply "click" to return calls, further streamlining communications. With an integrated telephony environment, you can measurably improve workforce efficiency—all while reducing complexity and minimizing support costs.

Smoothly implementing a large-scale telephony solution

IBM is a trusted systems integrator that can deliver extensive real-world expertise through experienced professionals. IBM can provide you with the necessary strategy, assessment, architecture, design, integration and deployment services to integrate the Lotus Sametime Unified Telephony solution with your existing communications environment. The robust communications and collaboration network infrastructure and Lotus Sametime Unified Telephony solution, designed and implemented by IBM, provides a flexible, reliable framework that permits rapid and cost-effective deployment of unified communications. Serving also as a base for other communications and collaboration solutions—including unified messaging, audio, Web and video conferencing and IP contact center—you can use existing assets, enabling you to extract more value from your telephony infrastructure.

Why IBM?

IBM's deep experience in design and deployment of enterprise networking, IP telephony and real-time collaboration solutions, together with our leading Lotus collaboration software products and partnerships with other leading solution vendors, can provide a robust and reliable unified communications solution to help your organization collaborate more smoothly and more effectively. IBM's leading-edge technology combined with our vast systems integration experience and global delivery capabilities in more than 170 countries position IBM to deliver a cost-efficient and comprehensive solution that aligns with—and supports—your unique business needs.

For more information

To learn more about IBM Communications and Collaboration Integration Services for Lotus Sametime Unified Telephony, please contact your IBM representative or visit the following website: **ibm.com**/services/us/en/it-services/converged-communications-services-for-lotus-sametime-unified-telephony.html

Additionally, IBM Global Financing can help you acquire the IT solutions that your business needs in the most cost-effective and strategic way possible. We'll partner with credit-qualified clients to customize an IT financing solution to suit your business goals, enable effective cash management, and improve your total cost of ownership. IBM Global Financing is your smartest choice to fund critical IT investments and propel your business forward. For more information, visit: **ibm.com**/financing

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