



IUC – Iskratel Unified Communications

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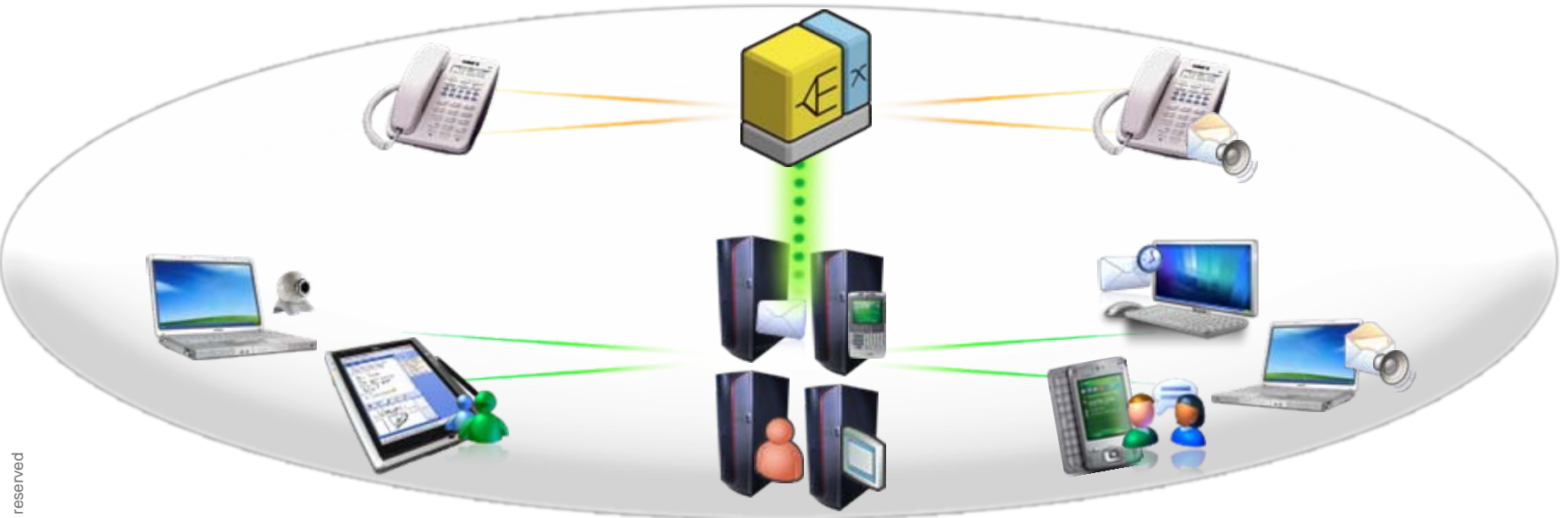
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ISKRATEL Group

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Unified communications

The challenge of today's communications



- Voice communication over PBX/IP-PBX
- E-mail, IM, web communication over PC
- Variety of communication ways and devices
- Parallel investment and maintenance

Unified Communication



- One user, one identity – for all ways of communication
- One user interface, regardless network or device
- Functionally rich, friendly, safe and based on standards

Goals

- Better efficiency
- Better productivity
- Lower costs
- Better quality of communication
 - For businesses, residents and government organizations

Getting the right information in shortest time for supporting the working process!

IUC Key features – coexistence of two worlds

Traditional telecommunications

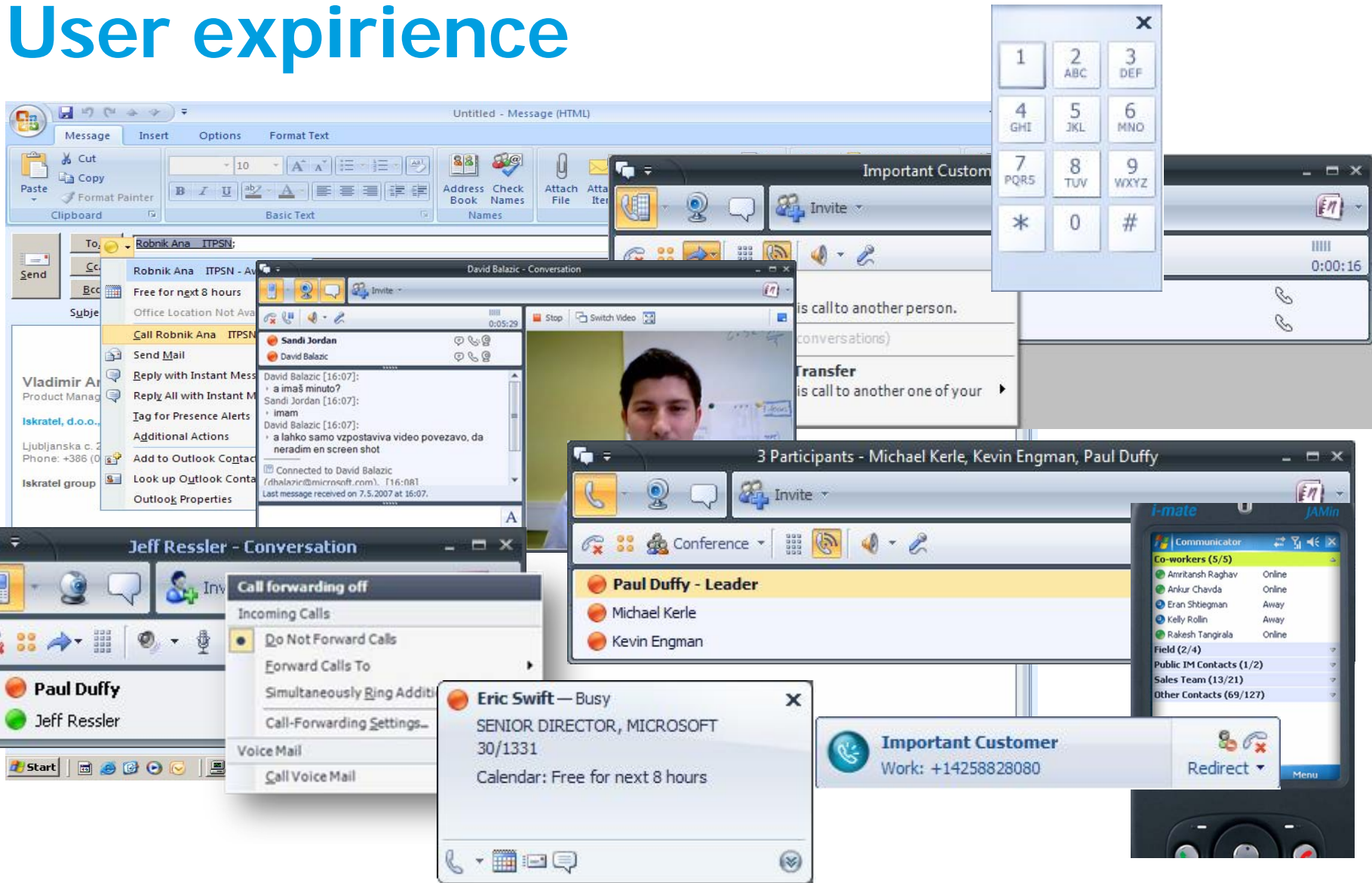
- Voice (PSTN, ISDN, IP)
- Video (TDM, IP)
- Fax

With all PBX features!

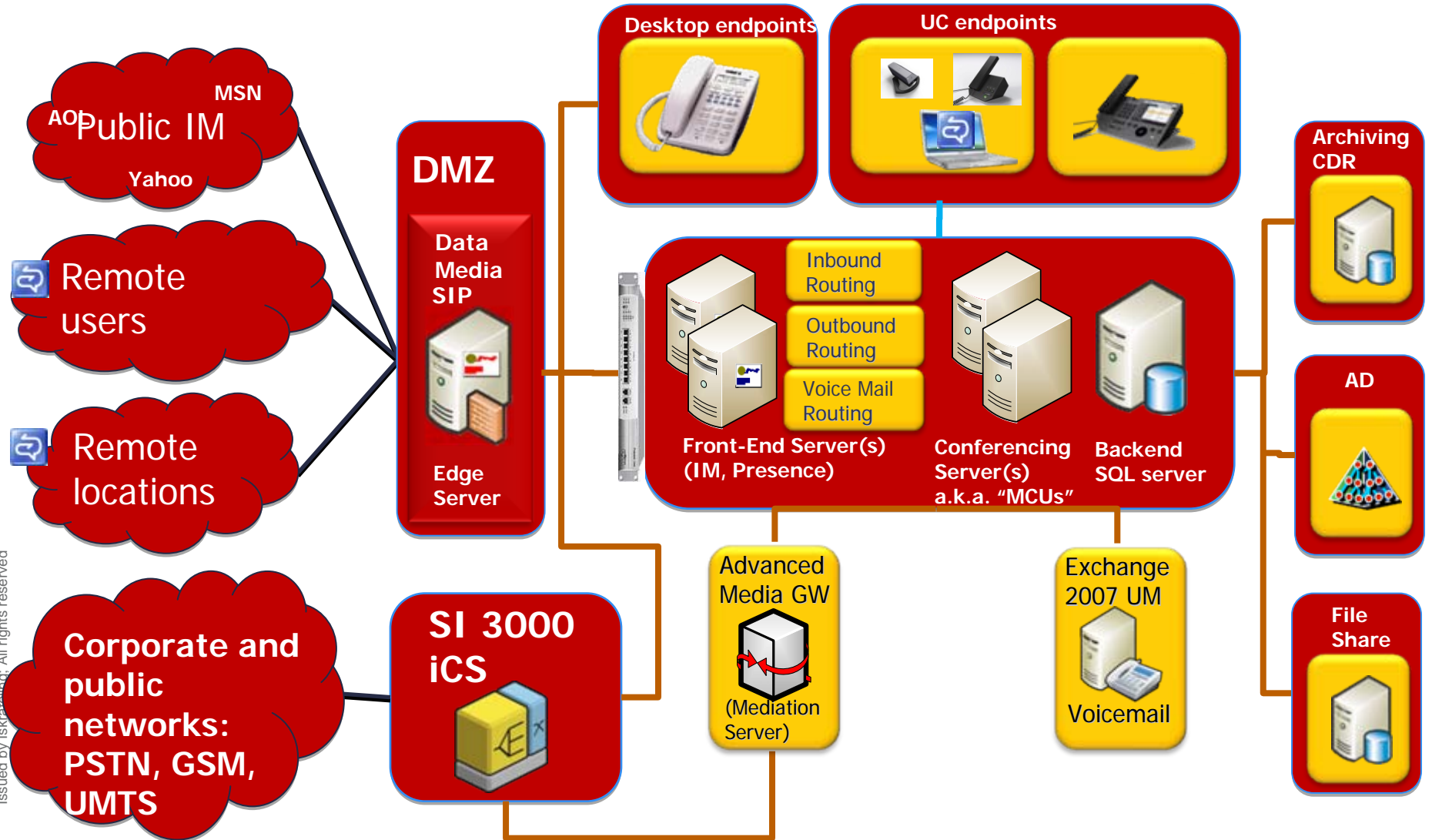
Data communications

- Instant messaging
- E-mail
- Document sharing
- Colaboration ...

User experience



Architecture



Architectural compatibility

SI2000 iCS

- PSTN/ISDN networking integration
- SS7/IMS oriented infrastructure
- Carrier-grade availability and reliability
- Uninterrupted connectivity
- Network management and billing
- Hosted service provisioning
- Enabled 3rd party call control

MS OCS 2007

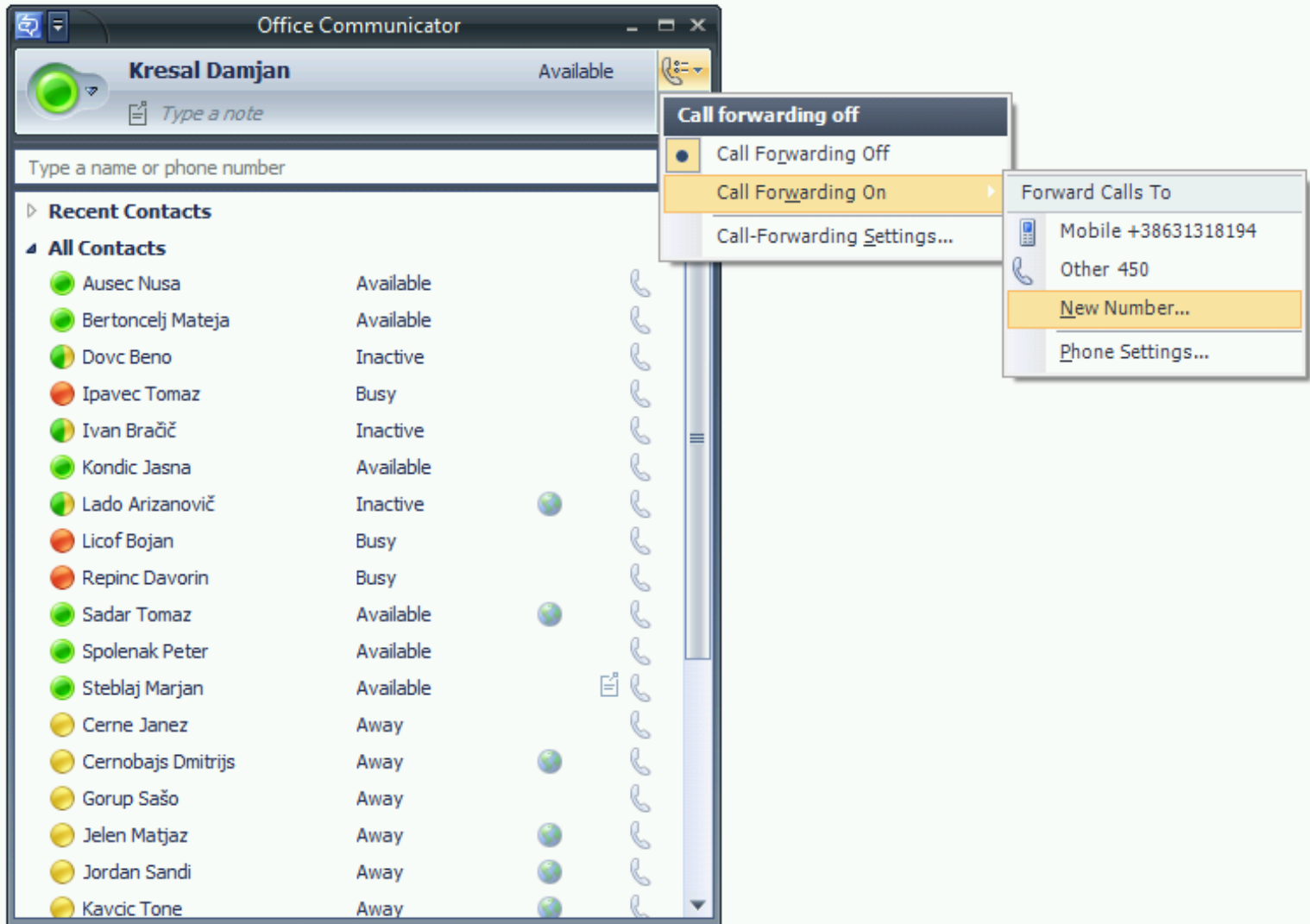
- E-mail and scheduling system
- Enhanced presence indication
- Voice, data and video conferencing
- Instant Messaging
- Document sharing infrastructure

Connectivity in integrated environment

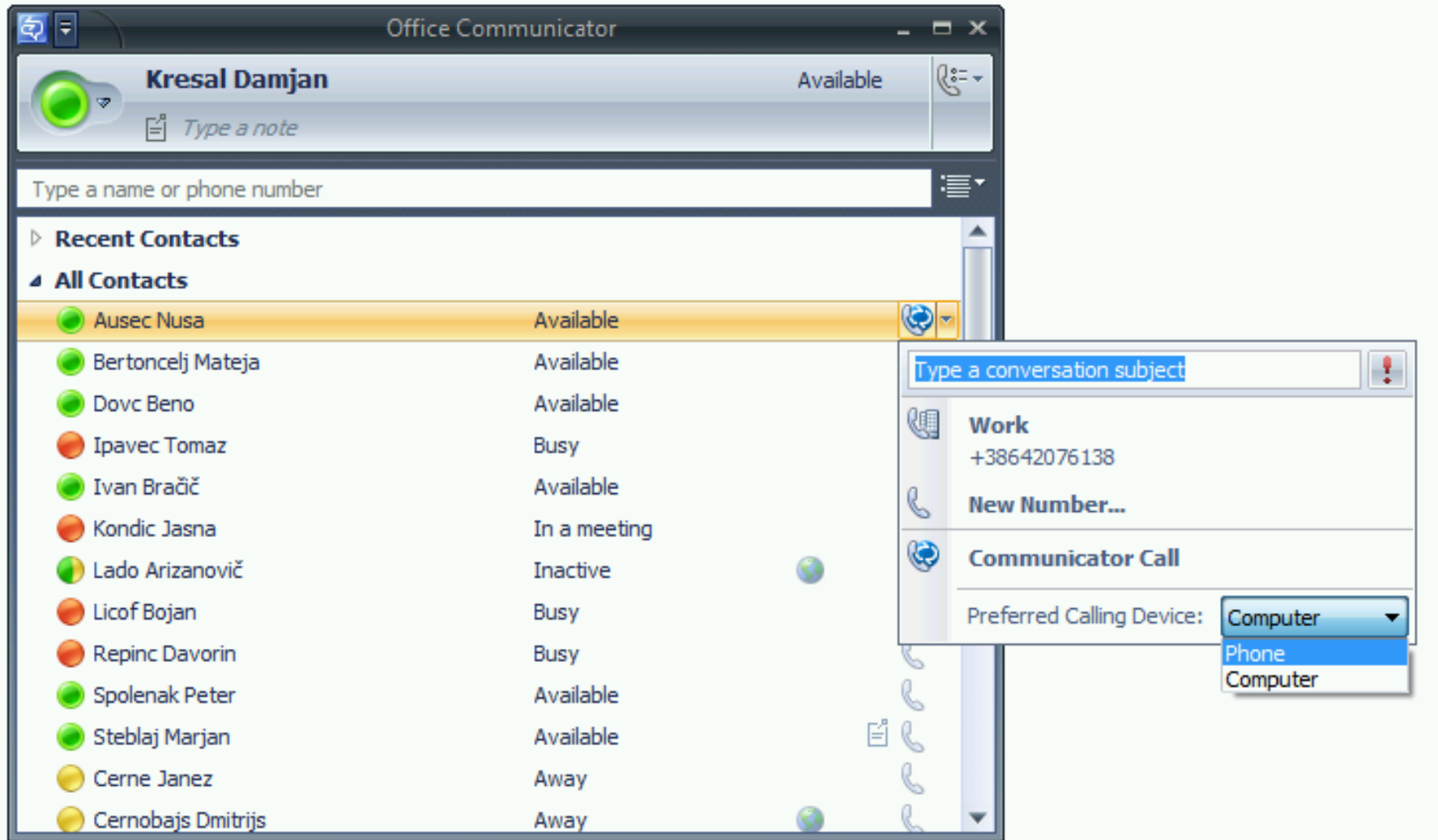
Basic types of connections in integrated environment:

- MS Communicator – MS Communicator or PSTN
- MS Communicator (Remote Call Control /CSTA) - MS Communicator or PSTN
 - MS Communicator as GUI
 - Voice connections thru iCS – desk phone

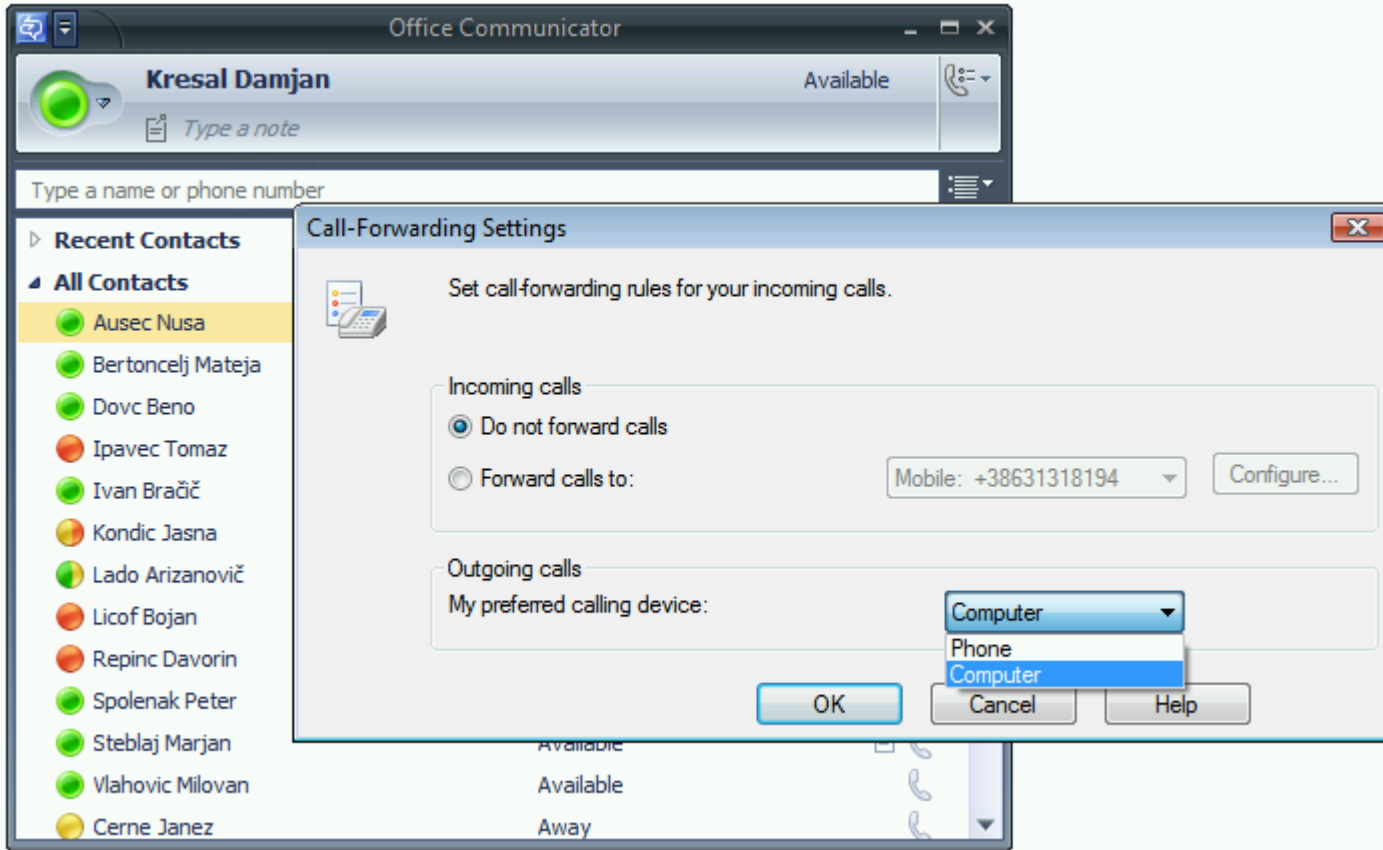
Telephony integration



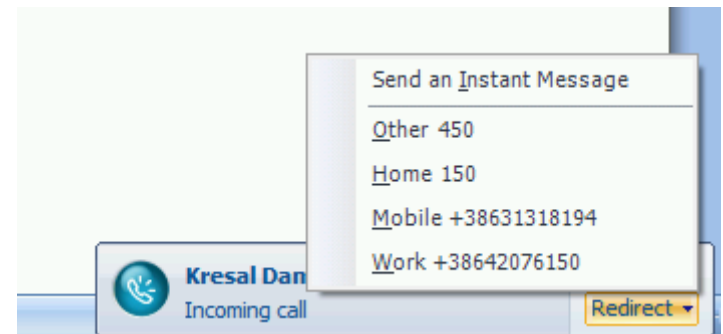
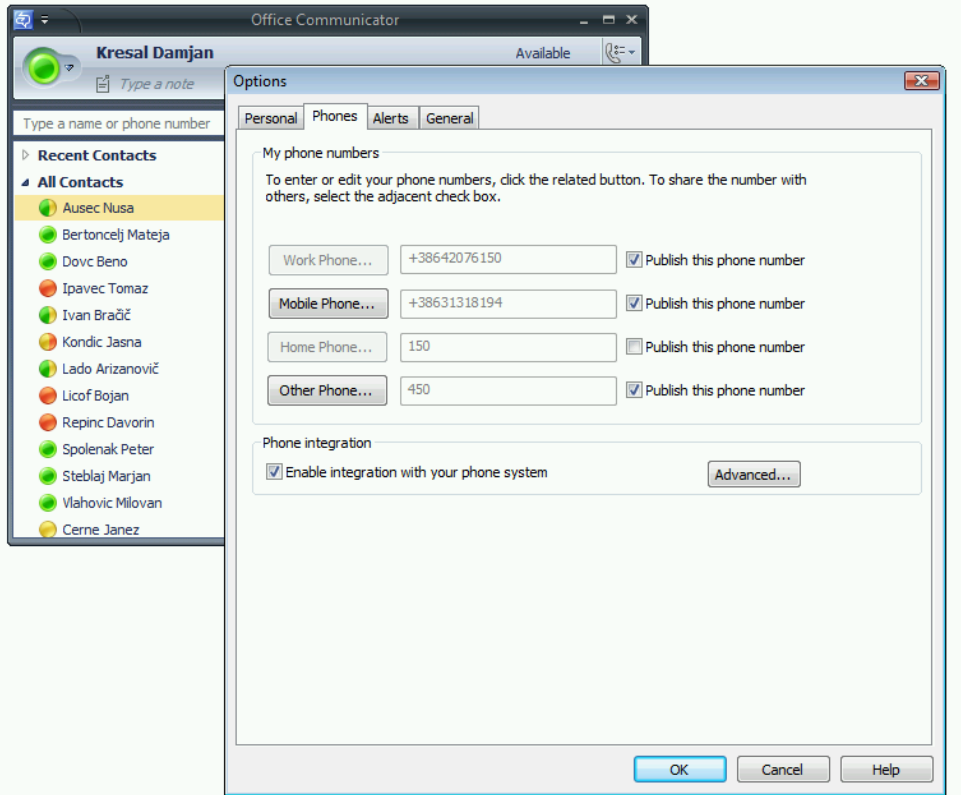
Telephony integration



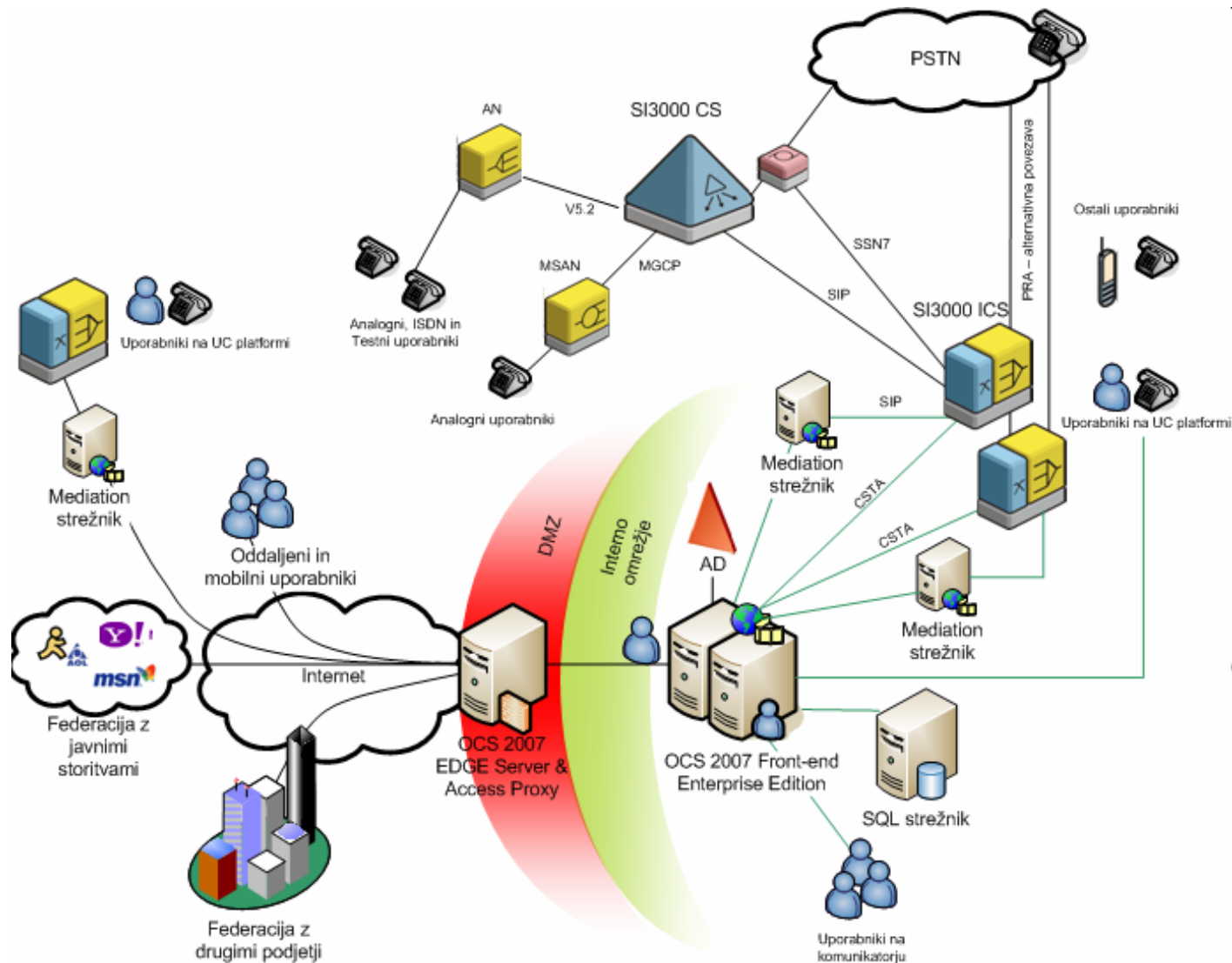
Telephony integration



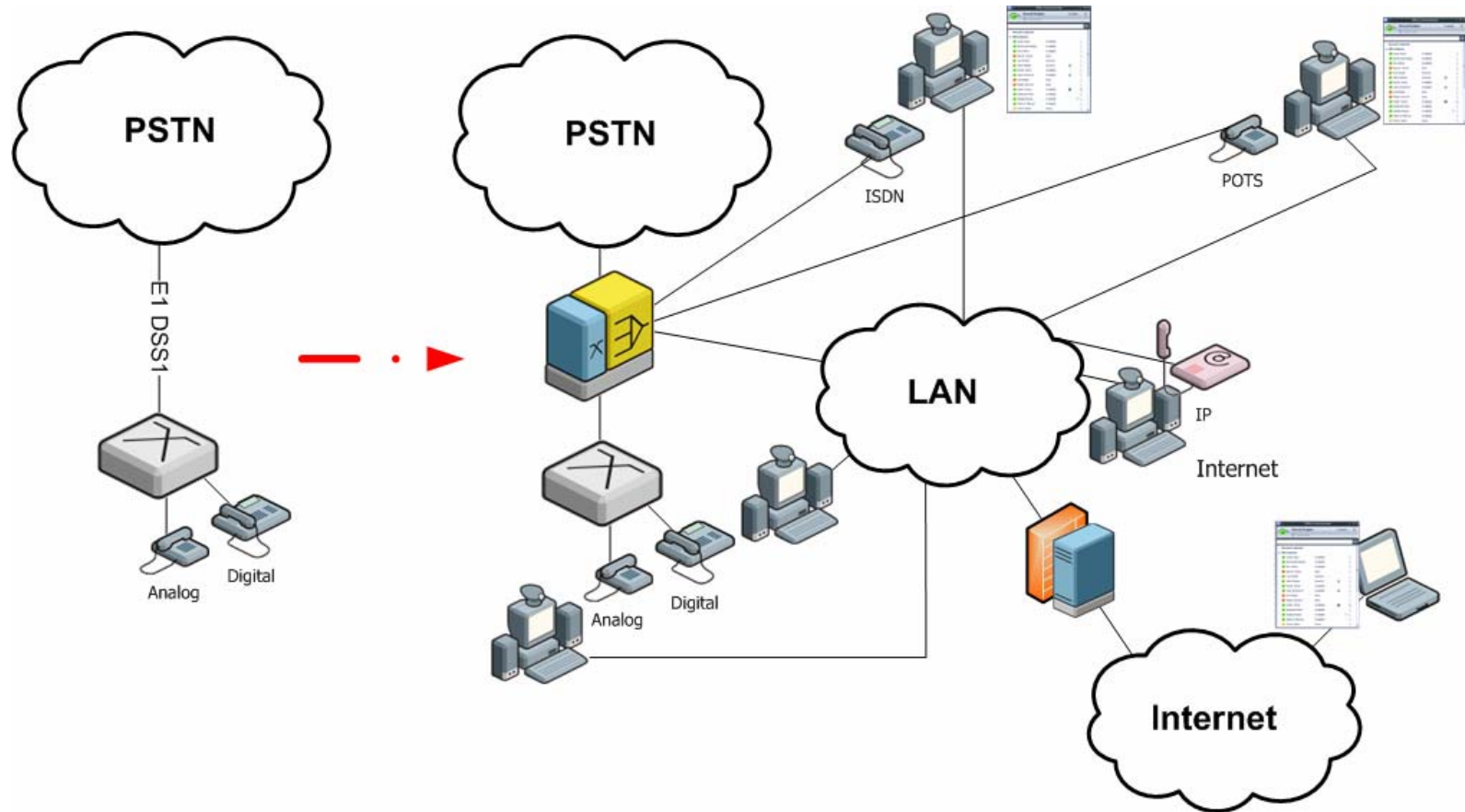
Telephony integration



Example of corporate solution with IUC



Example of solution with IUC with existing PBX



Existing PBX

IUC

Highlights

- 99,999 reliability of voice communications (SI3000 iCS)
- All PBX features (analogue, ISDN, IP)
- One user database – one directory – AD
- Excellent user experience
- Variety of interfaces (from analogue, CAS, CCS to IP) – ideal in Corporate environment!
- Charging and billing independent and under administrators control
- Integration in Corporate networks
- Possible upgrade with existing equipment
- Existing Terminal equipment stays in function
- No need to re-educate employees for already known PBX functionalities
- **Ease of use – well known PBX features and MS operating system with all existing applications (Time to implement a solution!!!!)**
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Why IUC?

QUICK AND PAINLESS INTEGRATION - IUC preserves past investments in the enterprise communications network and ensures the high safety level of its operation.

LOWER OPEX is the result of the better exploitation of an enterprise communications network, intranet and a drop in the number of business trips. All calls in the IUC communication environment (from any point in the world wide web) are free of charge. The working hours of employees are much better exploited because of the unification of communication flows.

MOBILITY AND TELEWORKING immediately and for everybody. A home internet connection combined with the IUC solution results in a fully functional workplace. Employees working on site using cell phones with appropriate interfaces are equal to the employees working in the headquarters. All the world becomes a workplace.

A PROVEN EXCELLENT USER EXPERIENCE The operation of a desktop phone and the Microsoft® Office Communicator 2007 on a PC or a personal communication device is compatible. Employees can use communication tools (phone, e-mail, IM, etc.) with a single user identity. This will increase the level of satisfaction and the motivation of employees.

INCREASED CUSTOMER SATISFACTION is the result of removed communication barriers, increased response, saved time and prompt dealing with on-site requirements. The competitive edge of a company using IUC increases at a rapid pace.

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The combination of proven and reliable telecommunications functionalities and information system capacities is a firm assurance of a business boost and lower costs.