

FAQ's

Frequently Asked Questions

Mitel and Microsoft Partnership

What is the Mitel / MS partnership?

Mitel® is a part of the Microsoft® Live Communications Server Ecosystem. The Live Communications Server Ecosystem consists of a number of partners including: Mitel, Genesys, Siemens, Nortel, NEC etc., that have telephony systems that work in conjunction with Microsoft Live Communications Server 2005 and its associated client Microsoft Office Communicator 2005 to enable real-time collaboration for enterprises around the world.

To be a part of the Ecosystem, you would have had to become a member of the Microsoft Technology Advancement Program (TAP). As well, use the SIP/CSTA protocol to enable complete integration into the Microsoft Live Communications Server 2005 system.

There are a number of additional partners in other spaces of the Ecosystem, that encompass other aspects of the solution, including, video, systems integration, SMS, etc.

Mitel has created a strong relationship with Microsoft and the Unified Communications Group globally to provide integrated solutions for enterprises around the world. To date, Mitel has engaged with Microsoft in the United States, United Kingdom, Canada, France, Italy, Spain, Holland, Germany, South Africa, United Arab Emirates, Shanghai, Australia, New Zealand, Mexico, Panama, Venezuela, Brazil and Chile.

What exactly is Live Communications Server and what is Office Communicator?

Live Communications Server 2005 delivers instant messaging (IM) and presence as part of a scalable, enterprise-grade solution offering enhanced security, seamless integration with other Microsoft products, and an extensible, industry-standard development platform. Your organization can realize cost savings and improve business efficiencies, increase individual productivity, and enhance intellectual property protection with this easy-to-manage, highly available solution.

Find and Communicate with People Instantly to Increase Productivity

- Increase productivity with integrated presence and real-time communication to locate people and share information quickly.
- Instantly find and collaborate with local and remote users to share critical and time-sensitive information. Presence awareness within your desktop and line-of-business applications eliminates delays in locating and communicating with key work partners.



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- Provide mobile workers with access at home or on the road. Enable remote users to access security-enhanced presence and IM solutions without requiring virtual private networking (VPN).
- Collaborate with business partners and other organizations as easily as co-workers while protecting sensitive business information.
- By providing encrypted and optionally logged transactions between public IM data centers and Live Communications Server internal users, organizations can more securely and effectively connect information workers to the most popular public IM services (MSN, AOL and Yahoo!).¹

Take Advantage of Microsoft Office System Integration

- Microsoft works to ensure that customers can extend current infrastructure investments, yet have the opportunity to incorporate new technologies into existing computing environments. Live Communications Server is part of the Microsoft Windows Server System, and adheres to the common engineering criteria.
- Improve the security of your collaboration infrastructure. Live Communications Server allows users to share Microsoft Office and other applications from work or home with encrypted IM and voice- and video-enhanced collaborative sessions.
- Allow users to find and communicate with people without interrupting their workflow. Real-time communication capabilities within Microsoft Office Excel, Microsoft Office Word, and other familiar Office programs indicate presence to dramatically accelerate team collaboration.

Eliminate Communication Delays with Co-Workers and Business Partners

- With advanced presence technology, Live Communications Server, offers instant access to team members, partners, suppliers, and customers across multiple geographies, time zones, and organizational boundaries.
- Improve business efficiency by enabling information workers to find and communicate with people in a security-enhanced, enterprise-grade, real-time communications environment. Live Communications Server provides presence awareness from your familiar Microsoft Office and line-of-business applications to eliminate delays in locating and communicating with co-workers and business partners.
- Get a manageable and scalable solution with seamless integration among Live Communications Server 2005, the Microsoft Office System, and the Microsoft Windows Server System infrastructure.

¹ Requires Live Communications Server Service Pack 1.



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Develop Enterprise-Grade Real-Time Communications Solutions

- Build solutions that are integrated with your existing Microsoft infrastructure, delivering enterprise-grade security, scalability and manageability.
- Authenticate users and provide Kerberos and NT LAN Manager (NTLM) capabilities for single sign-on. Integration with Microsoft Windows Active Directory consolidates your network, server and IM user resources to give you more security and control over your network.
- Provide a real-time collaboration solution that can scale up as your company grows. Extend real-time communications to customers, partners, and suppliers while scaling to over 100,000 users with the Enterprise Edition and approximately 15,000 users with the Standard Edition.
- Increase uptime for your enterprise communications. Advanced architecture using Microsoft SQL Server offers future growth and data recovery capabilities, which guard against unscheduled downtime and data loss.
- Ensure compliance with regulatory and internal controls. Use SQL-based logging and searchable conversation logs in Live Communications Server to allow internal auditing of IM transactions.

Use Familiar and Powerful Windows-Based Management Tools

- Simplify your setup, management, and administration tasks with new deployment tools and familiar, easy-to-use management interfaces.
- Get your organization up and running quickly. Take advantage of new deployment tools that simplify the introduction of enterprise-grade instant messaging into your Windows environment.
- Save time and reduce training costs by using familiar Windows graphical user interface (GUI) based administration tools to manage users, servers and global settings. Live Communications Server integrates with your existing Windows-based management tools including Windows Management Instrumentation (WMI), Microsoft Management Console (MMC), and Microsoft Operations Manager (MOM) to reduce server management and training requirements.

Simplify the Creation of Real-Time Applications

- Presence-enable your existing applications and develop next-generation software solutions.
- Add real-time capabilities to your information gathering solutions. Separate client and server application programming interfaces (APIs) to enable innovative new applications.
- Introduce new ways of using presence enabled real-time communication. Take advantage of the vibrant partner ecosystem to complement and enhance your Live Communications Server solution.



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Live Communications Server 2005 Features

- Microsoft Office Live Meeting Integration
- Link corporate telephony systems and computers (PBX/PSTN int.)
- Integrates with Microsoft Office
- Instant Messaging (IM)
- Desktop share (remote assist)
- Audio / video / IM text encryption
- Data recovery
- Share security-enhanced IM and presence between 2 or more organizations (federation)
- Presence Status Control (online, away, busy, DND, offline status)
- 150+ contacts supported
- Audio / video
- Point-to-point file transfers
- Manage Live Communications Server 2003 / 2005 servers
- XML-based management
- Connectivity to MSN, AOL, and Yahoo public IM service providers
- Server-side, or roaming contact lists
- Microsoft Exchange free / busy info
- Application / whiteboarding share
- Archiving and logging
- Active Directory Service integrat
- Enhanced Federation support
- Server APIs

Support for Microsoft Office Communicator 2005

- Integrate rich communication to allow teams and information workers to more easily and efficiently communicate in real time¹.
- Search for, and easily find contacts through integration with corporate directories.
- Interact in new, rich ways with 1:1 video and voice communication capabilities.
- Maximize reach and collaboration through integration with the corporate phone system.
- View extended presence information, including the ability to set "Custom Notes" and display Microsoft Exchange Server "Out of Office" messages directly in Microsoft Office Communicator 2005.
- Switch from a multi-party IM conversation to a public switched telephone network (PSTN) based conference call.

¹ Requires Live Communications Server Service Pack 1.



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In which languages is Live Communications Server available?

Live Communications Server is available in English, French, German, Italian, Japanese, Korean, Spanish, and Chinese (simplified and traditional).

Is there any additional information available on Microsoft's Live Communications Server and Office Communicator products?

Please refer to the document titled: "Microsoft® Office Live Communications Server 2005 with Service Pack 1 Feature Guide (Version 2.1)." This information can be found on the Microsoft Live Communications Server Product Information page at: <http://www.microsoft.com/office/livecomm/prodinfo/default.aspx>

As well, you can listen to a copy of the live broadcast of Bill Gates launch of the Live Communications Server by going to: <http://www.microsoft.com/billgates/speeches.asp> and click on: Speeches>2005>Real-Time Collaboration Web Conference – San Francisco, California.

Additionally, please contact Mitel and ask for a copy of the Microsoft PowerPoint which speaks to Live Communications Server and the Office Communicator. The presentation is titled: Live Communications Server 2005 Overview – ISV Partners 1-21-05.

Can you explain further what Mitel actually brings to the equation around the IP-PBX gateway functionality?

Live Communications Server enables SIP calls within the enterprise via the Office Communicator. The challenge for enterprises then becomes, how do you integrate this into the existing PBX infrastructure? For example: suppose Jim wants to call Andy and initiates the SIP call from his Office Communicator, however, Andy is no longer at his desk but out at a customer meeting and available only via mobile phone. Or perhaps Andy available at his office but he does not have his PC turned on and has an IP phone on his desk. This is where Mitel comes in.

How does LCS enable a seamless call when it only operates in SIP mode?

The combination of Microsoft Live Communications Server and Mitel Live Business Gateway, with the Mitel 3300 Intergrated Communications Platform (ICP) (Release 6.1+), enhances information worker productivity and brings business process efficiencies by combining collaboration tools with telephony. Mitel, the leading provider of IP communications solutions, provides a gateway to complement Microsoft Office Live Communications Server and the Office Communicator.

Mitel Live Business Gateway is based on the SIP, XML and CSTA standards and allows Microsoft's applications to access Mitel's IP-based call control, devices and applications, empowering businesses to leverage their existing investment in both Microsoft and Mitel communications solutions. The combination of Microsoft Office Live Communications Server 2005 and Mitel Live Business Gateway enhances information worker productivity and enables business process efficiencies by combining collaboration tools with telephony.



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Mitel Live Business Gateway also interfaces to a customer's existing Private Branch Exchange (PBX) equipment and the Public Switched Telephony Network (PSTN) enabling a cost effective, smooth migration to the benefits of a combined telephony and collaboration offering.

In parallel with this development, Mitel is porting its telephony presence, Mitel NuPoint Messenger™ and Mitel Contact Center applications to the Live Communications Server 2005 environment and also provides an enhanced, standards based, real-time applications development platform for independent software vendors.

To date, Mitel has integrated the Mitel Multimedia Contact Center Solution with Microsoft Live Communications Server 2005. This integration enables ACD agents to achieve "first time call resolution," by leveraging the strength of the Live Communications Server to find the presence and availability of subject experts around the world. In effect, the agent is now able to collaborate and share information with the subject expert in real-time to ensure the customer's requirements are met.

As well, Mitel has integrated the Mitel NuPoint Messenger™ solution to allow the presence and availability of Office Communicator to dictate call flow direction for a user who is present or away from her / his desk. The user can then retrieve any voice messages directly from the Office Communicator client when she / he returns to their desk.

Is there any information that shows how this Live Business Gateway works, and how Mitel solutions are integrated into Live Communications Server and Office Communicator?

Yes, we recommend you download the flash presentation for a detailed explanation of (a) the Mitel/Microsoft relationship, (b) The functionality of the Live Business Gateway (c) Mitel Contact Center integration (d) a business case scenario (e) future integration plans with Live Communications Server.

This flash is currently available in English and in Spanish. Please go to: www.mitel.com for a copy of the Flash and supporting documentation.

When is Microsoft Live Communicaitons Server / Communicator 2005 available in the market?

- Live Communications Server and Communicator 2005 are now available.
- There are a number of deployments of Live Communications Server with the Mitel Live Business Gateway around the world today.
- With over 25 million exchange users around the world, and with over 400 million people turning on Microsoft Office everyday, the deployment of Live Communications Server is sure to permeate throughout the enterprise market at a rapid rate.



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When is the Mitel 3300 ICP with the Live Business Gateway available?

The Mitel Live Business Gateway is available today and is shipping globally.

Are there any other vendors that are providing gateway functionality for Live Communications Server / Communicator 2005?

Yes there are other partners. These partners include: Siemens, NEC, Nortel and Genesys.

There are others who, to this date, have not chosen to deliver gateway functionality into Live Communications Server. These vendors include Avaya and Cisco. This means that Cisco and Avaya customers who chose to upgrade to Live Communications Server 2005 will be challenged to provide the enriched capability of Microsoft Live Communications Server and Office Communicator.

Mitel's Live Business Gateway also provides connectivity into other PBXs as well as enables full integration into Microsoft Office Live Communications Server (please contact Mitel for more details).

Why wouldn't Microsoft eventually end up providing the telephony connectivity rather than relying on partners?

Visit the Microsoft Live Communications Server Partner page:

<http://www.microsoft.com/office/livecomm/prodinfo/partners.msp> there you will find a great number of partners that deliver applications and additional functionality to Microsoft products as a means of rounding out their portfolio.

During the Live Communications Server launch on March 8, 2005 in San Francisco, California, Bill Gates was asked the same question and his response was: "There is an average of eight partners associated with each Microsoft application. Microsoft sticks to its core competencies and lets partners provide their expertise to make the Microsoft offering the best in the world."



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You state above “In parallel with this development, Mitel is porting its collaboration, telephony presence, messaging and contact center applications to the Live Communications Server environment.” Can you explain further what you mean by this?

Mitel delivers much more than the gateway functionality. Another reason why Microsoft chose Mitel as a partner was because of our rich application offering. Microsoft wanted their Live Communications Server / Communicator 2005 functionality embedded into Mitel applications as a means of extending the functionality throughout an enterprise's, full suite of applications. This will weave real-time communication across multiple geographies, time zones and organizational boundaries, enabling employees and organizations to enhance their customer / employee facing applications resulting in faster time-to-market and a lower total cost of ownership (TCO).

A specific example of this includes our Mitel Contact Center Multimedia Solution that combines the rich functionality of our standard Contact Center solution, with the added-value integration into Live Communications Server and Microsoft Customer Relationship Management (CRM).

In this solution, the contact agents presence and availability for email, webchat, and fax are provided in a single interface within Outlook. As well, the integration into Microsoft Live Communications Server / CRM enables superior customer service and increases capacity to handle requests, without adding employees. The Microsoft CRM integration helps your service representatives track customer requests, manage support issues from initial contact through to successful resolution, and provide customers with consistent, efficient service to ensure satisfaction.

Accessible from Microsoft Outlook and the Web, Microsoft CRM helps sales people manage leads and opportunities, measure and forecast sales activity, efficiently track customer communications, and automate stages in the sales process – helping to ensure a shorter sales cycle, higher close rates, and improved customer retention.

The Mitel Multimedia Contact Center (MCC), coupled with Microsoft CRM, provides the complete history of client-agent interactions integrated across voice, email, chat, and fax. The client history by case number and media type automatically appears in your agents' Microsoft Outlook view when you install Microsoft CRM. This means your agents have a unified view of all media communications at their fingertips. In addition, they can view customer tombstone information (client name, account number, address, phone, fax, mobile, etc.) in the same user interface.

Agents gain access to Mitel MCC from Outlook, and use contact center multimedia solutions to control their availability to receive media contacts, handle CRM contacts, create and use templates, and view agent and queue statistics. You use contact center multimedia solutions in conjunction with Mitel Contact Center Management.

Details that are available via the Flash demo and other supporting documentation found at www.mitel.com



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Are there any other Microsoft partners that are delivering this type of integration into their applications?

There are currently no other partners that have delivered this degree of integration into their existing applications. The advantage that this delivers to Mitel customers is that it protects their Mitel infrastructure investment.

Allow us to demonstrate how our applications can leverage your current products / applications utilizing the advanced Microsoft offerings to improve your business efficiency. For more detail on the uniqueness and strength of this application, please refer to the press release titled: Mitel Introduces New Multimedia Contact Center Integration for Microsoft Office Live Communications Server 2005 at: www.mitel.com/PRView?year=2005

What about the Mitel Your Assistant application offering? It sounds like Office Communicator and Mitel Your Assistant are competing products?

Actually they are not competing products but instead they complement each other. During our product demonstration at the Microsoft Partner booth at Mitel VoiceCon 2005, we demonstrated Mitel Your Assistant and its power of telephony presence and enhanced call control features including Knowledge Management, Telephony Presence (on-hook, off-hook) Intelligent Based Caller ID Routing, Call History and Outlook Directory Integration. All of these Your Assistant elements enhance the Microsoft Office Communicator's IM and advanced collaboration features.

The majority of our Mitel applications are built on Microsoft technology. For example, Your Assistant is based on the Microsoft RTC Operating System. Additionally, Your Assistant encompasses full Microsoft Active Directory integration as well as Outlook integration. Those customers already using Your Assistant are familiar with the ability to launch a Microsoft IM icon of a contact from within the Your Assistant skin. This capability has extended to Communicator 2005 and will enable the same feature-rich integration of both applications.

So there appears to be a history and a continuation of Mitel integration into Microsoft software and platforms?

Being a Microsoft partner and key contributor to the Live Communications Server initiative is enabling Mitel to expand our market opportunity to take advantage of those customers who (a) receive a free upgrade to Live Communications Server, (b) Purchase Live Communications Server or (c) Choose to work with a Microsoft partner.

As mentioned previously, being on the Microsoft "team" allows Mitel to work on other leading applications with Microsoft. Currently there are other projects under way between Mitel and Microsoft.

Mitel has a significant advantage with our advanced 3300 ICP platform, the breadth of our associated applications and the fact that our Live Business Gateway was one of the first to the market.



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Have we demonstrated this rich functionality anywhere?

Yes we have. At VoiceCon in Orlando, Florida in February 2005, we were one of only four partners invited to demonstrate our interoperability with the Microsoft Office Live Communications Server 2005.

Three weeks later, at the VON tradeshow in San Jose, California in March 2005, we demonstrated the Mitel Contact Center Solution integration with Live Communications Server 2005, Communicator 2005 and Microsoft CRM.

Since that period Mitel has also worked on a number of other initiatives in conjunction with Microsoft. Most recently at the BAI Financial Show in Orlando, Florida. Mitel was the only telephony partner at the Microsoft booth demonstrating our rich contact center integration functionality.

Who would be the primary contact from Mitel that would be able to assist with more information and detail about how Mitel customers and Value Added Resellers can learn more about Mitel's integration with Microsoft Live Communications Server and Communicator 2005?

Your first stop would be your Mitel Account Executive representative.
The Mitel corporate contact is:

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