

# SOLUTIONS LIST

## A BUSINESS STORY...

“We currently have racks and stacks of Mitel 3300 ICP VoIP PBX’s in a room each having its own management system to service our various hosted customers. Having up to two hundred Mitel VoIP PBX’s on a single Sun Fire™ Server allows us to differentiate our offering by unlocking versions of the call control functions for each tenant and update, change, and add features according to each customer’s unique needs.”

### Theo van Dongen

Senior Business Consultant, Tele2-Versatel

“Customers are looking for applications that enable people to work smarter, faster, better and more collaboratively to drive business performance improvements. By working with Sun, we have been able to introduce unique new integrated solutions that allow businesses to upgrade at their own pace to protect their existing infrastructure investments including servers, data and voice systems.”

### Stephen Beamish

Vice President, Business Development and Strategic Alliances, Mitel

“Our work with Mitel blends proven technologies to create a unique value proposition that, since lifting the veil on the solution at VoiceCon in March, has received tremendous interest from customers and partners. Through Sun’s integrated services, Mitel is now in a position to source the entire solution package for the end customer. This presents a great professional service opportunity for systems integration partners to configure and install the solution package.”

### Peter Ewens

Vice President, OEM Group, Sun Microsystems, Inc.

## LEARN MORE ABOUT WHAT YOU NEED TO KNOW

Learn more about the Sun/Mitel solutions, talk to your local Sun Microsystems Federal or Mitel representative.

### SUN SOLUTIONS PORTFOLIO

Sun offers many open source enterprise solutions developed to specifically support the unique requirements of government agencies. To learn more go to [www.sun.com/federal](http://www.sun.com/federal).

### CONTACT SUN

<http://blogs.sun.com/BVass/>

### CONTACT MITEL

[www.mitel.com](http://www.mitel.com)

1-800-648-3579

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## FACTS ABOUT SUN YOU NEED TO KNOW

Sun/Mitel Convergence Solution — Unified Communication and Desktop Virtualization



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## Mitel view — Unified communications

Improved customer service is at the forefront of the agenda for all levels of government. However, achieving excellence in customer service is a challenge for most large organizations, as they aim to provide services across multiple disciplines. Departments often act as separate business units, using disparate voice systems, often making communications complex and disjointed. The result is poor customer service, as callers are often required to dial several numbers before reaching the right department or person.

### The problem

- Multiple voice systems that don't talk to one another
- Lack of connectivity between sites so calls can't be transferred
- Insufficient integration creates the perception of poor performance; people expect value in return for their tax contributions

## Sun view — Desktop virtualization

Organizations are faced with several pressing problems:

- **Unsustainable sprawl** — Growth in numbers of users, applications and data has led to sprawling server, storage, and supporting infrastructure
- **Ecological impacts** — Inefficient datacenters already consume an incredible amount of energy — and their power consumption is doubling every five years
- **Economic impacts** — Energy costs, especially electricity, could soon account for half of IT budgets

One solution is to invest in more energy-efficient systems — but this alone is not enough. Organizations need to find new ways to maximize resource utilization so systems aren't sitting idle, while continuing to consume space, power, and cooling.

Sun Virtual Desktop Solutions dramatically improve the security, reduce operating expenses, and streamline the management of desktop environments. Host desktops and applications on centralized servers in the datacenter can access your new "virtual desktops" using existing desktop devices, a Sun Ray™ virtual display client or any combination of devices.

### Highlights

- Desktop environments are hosted in the corporate datacenter where they can be secured and protected
- Control, manage and update desktops centrally reduces costs associated with a traditional distributed desktop model
- Set up new users, workgroups or departments in minutes
- Access multiple applications or desktops running on multiple platforms from a single device
- Your choice of Windows, Linux or Solaris™ desktops

## Team view — Convergence

Sun and Mitel have joined forces to help drive the use of converged voice and data applications in multi-tenant environments. Mitel's unified communications call control software can be integrated into industry-standard Sun servers for enterprise and carrier hosted and customer premise environments. Sun and Mitel have also created a unified solution offering comprising of Mitel's award winning IP phones and Sun Ray ultra-thin client hardware.

This solution allows for a single hot desk sign-on for both the Sun Ray ultra-thin client terminal and the Mitel IP phone. This solution opens up a world of voice and data application integration including single sign-on contact center solutions, SunRay/Mitel VoIP integrated teleworker and voice Mobile Extension solutions. The Mitel stand, portable to any Mitel set, has a Java Card™ technology slot to allow for Sun Ray and Mitel IP phone hot desking.

## Benefits

- **Open standard** — Portability of Mitel VoIP applications on Sun platform
- **Scalability** — Scale from single to >200 instances of 3300 call control on a single X4600
- **Reliability** — Fully redundant
- **Simplification** — Combined/converged solution
- **Telecommuting** — Works on any wired or wireless Broadband connection allowing employees to work from home securely without putting any government or enterprise data at risk
- **Integration** — Seamless movement of phone and desktop between home, work, and remote offices
- **Hotdesking** — Simplified for contact center agent, teleworkers and everyday business users — one swipe converged solution
- **Security** — No local data (corporate intellectual property protected)
- **Manageability** — No local install allowing faster access/start time
- **ROI** — Simplified data infrastructure
- **Disaster Recovery** — Hotdesking concept extended in combined data/voice

