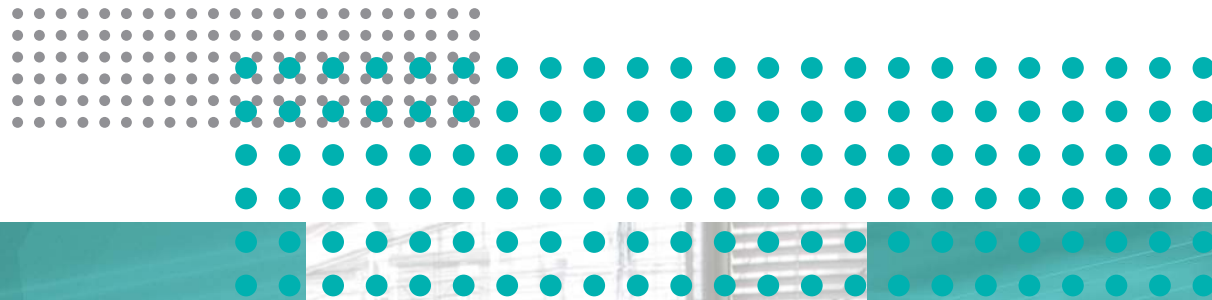


Alcatel-Lucent OmniTouch 8600 My Instant Communicator

Simplifying Enterprise Communications



Simplify enterprise communications

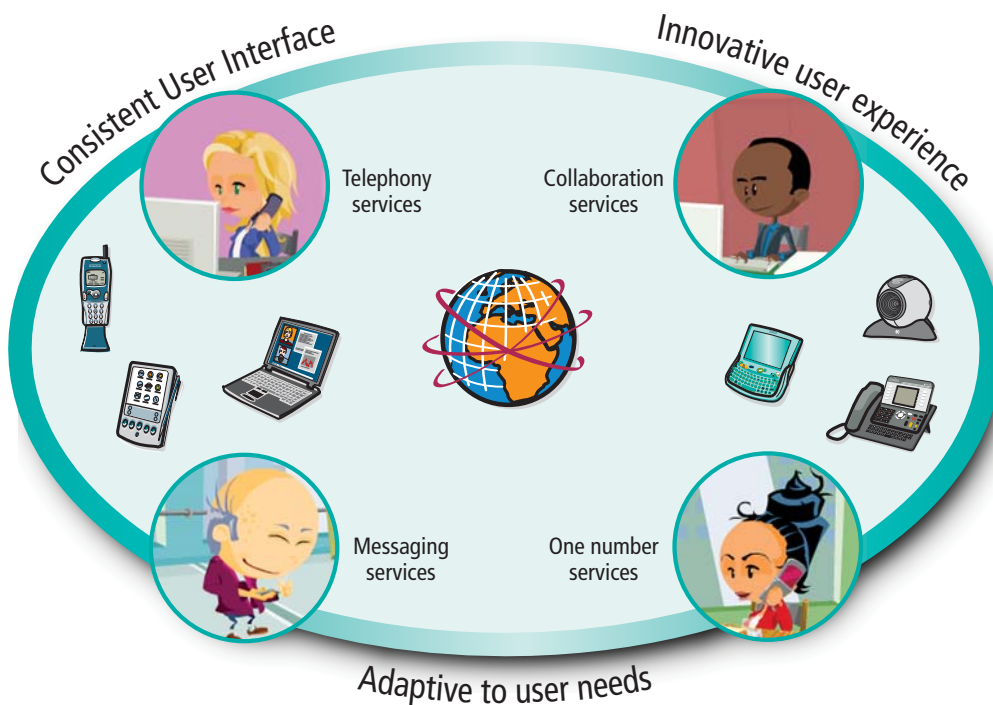
With the increasing number and variety of communications options available today and the sheer volume of interactions these options enable, maintaining the flow of enterprise communications is a complex task for end users.

While voice mail, e-mail, video mail, audio conferencing, web conferencing, short message service (SMS), instant messaging (IM), and basic fax and telephony services allow users to stay connected, managing all these services is often complicated.

Alcatel-Lucent simplifies enterprise communications with the OmniTouch™ 8600 My Instant Communicator.



Figure 1. User-centric, unified communications with My Instant Communicator





INTEGRATE ALL COMMUNICATIONS

My Instant Communicator is the world's first multimedia, multisession, unified communications product to provide an integrated user experience across all communications options and across all devices. It combines voice, video and data services with media blending capabilities through a single, intuitive user interface.

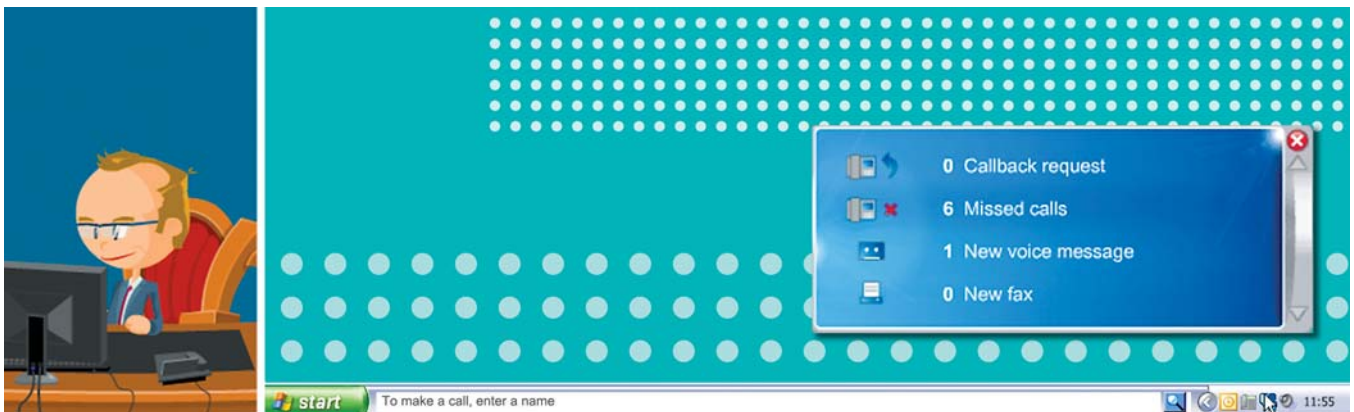
As part of the Alcatel-Lucent Unified Communications suite of next-generation, IP-based applications for enterprises, My Instant Communicator transforms enterprise communications. End users benefit from real-time, unified communications, a consistent user experience and complete control over their communications. They can tailor and manage calls, messages,

directories, collaborative work tools and information from any location, using any device.

In addition to helping users manage incoming and outgoing calls, My Instant Communicator also provides a snapshot of all activity — call backs, new voice mail, missed calls, and faxes — in a single window. The result is simplified, integrated management of all communications, including voice and video calls, instant messages and multimedia collaboration applications.

To further enhance the user-centric experience, My Instant Communicator offers a choice of interface options that allow users to adapt the unified communications experience to their preferences.

Figure 2. Non-intrusive notifications of communications activity



WORK SMARTER, WORK FASTER

My Instant Communicator allows users to leverage the power of unified communications through five main communications functions:

- **Messaging services**, such as voice mail, fax and e-mail accessible through a Microsoft® Outlook® messaging software or IBM® Lotus Notes® mailbox
- **Telephony services**, available through a user's preferred collaboration software, such as IBM Sametime® software
- **One number services**, through call routing and call screening interfaces
- **Collaboration services**, such as IM and peer-to-peer video, through a voice over IP (VoIP) channel and point-to-point video communication
- **Presence services**, through telephony and IM presence information

By unifying these services and providing access to them through a single user interface on any device, My Instant Communicator allows end users to work smarter and faster. That's because it enables end users to:

- Easily manage incoming and outgoing communications (for example, voice calls, instant messages, conference calls, video calls).
- Easily access new events and notifications (for example, new voice mail, missed calls, new fax)

- Quickly route incoming calls to advanced communication applications for enhanced features and controls (for example, web softphone, routing assistant, collaboration services, call logging)
- Quickly set preferred phone, presence status, and options

YOU'VE GOT TOAST!

With My Instant Communicator, enterprise end users can manage incoming and outgoing communications through an intuitive user interface that is common to all devices, including Alcatel-Lucent IP Touch™ phones, PCs and Pocket PCs powered by Windows Mobile® software.

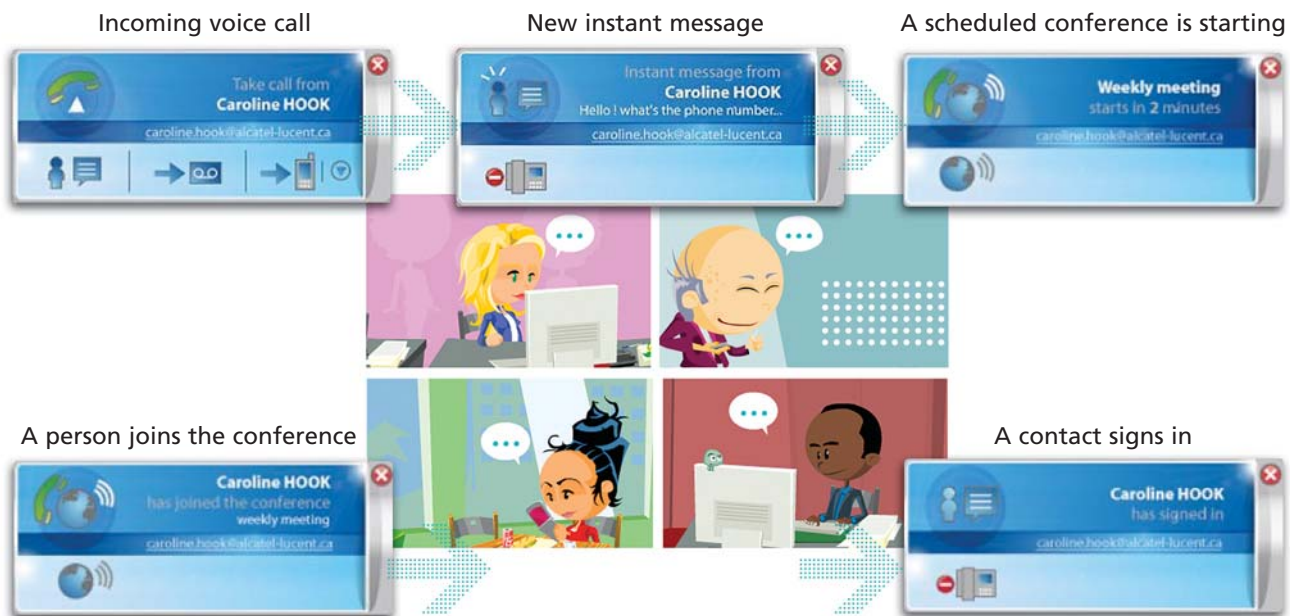
As shown in Figure 3, incoming calls are managed through non-intrusive "toast" desktop alert windows that let end users see a caller's identity. The "toast" window allows end users to respond to incoming communications with multiple media.

For example:

- An incoming voice call can be immediately diverted to a business phone (wireline or mobile), a personal phone, IM, e-mail or to voice mail.
- E-mail, faxes and voice mail can be accessed through e-mail clients.

For advanced voice communications, end users can also take advantage of softphone capabilities.

Figure 3. My Instant Communicator "toast" desktop alert windows





ENABLE MORE EFFICIENT COMMUNICATIONS

For optimal efficiency, My Instant Communicator offers Universal Directory Access through integration with standard corporate directory applications such as Lightweight Directory Access Protocol (LDAP) and Active Directory. This allows users to organize colleagues by name, by number or by skill, for example.

When a contact is selected, all the communications options for that person are displayed (e-mail, voice mail, voice call, video call, IM, add to buddy list, and so on) and contact can be initiated with the click of a button. End users are connected with the right person using the most appropriate method of communications. Gone are the days of trial and error contact attempts.

Figure 4. "Call by" capabilities for more efficient communications



TAILOR UNIFIED COMMUNICATIONS FOR YOUR ENTERPRISE

Alcatel-Lucent offers a variety of options that allow you to tailor My Instant Communicator for your enterprise's unique communication processes and infrastructure.

Telephony, one number and messaging services options:

- Alcatel-Lucent 4635/4645 Voice Messaging System (VMS) or voice-mail ports compliant with Voice extensible Markup Language (VxML)
- Text-to-speech ports (10 languages available)
- Fax server ports and users for embedded fax option
- Alcatel-Lucent 4980 Softphone (desktop feature-rich telephony client running on the Windows® operating system)
- Voice encryption through software-based media encryption for IP softphones

Collaboration services options:

- Audio conferencing ports
- Data conferencing ports (features desktop- and application-sharing and web presentations)
- Video conferencing enabler to control third-party video bridges and room systems

Infrastructure options:

- High-availability mode (server redundancy)
- Multisite topology (centralized Alcatel-Lucent unified communications solution on an Alcatel-Lucent OmniPCX™ Enterprise Communication Server network)

INTEGRATE WITH OTHER VENDORS' PRODUCTS

My Instant Communicator allows for further customization through integration with other vendors' desktops.

Microsoft desktop integration:

- Telephony, messaging and one number services can be provided within Microsoft Outlook messaging software.
- Audio conferencing and telephony services can be provided within Microsoft Office® Communicator.

IBM desktop integration:

- Telephony, messaging and one number services can be provided within IBM Lotus Notes.
- One number services and audio conferencing and telephony services can be provided within IBM Sametime software.

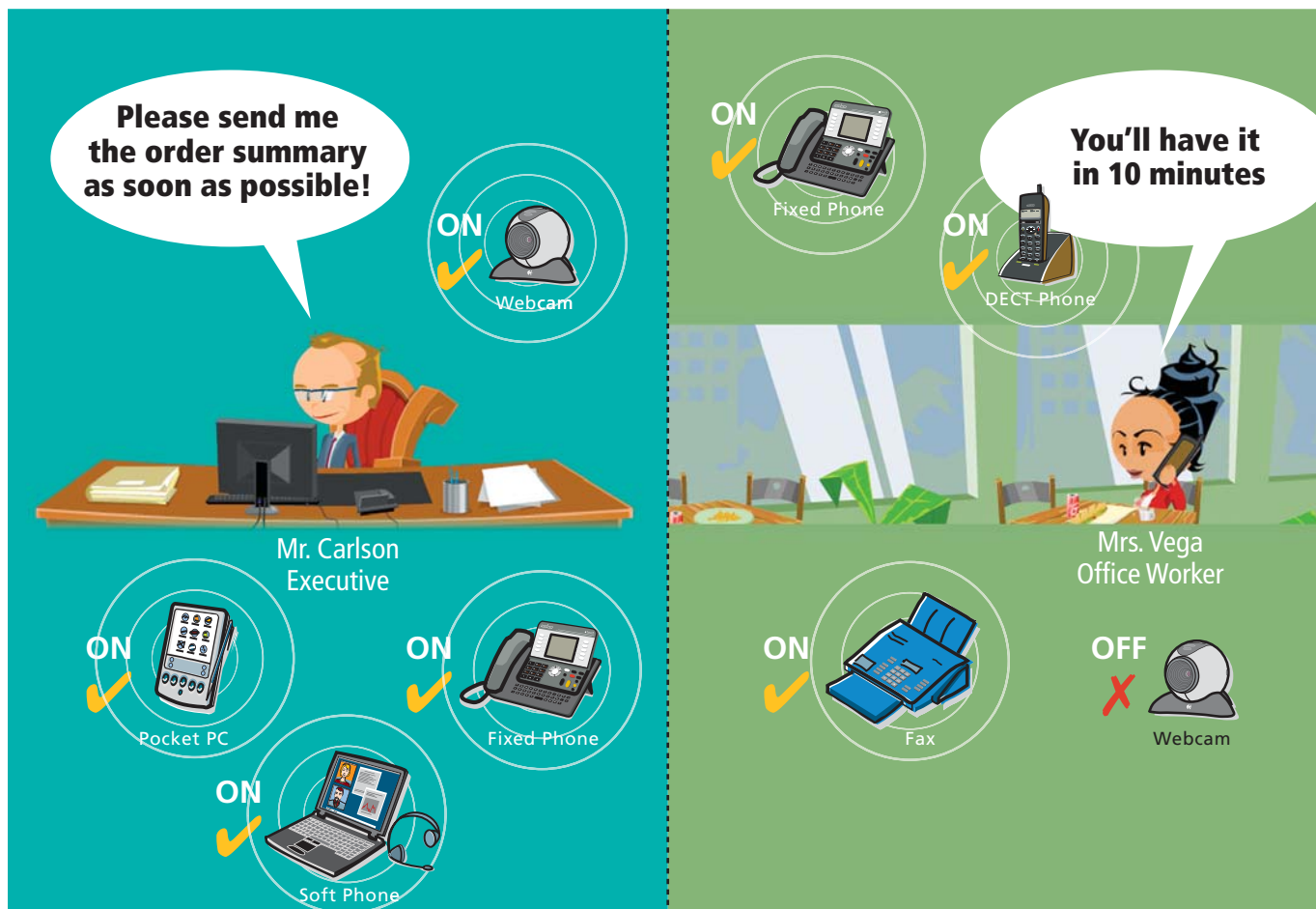
DELIVER THE RIGHT TOOLS TO THE RIGHT EMPLOYEES

To help you meet the needs of the various groups within your workforce, My Instant Communicator allows you to select individual capabilities based on the communication requirements of five key user profiles.

User profiles address each role's requirements for telephony services, mobility, collaboration, unified communications, and devices, and help you tailor a communications package for each profile. In this way, you can match your employees' evolving needs with the communication capabilities that will provide increased efficiency and productivity.

As a result, you can easily adjust your communications solutions to fit the needs of an entire user category, rather than attempting to select product and features on a department or individual employee basis. For example, in Figure 5, Mr. Carlson uses the devices and applications in the communications package assigned to executives while Mrs. Vega benefits from the office worker package. They both have the flexibility and the communications capabilities they need. In this case, when Mr. Carlson calls Mrs. Vega from his softphone, she accepts the call on her wireless DECT phone.

Figure 5. User profiles in action



Partner with the enterprise communications expert

As a global provider of enterprise communication solutions, Alcatel-Lucent makes unified communications easy. That's because we understand enterprise communications requirements and have the solutions and services required to tailor My Instant Communicator solution for your unique environment.

As a proven telecom partner, we bring our extensive experience in delivering multivendor, multitechnology solutions to organizations like yours in more than 130 countries. For more information, please visit the Alcatel-Lucent web site at www.alcatel-lucent.com.

TAKE ADVANTAGE OF OUR PARTNER RELATIONSHIPS

A worldwide network of Business Partners, accredited through a demanding Business Partner Program, is ready to help you. They will install My Instant Communicator, fine-tune its operation and maintain it. They will also provide training so you can make the most of your new application.

These experts take the time to listen to your needs and define a customized solution for your organization. Most importantly, our Business Partners work with you to ensure a smooth transition, and to be sure that your Alcatel-Lucent solution evolves with your business growth and maintains peak performance.

To ensure your communication solution is geared for success, Alcatel-Lucent also allows you to capitalize on our strategic alliances with systems integrators, hardware vendors and independent software vendors around the world. For more information, please go to the Alcatel-Lucent Application Partner web site at www.applicationpartner.alcatel-lucent.com.



SERVICES TO SUPPORT YOU EVERY STEP OF THE WAY

The hardest part of any deployment is making sure all the pieces work together as intended. Alcatel-Lucent and its network of Business Partners provide a full range of services that ensure long-term success throughout the full life cycle of your unified communications solution. Our highly experienced professionals provide customized services from audit and design, through integration and deployment, to maintenance and operations. Our services include:

- Life cycle services to prevent transition losses keep your communications running and help reduce operation and maintenance costs
- Software support services with 24/7 hotline support [and unlimited software updates
- Out-of-the-box solutions to minimize installation and integration costs
- Outsourcing services that feature a single point of contact for simplified communications, a welcome desk, a service desk, a helpdesk and a network operations center that is available 24/7/365

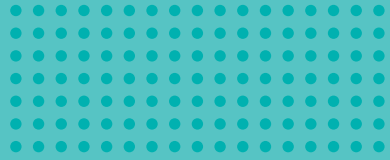
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Applications



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