

IBM Converged Communications Services – real-time collaboration



Highlights

- **Enables employees to work more productively**
- **Supports collaboration among dynamic global teams**
- **Reduces costs associated with separate voice, data and video conferencing networks**

Using real-time collaboration to meet today's challenges

When employees collaborate effectively, organizations tend to be more productive, more dynamic and more profitable. Providing the right tools for the job, however, can be a challenge—particularly as operations expand worldwide and incorporate a growing number of remote and mobile users. While most companies use some technology to enable collaboration, many still have limited capabilities.

IBM Converged Communications Services – real-time collaboration can help you start using collaboration technology to greater business advantage by designing and deploying a security-rich, real-time collaboration solution that combines presence, data, voice and video communications capabilities. IBM smoothly integrates and deploys appropriate collaboration tools where they're needed in your organization—on desktops, on handheld devices or in specialized multimedia and videoconferencing rooms. Real-time collaboration from IBM can help you take advantage of the following capabilities:

- *Instant messaging*
- *Contact “buddy” lists with presence and location awareness*
- *Voice chat*
- *Group text writing*
- *Virtual whiteboard collaboration*
- *Real-time application and desktop sharing*
- *Co-browsing capabilities*
- *Video, Web and audio conferencing tools*

Giving employees tools to boost productivity

IBM Converged Communications Services – real-time collaboration can enable employees—even if they are physically far apart—to collaborate as easily as if they were all in the same room. And users can employ a wide range of devices—from desktop computers and laptops to handheld devices—to connect to their dispersed colleagues and customers virtually any-time and anywhere.

Using real-time collaboration capabilities, employees can avoid wasting time and effort on unsuccessful attempts to contact coworkers by phone or e-mail. And they can resolve problems and respond to partners and customers more quickly. Ultimately, meetings, working sessions and training courses become more effective and productive.

Increasing efficiency to drive greater business flexibility

Help improve efficiency across your organization and pave the way for faster, more cost-effective dissemination of critical information across the enterprise with IBM Converged Communications Services – real-time collaboration. Integrated real-time collaboration tools can significantly simplify the logistics of scheduling and facilitating meetings by drawing from your corporate directory and e-mail, calendaring and scheduling systems. Moreover, with the flexibility and the power to collaborate with practically any coworker—and even with partners, suppliers and customers—employees can easily assemble and reorganize work groups to meet changing business demands.

Reducing the cost of collaboration

For many organizations, the ongoing adoption of collaboration tools has driven up costs. Organizations often use separate infrastructures or third-party services for e-mail, instant messaging, Web conferencing and telephony, which increases maintenance and infrastructure expenses. IBM Converged Communications Services – real-time collaboration can help you reduce the cost of maintaining separate networks and avoid fees from service providers. You can also cut down on travel expenses by allowing users to participate in online meetings from their own desks more often. You can even reduce long-term facility overhead costs by enabling more employees to work from home.

Why IBM?

With years of communications experience in its own environment, a broad portfolio of collaboration software and networking experts worldwide, IBM can deliver end-to-end converged communications services that are designed to meet your needs. IBM has extensive experience deploying large-scale converged communications solutions and is a leading provider of integrated collaborative environment solutions. Our strategic alliances give us the skills and the backing to guide successful implementations for several leading products, including the Cisco Unified Communications portfolio and Avaya MultiVantage conferencing solutions as well as IBM Lotus® Sametime® software.

For more information

To learn more about IBM Converged Communications Services – real-time collaboration, contact your IBM representative or visit:

ibm.com/services



© Copyright IBM Corporation 2006

IBM Global Services
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
11-06
All Rights Reserved

IBM, the IBM logo, Lotus and Sametime are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both.

Other company, product and service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.