

E-MAIL AND TELEPHONY INTEGRATION



Microsoft Unified Communications provides an extensible, software-based platform that integrates your existing messaging and voice infrastructure. By anchoring your unified communications solutions on Microsoft Exchange Server and Office Outlook – a widely used and trusted enterprise e-mail system – your organization can save time for end users and IT staff, and save money.

Microsoft
GOLD CERTIFIED
Partner

Anywhere access to all communications

With Exchange you can cost-effectively provide your users the freedom to securely access all of their communications – e-mail, voicemail, instant messaging and more – from virtually any platform, web browser or device to get more done wherever they are. Exchange delivers a “three-screen user experience” – whether on a desktop (with Outlook), in a web browser (Outlook Web App), or on a smartphone (with Exchange ActiveSync). With the built-in capabilities of Exchange ActiveSync, you can reduce costs for secure mobile messaging while supporting users on virtually any smartphone, including iPhone, Windows Mobile or BlackBerry.

Lower costs by consolidating telephony, voicemail and e-mail systems

Save time and money by replacing your existing silos for phone, voicemail and e-mail with an integrated, Windows-based platform based on Exchange and Microsoft Lync Server. Simplify deployment, provisioning and management with common tools such as Microsoft Active Directory, shared deployment processes and a single interface for reporting system health. With common tools to manage security, compliance and archiving, you can more easily set and implement policies across e-mail and telephony systems. By consolidating telephony, voicemail and e-mail systems, you can dramatically lower maintenance and service costs, particularly if you have remote or branch offices.

Communicate and collaborate from within Office applications

End users no longer have to leave Outlook or other applications to communicate and collaborate. They can immediately see others' availability in Outlook and with a single click can switch from e-mail to a phone call on a shared desktop. End users can more quickly adopt the communications solution and be productive because they:

- Sign in only once to all forms of communication
- Access and track all communication history with a single inbox
- Use a single, familiar interface to communicate on a PC, the web and smart devices
- Experience the three-screen user experience available through Outlook on a desktop, Outlook Web App in a browser and Exchange ActiveSync, the de facto industry standard for mobile devices

Review CDW and Microsoft case studies featuring Unified Communications installations:

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