

# Microsoft® Lync™ Server 2010

## Planning, deployment and integration services

In today's global economy, many organisations have turned to software-powered communications solutions to help reduce their operational costs, increase employee productivity and gain competitive advantage. The release of Microsoft® Lync™ Server 2010 has taken the power of unified communications solutions to new heights, enabling access to and communication with the right person, at the right time from familiar applications, whether at the office, at home, or on the road.

### About Microsoft® Lync™ Server 2010

Lync Server 2010 delivers a number of communications capabilities, including software-powered voice-over-IP, integrated audio, video and web conferencing, rich presence and enterprise instant messaging.

With Lync Server 2010, all of these capabilities operate from a common user interface, whether on the PC, the web, or a mobile device which helps to increase productivity and accessibility. Lync Server 2010 also offers native security, encryption, archiving and an extensible platform for organisations requiring more customised solutions.

By incorporating Lync Server 2010 into your unified communications environment, you can look forward to significant cost savings related to telephone usage, travel expenses, third party conferencing provider costs and support bills for multiple communication platforms.



**The release of Lync Server 2010 offers organisations a number of additional features and functionality that help to improve their unified communications solutions:**

#### **Integrated conferencing experience**

A single client experience for audio, video and web conferencing.

#### **Survivable branch appliances**

This appliance targets branch offices that require telephony services in case of wide area network (WAN) failures with the central site ensuring the branch offices users have access to most Lync Server 2010 features.

#### **Admission control**

Provides a way to prevent degradation of quality by limiting the number of concurrent calls over limited bandwidth links such as WANs.

#### **More options for devices**

More cost-effective options on devices such as IP phones and common area phones.

#### **Call park and malicious call trace**

Enables users to flag incoming calls which are harassing, threatening or obscene and report the call as malicious.

#### **Data centre resiliency**

This allows organisations to ensure that whether an enterprise pool goes down – or an entire data centre goes offline – voice calls within the enterprise can continue.

Dimension Data's unified communications experts can work with your IT department to deliver these capabilities while maintaining the operational control required by today's business needs.

## Advantages for you

To realise a return on your unified communications investment, it is important to work with a partner that carries a solid understanding of networking, telephony and Microsoft technologies. For organisations wanting to take advantage of the robust and reliable voice and telephony functionality available in Lync Server 2010 this cross functional skill and expertise has become even more important.

Dimension Data's strong networking heritage along with our experienced Microsoft, security and telephony businesses brings all these skills together to provide you with a unified communications solution customised to meet your specific business requirements.

## We can assist you in four specific areas:

### **Unified communications strategy**

We can help you to understand the role unified communications can play in achieving your business objectives and what a practical roadmap could look like.

### **Unified communications architecture**

We can help determine the most appropriate technologies and vendors for your requirements and design future-proof architectures that grow with your business.

### **Communications deployment**

We can assist you with the deployment of an integrated secure and scalable unified communications solution, leveraging existing investments and the enhanced features and functionality in Lync Server 2010.

### **Communications management**

We offer managed services for Lync Server 2010 to assist you with the ongoing management of your environment to optimised your unified communications solution in order to meet business requirements.

## Why Dimension Data

Dimension Data is a specialist IT services and solution provider that helps clients plan, build, support and manage their IT infrastructures.

We combine expertise in telephony, networking, applications, security, contact centre and data centre technologies to craft unified communications solutions for our clients across the globe.

Our global alliance with Microsoft, combined with experience in technologies from other market-leading vendors that form part of the broader Microsoft unified communications ecosystem means that we can provide end-to-end solutions for our clients. Partnerships with Cisco, Tandberg, and Avaya help us to create customised, robust solutions across multiple unified communications technologies to meet your specific requirements.