

HOSTED MICROSOFT[®] OFFICE COMMUNICATION SERVER



THE PROBLEM OVERVIEW

► Increasing Costs:

The need to be physically present for meetings and training is costing organizations valuable time, money, and resources

► Productivity Drain:

Without a proper collaboration tool, employees are wasting time just trying to communicate with colleagues

► Lengthy Sales and Customer Resolution Cycles:

Creating and delivering sales presentations and responding to customer concerns requires time-consuming research where collaboration is lacking

► **Call Us Toll Free:** 800.653.0179

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USA.NET HOSTED MICROSOFT OFFICE COMMUNICATION SERVER OVERVIEW

In today's global markets, organizations must react swiftly and respond effectively to opportunities and challenges. Yet many companies today are held back by their reliance on yesterday's communications technologies. Their workers still engage in phone and e-mail tag, resulting in lost productivity and delayed decision-making. They incur travel expenses and costly long-distance charges to communicate with colleagues physically separated by location or time zone, driving up operations budgets.

Hosted Microsoft Office Communications Server (OCS) helps organizations solve these challenges. It goes beyond simple Instant Messaging. Hosted OCS provides your organization with real-time communications capabilities including feature rich secure Instant Messaging and "presence" awareness. Presence enables users to see at a glance if someone is available online to collaborate.

REDUCE COST

- **Reduce Travel and Training Costs** with Web conferencing that connect participants with meetings or "events" where they do not need to be physically present. Pre-sales work, internal meetings, training and staff performance reviews require less travel.
- **Lower Real-Estate and Facility Costs** using collaborative technologies. Organizations can expand operations and geographic reach without the costs of additional office infrastructure.
- **Reduce Conferencing Charges** by sharing your desktop easily. Save Time as presence awareness results in better directed emails, fewer telephone calls because callers can see the availability of intended recipients and recipients can determine rules for how they wish to be reached.

INCREASE PRODUCTIVITY

- **Improve User and Team Productivity** by making it easier to contact colleagues for information, check for messages, and work securely while out of the office.
- **Faster Project Completion** through improved communication within project teams.
- **Attract and Retain Top Workforce Talent** by supporting a flexible working environment and providing leading-edge workplace tools for an enhanced working experience.

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IMPROVE BUSINESS OUTCOMES

- **Shorten Sales Cycle Times** through collaboration on sales presentations and speedy responses to customer questions. Presence awareness allows salespeople to find the subject matter experts they need to answer questions quickly and easily, which can reduce time spent on proposals and responding to customer questions. These advantages can increase the number of proposals delivered and won.
- **Faster Resolution of Customer Issues** by enhanced communication between customer service and subject matter experts through presence awareness, call forwarding, and other tools, means customer issues can be resolved quickly.



Hosted Microsoft OCS is environment friendly. Reducing travel and lowering facility requirements, saves resources and helps minimize your carbon footprint.

THE BENEFITS OF USA.NET'S SERVICE

Key Features and Benefits	
Secure Instant Messaging over the Internet or a corporate network, with IM text encrypted	Sign-in application installed on users' computers to provide a single sign-in point
Integration with Microsoft Office Outlook®, Microsoft Office Excel® and Microsoft Office Word for presence awareness	Ability to "block" users
Ability to display and detect presence availability of other users on the network	Customizable notes and status
Desktop sharing within Instant Messaging conversations for effective collaboration and eliminating the need for expensive web meetings	Peer-to-peer file transfers
Rich content support within messages	PC and MAC compatible
Mobile IM and presence with BlackBerry® and Windows Mobile 6.0	Customized pre-populated groups
Presence integration with SharePoint sites	Chat archive integrated to Outlook
Remote access to the service over the Internet	Peer-to-peer audio and video
Increased network security with the Intelligent Instant Message Filter program	Missed conversation notification

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