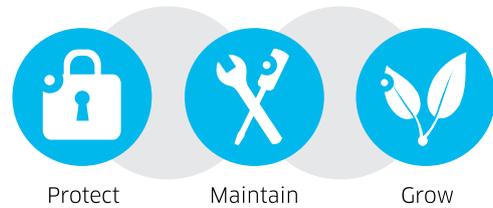# Helping IT organizations increase agility

Protect   Maintain   Grow

The rapid evolution in consumer electronics is also affecting enterprise technology cycles. Employees increasingly want to use their own applications professionally, making the "bring your own device" (BYOD) movement the norm for business communications.

Chief Information Officers (CIOs) used to frequently act as roadblocks to new technology, pointing to cost, security and technological incompatibility for justification. Today, improved consumer devices are changing expectations for how CIOs should support employees.

The Alcatel-Lucent Solution Premier Service (SPS) helps IT departments enhance their flexibility and agility by supplementing in-house knowledge and experience to improve productivity enterprise-wide. Backed by SPS, IT organizations are better able to adapt to emerging technology and to changing business requirements. SPS ensures IT departments always have access to the latest product innovations and advanced support from Alcatel-Lucent, all while controlling costs.

WHAT'S AVAILABLE NOW:
ACCESS TO THE LATEST INNOVATIONS

+ The award-winning* OpenTouch™ Conversation for iPad gives employees multiparty and multimedia conversation control at their fingertips. It is compatible with BYOD policies, and it increases teamwork and productivity by creating a richer collaborative environment.

+ The OmniTouch™ 8082 My IC Phone is a new product category – the smart deskphone. It enables all the functionality of OpenTouch, can integrate custom applications and provides richer and more effective conversations.

+ Visual collaboration solutions provide a suite of video applications and devices to enhance communication. For example, dedicated video end-points and an embedded multipoint control unit (MCU) create a better environment for geographically dispersed teams to collaborate.

+ The OpenTouch™ Suite helps reduce infrastructure costs by enabling centralization, virtualization in the datacenter and cloud-ready deployments. IT operations are simplified, hardware costs are reduced and on/off-net communication costs decrease.

+ The embedded unified management platform provided by the OmniVista™ 8770 Network Management System increases an organization's agility. Provisioning and maintenance operations are easier and less time consuming. The network, user profiles, conversation applications, and devices can be managed by multiple IT professionals through one interface.

* Award examples: Best of Interop 2012 Collaboration Winner, Frost & Sullivan 2011 "Most Innovative European Communications Product of the Year"

AT THE SPEED OF IDEAS™

Alcatel·Lucent
Enterprise

WHAT'S NEXT:
PAVE THE WAY FOR FUTURE IMPROVEMENTS

Alcatel-Lucent understands the key shifts happening in business communications and is committed to evolving in line with these developments. Executing on our "change the conversation" vision, we are innovating in many ways, including:

+ Enhancing centralized, cloud-ready IP telephony infrastructure to provide IT organizations with increased flexibility and cost savings.

+ Improving software to increase virtualization and shared SIP infrastructures. This simplifies deployments and optimizes application performance.

+ Increasing automation to reduce operational expenditure [OPEX] beyond standard performance.

+ Enhancing security in IT operations to improve the delivery, reliability and security of applications in cloud-based environments.

+ Raising the productivity of teams through collaborative experiences, such as "immersive" video and more social connectivity.

+ Using contextual information to augment presence awareness.

+ Increasing integration with business applications.

+ Creating new delivery models for conversation applications to simplify employee access to communities of colleagues.

+ Extending OpenTouch Conversation features and benefits to more devices and virtual desktops.

WHAT TO DO TODAY:
ENABLE OPERATIONAL AGILITY WITH PREDICTABLE COSTS

As innovation cycles quicken, Alcatel-Lucent makes technology acquisition and evolution easier for IT organizations. An SPS contract allows IT departments to deploy new features at their own pace, with the backing of Alcatel-Lucent:

+ SPS covers Alcatel-Lucent OmniPCX Enterprise™ or OpenTouch™ systems and applications under one contract and with one payment, reducing the administrative burden on IT organizations.

+ Multiyear contracts lengthen system life and allow systems to undergo maintenance and upgrades with lower, predictable costs.

+ Round-the-clock Partner access to advanced support from Alcatel-Lucent and consistent service levels anytime, anywhere.

Why now?

Applying for or renewing a contract now will provide access to all feature enhancements and new capabilities with predictable costs.

Learn more:

http://enterprise.alcatel-lucent.com/?dept=EnterpriseServices&page=SolutionPremierService

http://enterprise.alcatel-lucent.com/?solution=OpenTouch&page=homepage_1

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