Solution Brief

Unified Communications and Collaboration Transformation
HP and Alcatel-Lucent Strategic Alliance

Many companies are challenged when it comes to realizing the Unified Communications and Collaboration (UC&C) vision into working solutions that deliver business value and return in investment.

The unique mix of HP's range of highly flexible services – from premised-based to fully outsourced solutions - combined with the industry-leading Alcatel-Lucent unified communications and collaboration solutions provide an end-to-end UC&C solution for enterprises.

The joint HP and Alcatel-Lucent UC&C solution transforms the way employees communicate and share knowledge with faster access to people and information, as well as improved ability to complete business processes through integrated communications and business applications.

Overview

The combination of the Alcatel-Lucent UC&C portfolio with HP's consulting and services offerings provides the industry's broadest range of options for enterprises to realize the business value and full potential of UC&C solutions.

HP offers a full range of life cycle services, including assessments, architecture planning and design through implementation, monitoring, management, operation, support and outsourcing for the network to make up a customized UC&C solution.

<table>
<tr><td colspan="2">Solution areas:</td></tr>
<tr><td>-</td><td>Real-time conferencing & collaboration</td></tr>
<tr><td>-</td><td>Communications-enabled business processes</td></tr>
<tr><td>-</td><td>Presence awareness</td></tr>
<tr><td>-</td><td></td></tr>
<tr><td>-</td><td>Instant messaging</td></tr>
<tr><td>-</td><td>Next-generation telephony</td></tr>
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By taking a holistic approach to UC&C, clients will experience greater return on their investment by having the ability to implement services and solutions that are fully integrated, can leverage existing voice platforms to accelerate deployments, and can scale with the business. Customers will be able to achieve improved levels of network availability and response times with global mission-critical support for their multi-vendor UC&C solutions.

HP and Alcatel-Lucent UC&C solutions
The HP services and Alcatel-Lucent solutions for UC&C work across all types of media and locations.

The offerings include:

- Migrate from multi-vendor and legacy PBX environments to an IP solution with integrated voice using Alcatel-Lucent's open IP Telephony solution for UC&C, as well as Genesys UC connect.
- Prioritize workflow and work items within business processes to reduce operational costs and improve outcomes by linking the contact center and back office using Genesys intelligent Workload Distribution.
- Take advantage of industry applications, such as Digital Hospital, for a streamlined approach to reducing costs and improving efficiency with real-time communications and collaboration – solutions for healthcare, financial services, utilities, and government.

These offerings are built on HP's UC&C consulting services, which take a comprehensive approach to enterprise communications from strategy and planning through implementation, design and education. They may be implemented on a customer's premises or via an outsourced operating model.

HP helps clients develop a business case, long-term vision and current gap analysis based on their unique requirements. Clients then determine the priority and value for each element of an overall solution followed by solution implementation, IT integration, monitoring, program management, global support and outsourcing. The result is a complete life cycle of services to ensure the technology is mapped to deliver organizational value.

Business Benefits

Alcatel-Lucent's unique market position in IP Telephony migration and its agnostic approach to unified communications combined with HP's full range of services and consulting delivers the following business benefits for UC&C:

- Improved migration & accelerated deployments
- Increased user adoption
- Higher return on investment

Why HP and Alcatel-Lucent?

HP and Alcatel-Lucent share a common approach to deliver solutions designed to meet the unique requirements of their customers – based on the customer's current technology environment, current business needs, and migration plans for future solutions:

- **Open Approach**: software and services to address unique customer requirements
- **Best-in-class**: leading UC&C portfolio combined with business value services
- **Highly Scalable**: ideally suited for large-scale, multi-site operations
- **Centralized**: integrated routing and reporting – across all media, all locations
- **Optimized**: manage resources and service delivery across the enterprise

For any additional information, contact your HP or Alcatel-Lucent representative, or send an e-mail to: hp-alcatel-lucent-alliance@alcatel-lucent.com or hp-alcatel-lucent-alliance@hp.com