

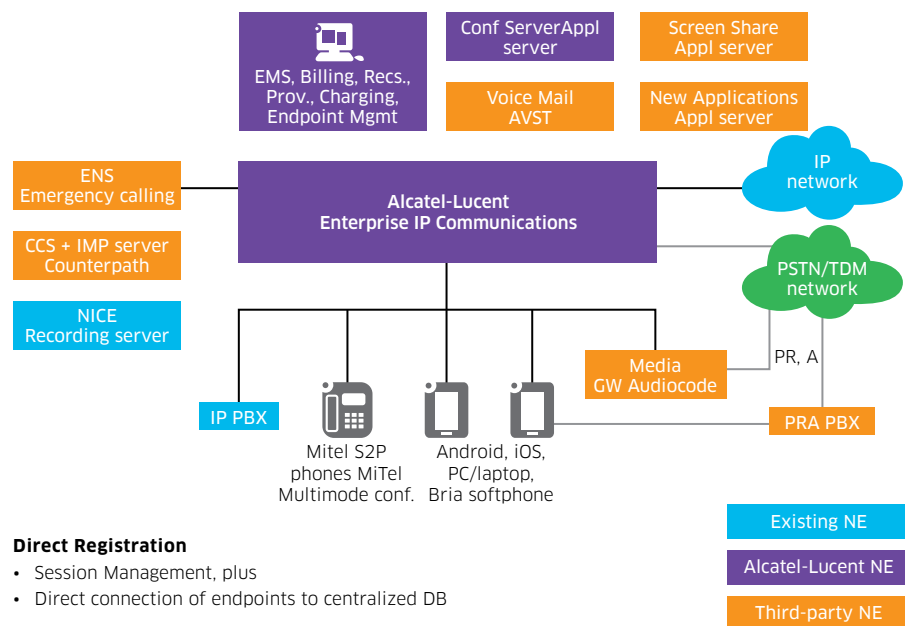
# Rapport Open Communications and Collaboration Solution

Deliver an advanced communications and collaboration experience

## Solution description

The Alcatel-Lucent Rapport™ Open Communications and Collaboration (OC&C) solution provides a centralized platform that delivers voice communications with a complete set of telephony features directly to users without connecting through a PBX, plus video, messaging, and collaboration while also providing SM functionality to existing PBXs in one, seamless solution.

Rapport OC&C is part of an agile, incremental enterprise communications framework. This framework lets enterprises own and control their network-based communications – so IT departments can take advantage of whatever voice, data, and collaboration tools their business needs.



### Direct Registration

- Session Management, plus
- Direct connection of endpoints to centralized DB

## Challenges and opportunities

Ninety-five percent of IT spending is currently going to support desktops (source: GIGAOM). But the world is going mobile. By 2015, there will be 1.3 billion mobile workers, representing about 37 percent of the total workforce (source: Gartner). This disconnect is causing enterprises to spend too much on services that are not aligned with their business needs.

Under these circumstances, IT managers are asking some good questions: Why are we being billed so much on services we don't want? Why can't we use cloud apps for corporate communications? And why can't we choose the best vendor or app for the job? For their part, employees want one account for communications services regardless of where they are used. And, they also want simpler collaboration tools.

The net result: IT managers need to cut costs and offer the services that employees need and want before they go elsewhere – risking additional costs to the enterprise.

## Features

- Voice and video support for directly connected
- Audio and video conferencing
- IM+P screen sharing
- Endpoint management
- E911 address management

## Benefits

- Reduces capital expenditures by eliminating redundant communications infrastructure purchases for new users
- Lowers operating costs by consolidating/removing excess PBXs
- Helps cut costs with mobile and Wi-Fi® offload
- Increases productivity with mobile/desk-set unification at feature and call-session levels

## How Rapport OC&C works

Rapport OC&C allows enterprises to add new users directly to Rapport instead of purchasing additional PBX or expensive Microsoft® Lync® licenses. Rapport OC&C supports several user models including soft client only, desk phone only, and soft client+desk phone. These IP communications endpoints directly register with the Alcatel-Lucent Rapport OC&C platform. As a result, they interoperate seamlessly with existing PBX-hosted endpoints.

Rapport OC&C supports unified communications—voice, video, messaging, sharing, and collaboration. Unlike traditional PBXs, Broadsoft™, or Microsoft® solutions, Rapport OC&C doesn't require that the network elements come from a single provider. Instead, the Alcatel-Lucent Rapport Enterprise OC&C solution federates communications functions from the enterprise's choice of third-party providers.

In addition, Rapport OC&C lets the enterprise replace all PBXs, or instead create a hybrid solution where some PBXs are retained while others are removed. A full-featured communications solution, Rapport OC&C embeds communication features directly into Communications Enabled Business Process (CEBP) applications through the Alcatel-Lucent New Conversation APIs.

Rapport OC&C offers the ability to manage direct registration endpoints, as well as mobile endpoint clients that are registered with the solution. This provides Wi-Fi offload capabilities when within Wi-Fi range.

## Required and optional network elements

### Required

- Alcatel-Lucent Enterprise IP Communications Platform
- Alcatel-Lucent 1360 Centralized Operations Manager (COM) for element management

### Optional

- Alcatel-Lucent billing, provisioning, and charging products
- Third-party network element (I-SBC Gateway)
- Third-party application servers
- Customer application servers
- Emergency Gateway (EGW) (recommended)
- CCS+IMP server for Counterpath
- AVST voice mail server
- Conference server
- Recording server
- Screen share application server
- Customer PBXs