

# ORACLE COMMUNICATIONS UNIFIED COMMUNICATIONS SUITE



## ADVANCED COLLABORATION SERVICES FOR CONSUMERS AND ENTERPRISES KEY FEATURES

- High-performance, scalability and availability
- Real-time communication capabilities leveraging WebRTC
- Real-time indexing and search of communication content
- Ability to view attached documents inline
- Exchange ActiveSync based secure mobile access to email, calendar and contacts
- Enhanced security features
- Accessible from web, desktop and mobile
- Open internet standards and modular architectures
- Multi-tenancy and delegated administration
- Integrated suite for collaboration between distributed communities

## KEY BENEFITS

- Efficient and reliable communication
- Improved Productivity
- Protected integrity of data and privacy

Oracle Communications Unified Communications Suite is used by enterprises and service providers to improve employee productivity in a cost effective manner. It is a standards-based, scalable, secure and reliable platform that provides access to real-time and near real-time capabilities including voice, video, screen sharing, messaging, calendaring, instant messaging and presence on desktop, web, and mobile devices. Whereas the portfolio benefits enterprises by delivering a seamless, friction-free communications experience to its employees, it also benefits communications and cloud service providers worldwide by enabling them to regain ownership of the communication experience, increase their addressable market, offer compelling and sticky services to increase monetization opportunities, and better compete with OTT providers with a differentiated solution at a low total cost of ownership.

## Challenges for Enterprises

In today's fast-paced global business environment, one trend remains constant: employees are juggling more applications and devices than ever before—and the number of communications tools they use on a regular basis continues to grow across telephony, conferencing, calendaring, messaging, presence, video, social and more. Adding to the challenge, these users expect to have access anywhere, anytime and on any device.

As enterprises look to deploy messaging and collaboration applications they must ensure that the platform addresses the needs of many users and applications, each with a unique set of challenges, as well as the organization's strategic operations. Examples include

- Secure communication and collaboration accessible on multiple end points secured across transmission, access and storage.
- Real-time communication to its partners and customers
- Enterprise grade calendaring and task management
- Customer service and contact
- Messaging and collaboration accessible any-time, anywhere on many devices

## Challenges for Service Providers

In the face of these changes, an operator's traditional revenue streams are declining and they are under increased threat from over the top providers who are a destination of choice for subscribers looking for innovative services and content.

Communications Service Providers (CSPs) need to offer compelling, innovative services

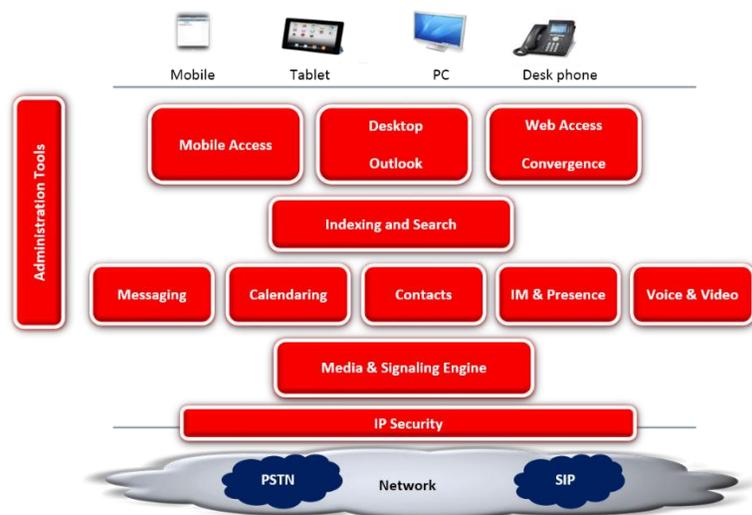
of end users

- Anytime, anywhere availability of communication
- Meet evolving needs and protect investment
- Cloud ready
- Lower TCO than competing solutions

to be able to retain the subscribers on their branded solution. With many businesses developing a cloud first mentality, operators have an opportunity to gain a new revenue stream while leveraging their existing network services. Federation across over the top providers enables CSPs to offer value differentiated services to increase the addressable market, improve relevance and enhance monetization opportunities.

## Oracle Communications Unified Communications Suite Overview

The Oracle Communications Unified Communications Suite (OCUCS) is a standards-based, cloud-ready, innovative and compelling solution that enables employees to collaborate more effectively and CSPs to offer value differentiated services to consumers and enterprise users. It strikes the desired balance between the need for information sharing with the risks and costs associated with electronic communication. It delivers a rich set of secure and cost-effective communication and collaboration real-time and near real-time capabilities that a wide variety of organizations require. The suite provides a highly scalable, reliable, and available platform for delivering secure communication services at a low TCO.



The Oracle Communications Unified Communications Suite brings together:

- Oracle Communications Messaging Server
- Oracle Communications Calendar Server
- Oracle Communications Instant Messaging Server
- Oracle Communications Contacts Server
- Oracle Communications Mobile Synchronization Gateway
- Convergence
- Indexing and Search Service
- Outlook Connector

Oracle's Unified Communications Suite integrates with Oracle Communications WebRTC Session Controller (OCWSC), which connects WebRTC enabled applications

with each other and with SIP-based enterprise UC and contact center systems.

### Oracle Communications Messaging Server

Scaling from thousands to millions of users, the Oracle Communications Messaging Server is suitable for both service providers and enterprises interested in consolidating e-mail servers and reducing the TCO of the communications infrastructure. With extensive security features and mechanisms to enable regulatory compliance, it helps to ensure the privacy of users and the integrity of communication through user authentication, session encryption, and content filtering to help prevent spam and viruses.

### Oracle Communications Calendar Server

The Oracle Communications Calendar Server facilitates team collaboration by allowing users to coordinate appointments, events, tasks, and resources. It is a valuable tool for time and resource management. With an intuitive Web-based interface, support for multiple client solutions, and synchronization capabilities, users can access their personal, public, or group calendars anytime, anywhere, from any Web-enabled device.

### Oracle Communications Instant Messaging Server

The Oracle Communications Instant Messaging Server provides a standards-based, real-time communication and collaboration application, as well as a platform for presence-based application development. It delivers presence information, voice and mobile client integration, and extended real-time messaging capabilities—including IM, conferencing, alerts, and file transfers. As both an application and a platform, the Oracle Communications Instant Messaging Server provides the reliability and availability expected by end users and the security necessary to protect the privacy of information and meet regulatory requirements.

### Oracle Communications Contacts Server

The Oracle Communications Contacts Server is a standards-based Network Address Book that provides centralized storage and access of contacts for a large number of users. Address book access supports CardDAV allowing native contact support within iPads, iPhones and the latest Blackberry devices. Additionally, with already available third party apps, CardDAV supports Android and Windows Phone devices. Architected for high performance, scalability and availability, Contacts Server supports all major formats - vCard 3.0, vCard 4.0, LDIF, and .csv files, to ensure interoperability.

### Oracle Communications Mobile Synchronization Gateway

Oracle Communications Mobile Synchronization Gateway extends the reach of Oracle Communications Unified Communications Suite and enables users to communicate and collaborate securely and reliably from their mobile devices. It uses the Microsoft® Exchange ActiveSync protocol which supports real-time push synchronization. Native applications on iOS and Android devices can synchronize with messaging, calendar and contact services within Unified Communications Suite. In addition, Mobile Synchronization Gateway enables users to access their email, calendar, and contacts even while offline.

## Convergence

Convergence is an Ajax-based Web 2.0 client that provides integrated access to voice, video, screen sharing, e-mail, calendar, address book, and IM services via a highly intuitive and richly functional user interface.

Convergence brings the depth of features typically found only in desktop clients together with the ease of deployment of a Web-based client. Convergence helps improve employee productivity by offering a seamless friction-free communications experience that integrates real-time and near-real time capabilities, such as 1-1 and multi-party audio/video calling, session transfer between browsers and SIP end points, and the ability to view documents inline without leaving the application. Convergence helps CSPs increase their reach and offer advanced communication and collaboration services to consumers and enterprises. Built with extensibility and customization in mind, Convergence can be deployed straight out of the box or modified to fit perfectly into any environment.

## Indexing and Search Service

The Indexing and Search Service provides server-side indexing and search of communication content, including e-mail attachments. The Indexing and Search Service enables nearly instantaneous results from complex searches such as cross-folder searches. Because it is deployed as a separate service, the actual search effort is offloaded from the messaging server. Additionally, any IMAP client that can communicate with the Oracle Communications Messaging Server can take advantage of this powerful search capability.

## Outlook Connector

The Outlook Connector enables the use of Microsoft Outlook as a desktop client on the Windows platform with the Oracle Communications Messaging Server, Oracle Communications Calendar Server, and Oracle Communications Contacts Server. The Outlook Connector includes a desktop deployment and configuration program and an Outlook plug-in.

## Conclusion

Oracle Communications Unified Communications Suite is widely deployed by global and regional service providers, major global enterprises, large government agencies, and universities. With more than 230 million mailboxes deployed and more than 20 years of experience in communication deployments, Oracle Communications Unified Communications Suite is a well-proven solution designed to meet the messaging and collaboration needs of all types of organizations.

## PLATFORMS AND REQUIREMENTS

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### Database

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- [Oracle Database Release 11g Release 2 and 12c](#)
  - [MySQL 5.6](#)
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### Operating Systems and Platforms. See individual products for specific platform support

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- [Oracle Solaris 64-bit SPARC and x64 10, 11](#)
  - [Oracle Linux 6 and 7, Red Hat Enterprise Linux 6 and 7](#)
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### Supported Browsers

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- [Chrome](#)
  - [Internet Explorer](#)
  - [Firefox](#)
  - [Safari](#)
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## CONTACT US

For more information about Oracle Communications Unified Communications Suite, visit [oracle.com](#) or call +1.800.ORACLE1 to speak to an Oracle representative.

## CONNECT WITH US



## Integrated Cloud Applications & Platform Services

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