



An Oracle White Paper
October 2011

Oracle Communications Unified Communications Suite

Executive Overview

The Oracle Communications Unified Communications Suite is a cost-effective, industry-leading provider of carrier-grade communication and collaboration solutions for service providers and large organizations worldwide. The suite provides the e-mail, calendar, and instant messaging solutions necessary to meet today's communications and collaboration needs. It provides an extensible, standards-based development platform, offering excellent performance, reliability, and scalability—all with a low total cost of ownership (TCO).

Introduction

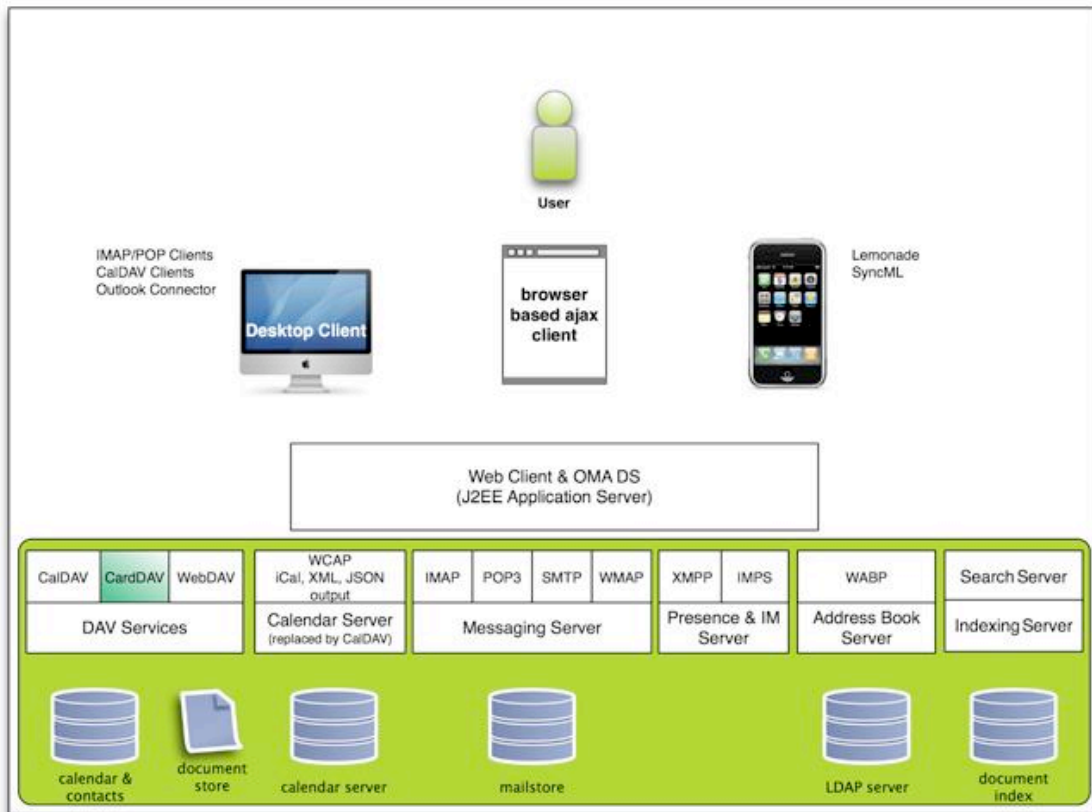
Service providers are challenged like never before to deliver a greater variety of communications options. Gone are the days of simple e-mail solutions—users now demand more and more diverse offerings. A growing number of people are communicating in new and sophisticated ways, adding to the complexity of ever-expanding infrastructures.

Collaboration systems have evolved into sophisticated tools that provide e-mail, of course, but also calendaring services, shared address books, task management, encryption, support for mobile messaging, and other capabilities. The result is that e-mail has become the focal point for users' work. Service providers looking to attract new customers—and retain existing ones—must offer enhanced differentiated services while simultaneously controlling costs. To generate incremental revenue from customers, service providers need an e-mail and collaboration offering that is inexpensive to acquire, deploy, and operate, and that provides users with compelling features that will induce them to pay for these services instead of relying on free e-mail from other providers.

Oracle Communications Unified Communications Suite Overview

The Oracle Communications Unified Communications Suite is a market-leading messaging and communications platform used by major service providers around the globe. It offers a secure, scalable communications and collaboration solution with a lower TCO than the competition. It provides industry-leading e-mail and message management, calendaring and group scheduling, time and resource management, and real-time collaboration services. A standards-based, extensible platform for application development backed by a rich network of independent software vendor partners, the suite offers improved performance, reliability, and scalability. See Figure 1.

The Oracle Communications Unified Communications Suite has the lowest TCO of any major communications infrastructure platform. Benchmarks prove world-record performance, and well-tested customer deployments demonstrate its remarkable scalability and performance. Organizations trust the suite because they know it was designed from the ground up by the best minds in the industry.



With the Oracle Communications Unified Communications Suite, service providers can offer enhanced, sophisticated, easily customizable platforms that feature the advanced functionality today's users demand.

“Our constant efforts to deliver the best-possible customer experience led us to choose Oracle Communications Unified Communication Suite. Its rock-solid stability, coupled with its cost-effective scaling, enables us to serve over a million active customers and grow as we need to. The new features in Oracle Communications Unified Communication Suite will allow us to expand our leadership in providing our users with compelling functionality.”

—Pierre Roy, Vice President of IP Technology, Videotron Security

Oracle Communications Calendar Server

A high-performance internet standards–based calendar server for service providers and large enterprises, the Oracle Communications Calendar Server facilitates team collaboration by allowing users to coordinate appointments, events, tasks, and resources. Through a Web-based user interface, a connection to Microsoft Outlook, a Mozilla Lightning calendar on Mozilla Thunderbird clients, or other standards-compliant clients, the Oracle Communications Calendar Server provides personal calendaring and group scheduling to consumers at home or at work and integrates with mail and address book functionality.

The Oracle Communications Calendar Server, a calendaring solution compliant with Calendaring Extensions to Web-based Distributed Authoring and Versioning (CalDAV) standards, provides interoperability with other calendaring clients such as Apple iCal in Mac OS X. It also offers native calendar synchronization with mobile devices that support CalDAV—such as the Apple iPhone.

ORACLE COMMUNICATIONS UNIFIED COMMUNICATIONS SUITE CAPABILITIES AT A GLANCE

CAPABILITY	BENEFITS
Rich collaboration services <ul style="list-style-type: none"> • E-mail and message management • Calendaring and group scheduling • Task and contact management • Instant messaging • Real-time collaboration • Information sharing • Presence awareness • Rich, extensible Web user interface • Indexing and search of e-mail content and attachments 	<ul style="list-style-type: none"> • Increase customer satisfaction • Reduce customer churn • Develop communities of partners • Improve internal processes • Facilitate decision-making • Enable business growth
Extensive security features <ul style="list-style-type: none"> • Authentication • Identity-based access policy 	<ul style="list-style-type: none"> • Protect information assets • Ensure end-user privacy • Facilitate regulatory compliance

-
- Message and session encryption
 - Virus and spam protection
 - Extensive privacy options
 - Archiving and auditing

- Reduce risk of litigation
- Enable business growth

Flexible access mechanisms

- Convergence, an Ajax web-client
- Outlook interoperability
- Wireless “push” e-mail
- Mobile calendar, tasks, and contacts
- Synchronization of calendar events, tasks, and contacts
- Secure remote access
- Voice integration with instant messaging
- Mobile instant messaging

- Enhance customer experience
- Enable business growth
- Empower mobile workforce
- Reduce risks of remote access

Platform flexibility

- Extensive industry standards support
- Well-documented application
- APIs
- Modular architectures

- Customize features and interfaces
 - Extend products with new capabilities
 - Access via any standards-based client software
 - Bring new services to market
 - Grow revenue
-

Oracle Communications Messaging Server

Designed specifically to support large-scale service providers, as well as enterprises requiring highly scalable carrier-class communication services, the Oracle Communications Messaging Server helps users securely consolidate e-mail servers and reduce the TCO of the communications infrastructure, while scaling from thousands to millions of users.

Instant notification of new messages can be delivered to standards-compliant clients on mobile devices. For devices that do not support required standards, new message notifications can be delivered over Short Message Service.

Oracle Communications Instant Messaging Server

The Oracle Communications Instant Messaging Server is a secure standards-based instant messaging product for enterprises and service providers. It features Extensible Messaging and Presence Protocol-based interoperability with other instant messaging systems and improves enterprise productivity and efficiency. Users can know who is available at a given time and convert an instant messaging chat to an instant phone call. Control who has access to services and who has access to features within a service. The Oracle Communications Instant Messaging Server provides the reliability and availability expected

"I am happy with all the results: high availability, pricing, and redundancy. And all my end users are quite satisfied—no downtime or other platform problems. That's the value of our relationship with [Oracle] today."

—Pascal Patesson, IT Director, DDB Belgium

by end users and the security necessary to protect the privacy of information and to meet regulatory requirements.

Outlook Connector for Oracle Communications Unified Communications Suite

Enabling the use of Outlook as a desktop client on Windows with the Oracle Communications Messaging Server and Oracle Communications Calendar Server, the Outlook Connector feature for Oracle Communications Unified Communications Suite provides access to e-mail, calendars, tasks, contacts, and corporate directory information. It includes a Desktop Deployment and Configuration program and an Outlook plug-in.

Convergence

A rich state-of-the-art Web client, Convergence integrates e-mail, calendaring, address book, instant messaging, and presence to provide a desktop client like experience inside a Web browser.

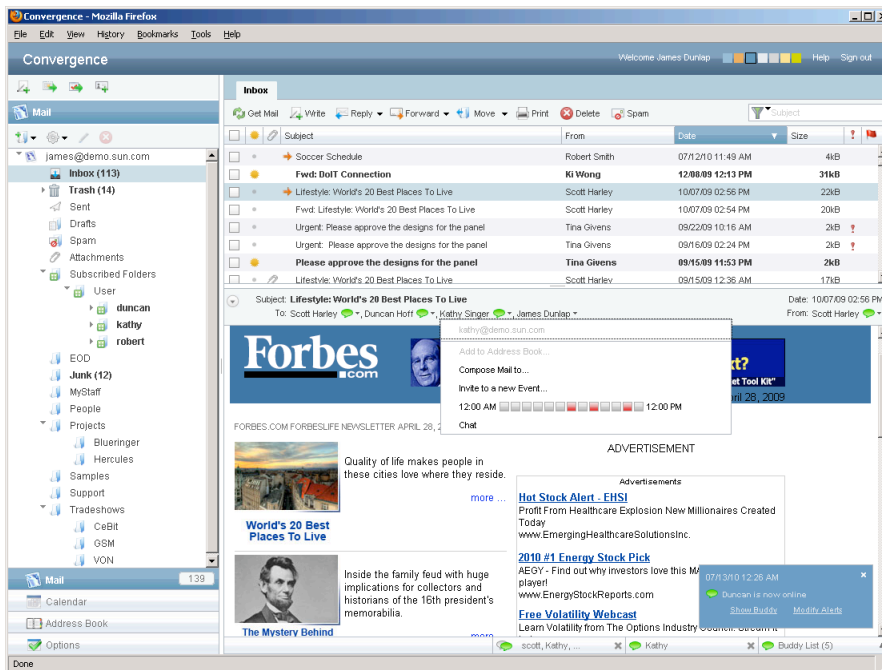


Figure 1: Convergence mailbox view

Designed to scale from thousands to millions of users, Convergence provides a rich integration capability to help users save time and better-organize information, schedules, and tasks. Providing a desktop-like experience with the power of anytime, anywhere access to the Web, it can be easily customized and integrated with other Web services to create a highly differentiated and personalized user experience.

Indexing and Search Service

The Indexing and Search Service feature for Oracle Communications Unified Communications Suite makes data available again. As mailbox sizes grow, users increasingly use their mail store as a file system, keeping documents, presentations, videos, and images there. With the Indexing and Search Service deployed, this data is indexed and searchable. Users can query their mailboxes, calendars, and address books to quickly find the information they need.

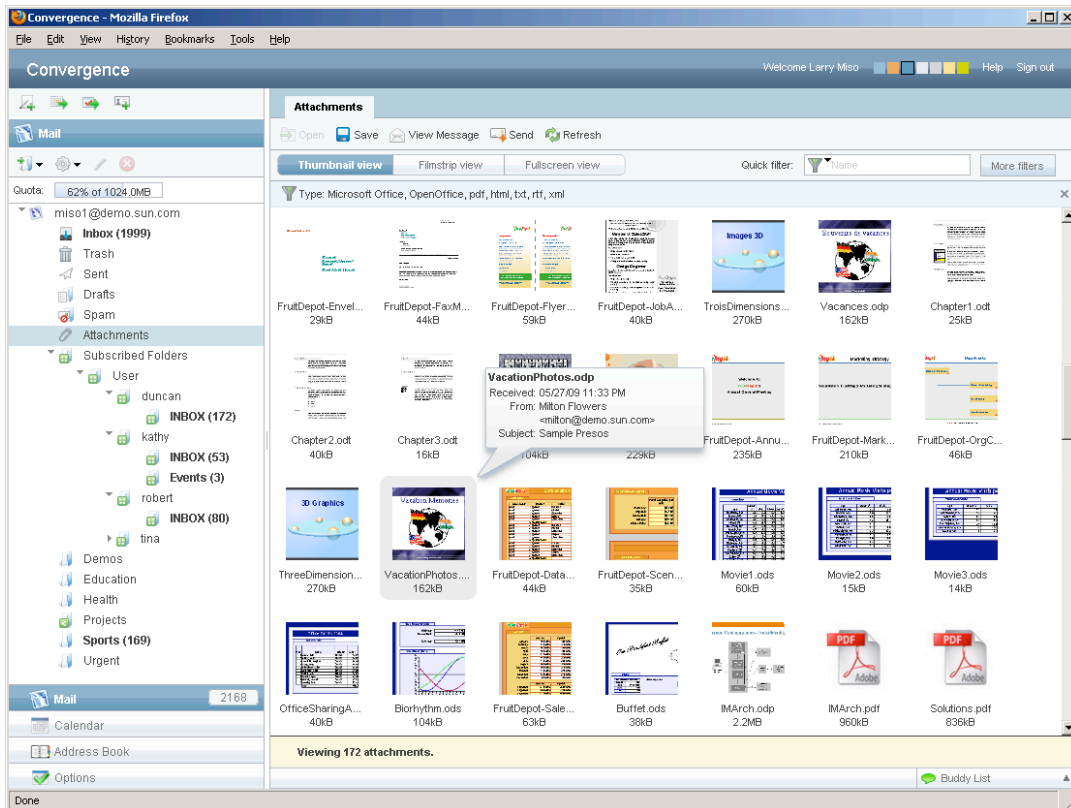


Figure 2: Attachment viewer in Convergence

Oracle Communications Mobile Synchronization Server

An add-on to Oracle Communications Unified Communications Suite, Oracle Communications Mobile Synchronization Server supports the synchronization of contacts, calendar events, and tasks

between Synchronization Markup Language (SyncML)-enabled mobile phones and the back-end servers, the Oracle Communications Mobile Synchronization Server enables real-time access to data stored on servers running the Oracle Communications Unified Communication Suite and is compatible with hundreds of SyncML-enabled devices from all leading manufacturers.

Challenges Faced by Service Providers

As competition, price pressures, and operating costs increase—not to mention burgeoning security risks and regulatory compliance demands—service providers have to find new ways to set themselves apart:

- Service providers must offer enhanced, sophisticated platforms that feature advanced functionality, including archiving capabilities, instant messaging, wireless e-mail, enhanced security, Web 2.0 clients, and advanced search capabilities.
- The solution must be easily customizable, allowing service providers to brand the platforms and integrate with other hosted service offerings. VoIP and the Oracle Communications Unified Communications Suite features are also increasingly finding their way into e-mail supplier platforms, because these vendors are targeting service providers that want to offer users a full, integrated multimedia experience.
- The solution must be able to grow with them as their subscriber base grows, while keeping their operations profitable. Storage costs are on the rise, too, as mailbox sizes are trending toward unlimited.
- The solution must be based on open standards, preventing vendor lock-in and allowing service providers to develop on it as they bring new services to market.

Oracle Communications Unified Communications Suite Brings Unique Value to Service Providers

The Oracle Communications Unified Communications Suite, a highly scalable, reliable, and secure carrier-grade messaging and collaboration platform, more than meets their needs.

- **Cost efficiency.** The Oracle Communications Unified Communications Suite is architected to provide a very high mean time between failures, leading to longer availability and less maintenance than competing solutions—and lower TCO.
- **Scalability.** The Oracle Communications Unified Communications Suite is built for “cloud scale,” scaling vertically and horizontally, while taking full advantage of available physical resources such as disks, memory, and processing power.
- **Open standards.** The Oracle Communications Unified Communications Suite is a leading open, standards-based platform. Oracle is focused on influencing the standards and adopting them in its products. Adherence to standards allows its customers to enhance their systems and integrate with complementary technologies—leading to reduced time to market for new services.

- **Compelling user experience.** The Convergence client brings together e-mail, calendaring, presence, chat, and address book services in a very interactive and easy-to-use Web interface. Besides providing a user experience similar to many desktop clients, it can be extended and customized to meet the needs of a diverse populace.
- **Multitenancy.** *Multitenancy* refers to a single instance of software running on software as a service vendors' servers, serving multiple client organizations, or "tenants." It helps ensure strong economies of scale—crucial with today's exponential growth.
- **Mobility.** With the proliferation of network-aware devices, communication needs are changing, as are the ways people interact with each other. With its standards-based underpinnings, the Oracle Communications Unified Communications Suite enables the use of a large breadth of mobile devices. SyncML provides over-the-air synchronization of calendar and contacts data, LEMONADE enables push e-mail, and CalDAV enable native iPhone interaction.
- **Privacy and data protection.** The Oracle Communications Unified Communications Suite offers features that protect data and privacy and facilitate compliance with government and industry regulations, including authentication mechanisms, message and session encryption, virus and spam protection, archiving and auditing, and extensive privacy options.

"We knew from our experience that [Oracle] had one of the strongest mobile telephony and internet messaging competencies in Poland. [Oracle] was able to provide a scalable, high-performance, end-to-end solution, which would enable us to reach our goal in the shortest amount of time with the highest-quality result."

—Dariusz Kupiec, Content Platforms and Application Development Unit Manager, Polska Telefonia Cyfrowa

Conclusion

Service providers need to drive revenue with sticky services that allow them to keep and grow their customer base and effectively compete with free providers. The Oracle Communications Unified Communications Suite provides a compelling user experience and a very scalable, reliable platform to build those services. Its high performance, scalability, and availability enable efficient and reliable communication, while its enhanced security features protect the integrity of data and the privacy of end users. It offers multiple device support and secure remote access, enabling anytime, anywhere availability of communication for better collaboration between distributed communities. Finally, it offers lower TCO than competing solutions.



Oracle Communications Unified
Communications Suite
October 2011

Oracle Corporation
World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Worldwide Inquiries:
Phone: +1.650.506.7000
Fax: +1.650.506.7200
oracle.com



Oracle is committed to developing practices and products that help protect the environment

Copyright © 2009, 2010, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose.

We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. UNIX is a registered trademark licensed through X/Open Company, Ltd. 0110

SOFTWARE. HARDWARE. COMPLETE.