



HP Enterprise Cloud Services— Unified Communications Microsoft Lync

Exceptional reliability, scalability, and security

Implementing and managing a reliable unified communication platform is not easy. Unified Communications (UC) is made up of multiple components, networks, devices, telecommunications, and applications—all that need to work together to deliver a seamless, consistent user experience. Getting UC off the ground requires an up-front investment to refresh the network, train the resources, build the UC infrastructure, and integrate into your business applications.

HP Enterprise Cloud Services—Unified Communications Microsoft Lync is our answer to what might be holding you back from implementing unified communications.

Pay for usage, not ownership

Enterprise Cloud Services—Unified Communications is a hosted private cloud solution. It is designed for high levels of availability and scalability for core business workloads in a flexible consumption model that reduces the cost of IT ownership.

Unified Communications as a service (UCaaS) integrates enterprise communications tools with back-office processes. UCaaS provides voice and data access, security, email, unified messaging, voicemail, soft phones, presence, instant message, multimedia conferencing, and collaboration. It is delivered to you as a service on a monthly per-seat charge.

Empower your people with familiar and easy-to-use tools that boost productivity and can help you speed time to market, drive new revenue streams, improve decision-making, and strengthen customer relationships. Click-to-call/conference simplicity means people can find the right expert at the right time as they move beyond information overload.

And now you can reap all the benefits of unified communications without making the substantial investment in refreshing your network infrastructure. Plus you can leverage HP's 10+ years of unified communications experience, skill sets, processes, and tools.

Partnering with Microsoft

HP and Microsoft are partnering to deliver an enterprise-grade, hosted unified communications solution built on Microsoft Lync, combining instant message, presence, calling, and conferencing. These services provide clients with the flexibility to use the most current technology, rapidly scale, and meet multiple security and compliance requirements while reducing capital expense and operating cost.

Microsoft recognizes HP as a Worldwide Prime Integrator and offers a full lifecycle portfolio of services. These include rapid pilot, planning and design, upgrade, migration, systems integration, deployment, hosting, management, outsourcing, and high availability for mission-critical environments.

Service tiers

Cloud Collaboration enables your enterprise to augment the instant messaging capability with a Click to Call feature. In lieu of using the telephone to call someone within the enterprise, this feature enables users to establish a voice connection with that person. This type of call is typically referred to as “on-net” calls—meaning calls that are “held” on the enterprise data network.

Cloud Phone offers a feature-rich, server-based unified communication infrastructure hosted in an HP data center. In addition to enterprise-grade, IP-based phone capabilities, this system comes packaged with applications such as unified messaging and rich media conferencing. All interoffice calls can now traverse the data network.

Cloud Click to Dial provides telephony capabilities via the PSTN and access to emergency response services. The primary PSTN interconnects for multiple sites in the enterprise can now be consolidated via the unified communication platform in HP's data center.

Cloud Converged Communications offers most robust UC features and provides additional means to reduce cost, improve productivity, and accelerate decision-making within the enterprise. Fixed mobile convergence enables users anywhere to collaborate with their enterprise contacts via mobile device either by text, voice, video, and/or data.

More agility, productivity, and flexibility

Maximize legacy telephony investment and mitigate adoption risk

Enterprises typically have a mix of legacy telephony infrastructure, some of which is nearing end of life and has to be replaced immediately, while other equipment still has considerable investment tied up in support contracts. By taking a complementary approach to legacy infrastructure and avoiding forklift upgrades, UCaaS enables you to maximize your investment in legacy infrastructure and take a phased approach to adopting newer, richer communication capabilities.

Reduce telecom costs

A disparate set of legacy telephony infrastructure distributed across a number of sites in an enterprise is typically supported by under-used telephone circuits. UCaaS can reduce overall telecommunication costs in several ways: by consolidating telephony access, without necessarily ripping/replacing the entire legacy telephony infrastructure; by leveraging the underlying data network infrastructure (and not PSTN) for interoffice communication; and by optimizing PSTN access through UCaaS network data center fabric located in HP data centers.

Lower capital outlay with a flexible consumption model

Enterprises face a capital crunch and are hesitant to spend their precious IT budget to replace their aging telephony equipment with a new communication infrastructure. UCaaS enables you to consume IP communication capabilities in a price-per-seat-per-month model. This can help you to stay competitive and focus precious IT capital on business-critical requirements.

Improve business agility with a globally consistent delivery model

In a competitive business environment with mergers, acquisitions, and regional expansions, businesses require the agility to think globally and execute seamlessly and consistently across regional boundaries. By using a highly flexible, open infrastructure, a standardized configuration, and globally consistent implementation methodologies, this UCaaS offering enables you to consume reliable enterprise communication capabilities consistently across geographies.

Improve user productivity

Users spend a lot of time trying to accelerate business tasks and shorten business processes by constantly collaborating with peers, partners, and customers. By streamlining the enterprise communication infrastructure and integrating voice with other modalities—such as presence, traditional telephony, email, instant messaging, and web collaboration tools—UCaaS equips users with the flexibility to interact using the appropriate tools and modes of communication.

Proven partnership and commitment

Through the HP/Microsoft Frontline Partnership, HP and Microsoft have been working closely for more than 25 years on joint engineering, product development, and go-to-market activities. As part of our global unified communications and collaboration initiative, the two companies endorsed one another as preferred partners.

We have integrated teams working side by side to research, develop, test, implement, and support end-to-end solutions designed to meet your business needs—to help you do more with less while leveraging new technologies.

Leadership and experience

- HP has extensive experience in implementing and integrating communications and collaboration solutions.
- HP was ranked Leader in the 2011 Communications Outsourcing & Professional Services Magic Quadrant, December 2011.
- HP has 23,000 Microsoft-trained professionals and over 16,000 Microsoft-certified professionals on staff.
- For more than 40 years, HP has managed some of the largest, most complex network transformations in the industry.
- HP has a unique position to seamlessly integrate a full range of communication capabilities into your IT infrastructure.
- HP manages the world's largest UCC deployment with more than 1.2M UC assets under management.
- Our 7,600+ highly trained network systems engineers and professionals support clients in 90 countries.

For more information

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