



Oracle Communications Unified Communications Suite Buyer's Guide

Boosting Enterprise Collaboration and Worker Productivity



Oracle Communications Unified Communications Suite helps businesses gain a competitive advantage by streamlining communications and improving customer interactions.

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Introduction

New mobile-first, cloud-first communications solutions are essential for maintaining a competitive edge in today's fast-paced information economy. Business managers are demanding more efficient and feature-rich collaboration tools to boost productivity and improve teamwork. But disjointed enterprise communications and collaboration platforms can stand in the way.

Intended for Enterprise Collaboration System Planners, this buyer's guide explains how Oracle Communications Unified Communications Suite can help your company improve employee productivity and boost business results. It reviews the fundamental features and benefits of a next-generation unified communications and collaboration solution and presents key criteria for evaluating a new platform.

You will learn how the Oracle Communications solution can help:

- Foster enterprise collaboration by extending rich communications services to on-the-go workers
- Unleash employee productivity by streamlining interactions and workflows
- Transform economics by curbing system cost and complexity
- Protect previous investments and support future initiatives by adopting standards-based solutions

Oracle Communications Unified Communications Suite Overview

KEY BENEFITS

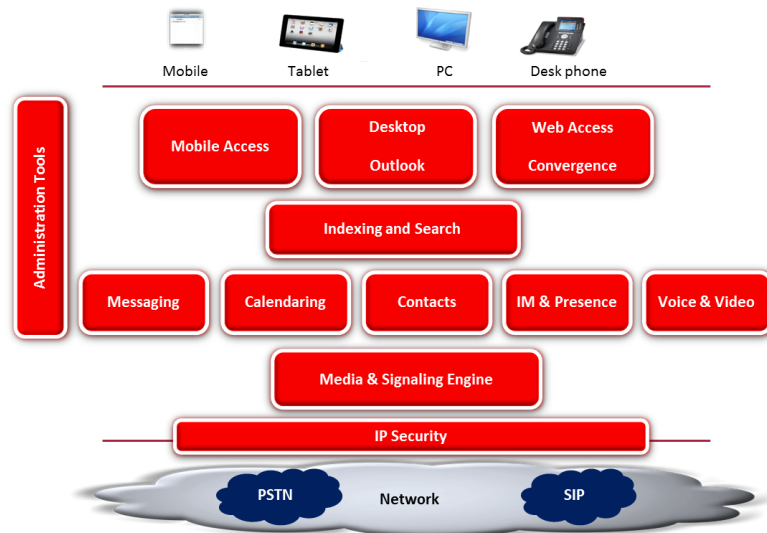
- » Increased productivity and business agility
- » Improved teamwork and collaboration
- » High availability, security, and scalability
- » Low total cost of ownership
- » Cloud-ready and mobile-optimized
- » Interoperable and future-proof

Oracle Communications Unified Communications Suite is a tightly integrated enterprise communications and collaboration solution that boosts worker productivity, eliminates IT cost and complexity, and accelerates business agility. The product suite streamlines interactions, letting employees efficiently engage colleagues and customers from any place, at any time, using any device.

The comprehensive solution delivers a complete set of presence-aware, unified communications and collaboration capabilities including:

- » Massively scalable email with integrated indexing and search
- » Extensible calendaring, task management, and contact management
- » Instant messaging and SMS texting
- » Voice and video calling, multiparty conferencing, and screen sharing¹

Cloud-ready and mobile-optimized, the Oracle Communications solution ensures highly secure, reliable, and scalable communications for the on-the-go workforce. The standards-based solution works seamlessly with existing communications networks and supports newer web-based communications protocols for ultimate flexibility and choice.



Oracle Communications Unified Communications Suite

¹ Adjunct Oracle Communications WebRTC Session Controller required for voice/video calling, multiparty conferencing, and screen sharing



65% of U.S. enterprises plan to increase their mobility spending over the next year. 74% either already offer, or plan to offer a "Choose Your Own Device" program.

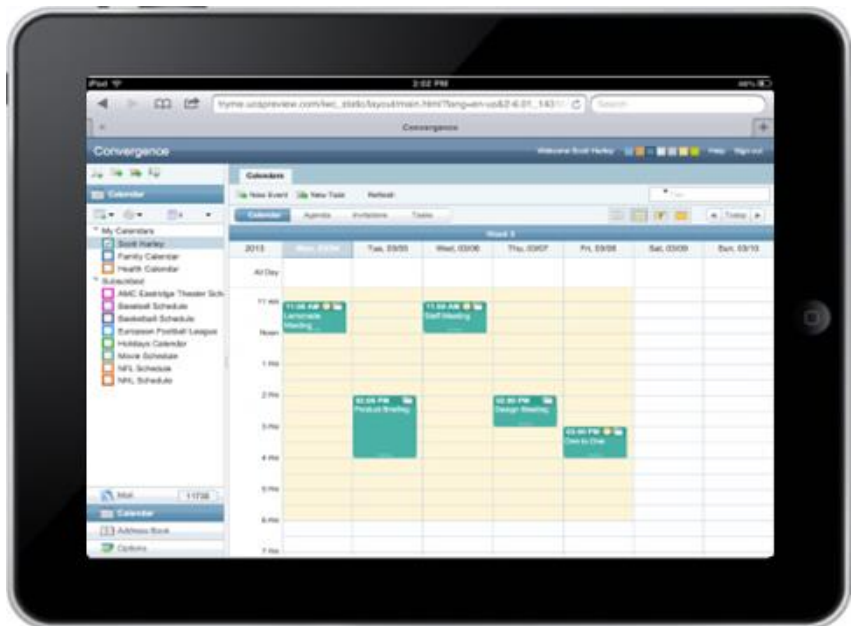
IDC 2016 MOBILE ENTERPRISE DEVICES, SECURITY, SERVICES AND SOLUTIONS SURVEY

Optimizing Communications and Collaboration for the Mobile Generation

Armed with smartphones and tablets, today's information workers can conduct business from any place at any time. To be fully productive they must efficiently interact with customers, partners, and coworkers from home, office, or the road.

With Oracle Communications Unified Communications Suite, you can fully extend rich enterprise communications and collaboration capabilities to on-the-go users and remote workers. Mobile employees, road warriors, and telecommuters enjoy convenient access to all their corporate communications services from any location, using any device—desktop, mobile, or browser.

Unlike legacy solutions with bolted-on mobility support, Oracle Communications Unified Communications Suite was designed from the ground up with mobile devices and web services in mind.



Optimized user experience for anytime, anywhere access

Boosting Employee Productivity and Business Agility

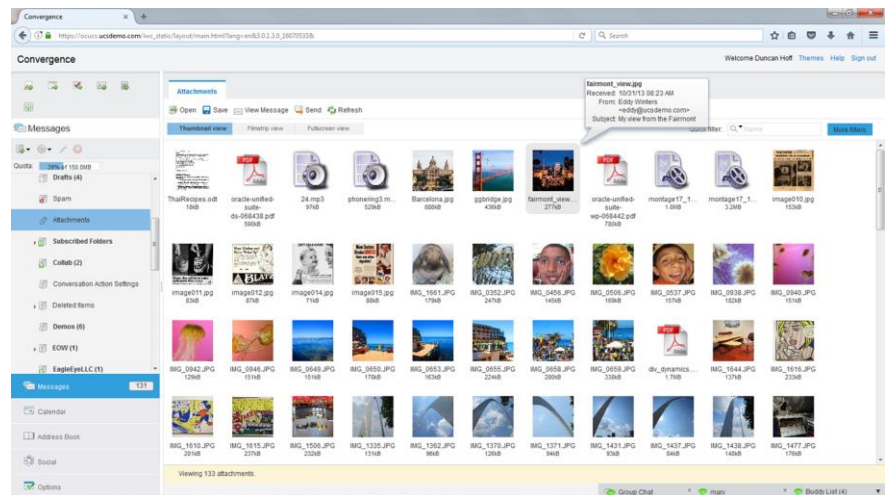
NATIONAL GOVERNMENT BOOSTS PRODUCTIVITY AND COLLABORATION WITH ORACLE COMMUNICATIONS

One of the world's largest governments uses Oracle Communications Unified Communications Suite to enable highly scalable, reliable, and cost-effective communications and collaboration for its massive workforce.

Deployed as a cloud-based service, the Oracle solution has delivered 100% uptime for over five years. The multitenant architecture securely supports many different government agencies, in a single platform. The standards-based, device-agnostic solution gives organizations and employees greater choice and flexibility.

Companies must accelerate the pace of business to maintain a competitive edge in today's 24x7 global marketplace. But fragmented communications and collaboration tools and information overload can impair worker productivity and hamper business agility. Employees squander time sorting through emails, tracking down people, setting up meetings, and managing correspondence.

Oracle Communications Unified Communications Suite streamlines communications and eliminates inefficiencies. Tightly integrated, presence-based email, calendaring, contact management, and messaging capabilities accelerate interactions, helping workers avoid wasted time chasing down colleagues and playing phone tag.



Context-enabled search

Unified multimodal communications functionality eliminates friction, boosting employee productivity. Users can seamlessly transition conversations from text, to voice, to video for deeper engagements. They can move live calls across devices for ultimate mobility and convenience. And integrated multiparty audio and video conferencing capabilities improve teamwork and collaboration.

Advanced features like highly scalable message indexing and context-enabled search help users track down information quickly and efficiently. Employees spend less time sifting through old emails and attachments, and more time working on core business issues. And with optional Oracle Outside In Technology, smartphone and tablet users can cleanly view a multitude of files including Word, Excel, PowerPoint, and PDF documents.



Accelerate the pace of innovation with a converged communications and collaboration solution that streamlines operations and reduces expenses.

Containing IT Cost and Complexity

If you are like most IT Managers, you are under constant pressure to introduce new applications and services while reducing ongoing equipment and operations expenses. But legacy communications and collaboration systems can be prohibitively expensive to maintain and extend.

Oracle Communications Unified Communications Suite provides a wide range of functionality in a single platform, with a unified administrative interface. The Oracle Communications solution reduces infrastructure cost and complexity, eliminating point products with distinct management interfaces, operating requirements, and support agreements.

The converged solution is easy and cost-effective to deploy, maintain, and scale.



Cohesive solution provides a complete set of integrated capabilities in a single platform

Protecting Investments and Futureproofing

When evaluating a next-generation platform be sure to look for a standards-based solution that works seamlessly with existing networking infrastructure while supporting future requirements. Oracle Communications Unified Communications Suite integrates with incumbent IP communications networks and the PSTN, and supports newer web-based communications protocols. With WebRTC, you can embed real-time multimedia communications capabilities directly into browser-based business processes or contact center apps to improve customer experiences, streamline workflows, and accelerate decision-making.



WebRTC brings interactive chat, voice, and video to the browser

FINANCIAL SERVICES FIRM IMPROVES COMPLIANCE WITH ORACLE COMMUNICATIONS

A leading financial services firm uses Oracle Communications Unified Communications Suite to ensure compliance with U.S. Security and Exchange Commission regulations governing customer communications.

The firm intelligently classifies and routes email messages based on business rules to ensure regulatory compliance and mitigate risks.

Ensuring Secure, Reliable and Scalable Communications

Security breaches and system downtime can impair worker productivity, disrupt business, and damage your company's reputation. Oracle Communications Unified Communications Suite exploits a resilient design that ensures high reliability. The product suite also supports a wide range of security features including policy-based authentication and access controls, strong message and session encryption, and virus and spam protection to mitigate risks. The Oracle Communications solution lets you take full advantage of the latest IP and web-based communications and collaboration capabilities without compromising reliability or integrity.

The cloud-ready platform leverages a modular, multi-tenant architecture that provides cost-effective scalability, helping you minimize upfront investments and tightly align ongoing expenses with evolving business demands.



Best of breed platforms deliver a cohesive collection of integrated communications and collaboration capabilities with enterprise-grade security, reliability, and scalability.

Next-Generation Platform Considerations

With so many options to choose from, selecting a new unified communications and collaboration system can be a daunting proposition. Look for a standards based, cloud-ready platform that offers a wide range of real-time and near-real-time communications capabilities, provides extensive productivity and time-management tools, supports a variety of devices and access methods, and delivers enterprise-class scalability, security, and reliability. Use the checklist below to evaluate potential solutions.

UNIFIED COMMUNICATIONS AND COLLABORATION SOLUTION CHECKLIST

Capability	Benefit
Messaging, calendar, task management <ul style="list-style-type: none"> • Email and instant messaging • Calendaring, task, and contact management • Indexing and search of email content and attachments • Microsoft Outlook interoperability 	<ul style="list-style-type: none"> • Improve employee productivity • Accelerate interactions • Improve time management • Streamline information flow • Increase the pace of business
Real-time communications and collaboration <ul style="list-style-type: none"> • Presence-aware communications • Voice and video calling • Multi-party audio/video conferencing • Screen sharing 	<ul style="list-style-type: none"> • Foster communications and teamwork • Improve decision making • Accelerate business agility • Eliminate telephone tag • Improve customer service and satisfaction
Extensive security features <ul style="list-style-type: none"> • Policy-based authentication and access controls • Strong message and session encryption • Virus and spam protection • Extensive privacy options • Archiving and auditing 	<ul style="list-style-type: none"> • Protect assets and intellectual property • Ensure user privacy and data confidentiality • Mitigate risk • Ensure compliance
Flexible access mechanisms <ul style="list-style-type: none"> • Web browser • Mobile devices • Desktops and laptops 	<ul style="list-style-type: none"> • Optimize user experiences • Unleash mobile productivity • Increase choice
Extensible platform <ul style="list-style-type: none"> • Standards-based • Open APIs • Modular, multi-tenant architecture • Cloud-ready 	<ul style="list-style-type: none"> • Ensure cost-effective scalability • Avoid lock-in • Streamline integration • Support future technologies



Conclusion

Mobile-optimized, cloud-ready communications solutions are critical for accelerating the pace of business and maintaining a competitive edge in today's global information economy. With Oracle Communications Unified Communications Suite, you can deliver a cohesive set of tightly integrated enterprise communications and collaboration capabilities to on-the-go workers, without sacrificing security or reliability. The standards-based, future-proof solution helps you improve employee productivity and increase business agility, while eliminating infrastructure cost and complexity.

Next Steps

To learn more about how Oracle Communications Unified Communications Suite can help your company improve enterprise collaboration and employee productivity contact [Oracle Communications](#) or sign up for a [free trial](#) today.

Additional Information

» Visit the Unified Communications Suite [webpage](#)




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Integrated Cloud Applications & Platform Services

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