



Solution Brief

Nortel Agile Communication Environment for IBM® Lotus Notes® and IBM Lotus Sametime®

Change is inevitable. The world is moving quickly and you must move with it — or run the risk of getting left behind. Business agility is key. Only businesses that have the ability to respond to customer demands quickly, make decisions faster and react rapidly to an ever-changing economy will have what it takes to succeed.

Business agility is about connecting the right people to the right information at

the right time. But how can you do this when your existing business processes are separate from the communications infrastructure that connects people and information? Enter Nortel Agile Communication Environment for IBM Lotus Notes and IBM Lotus Sametime.

Unifying communications through a multi-vendor approach

Nortel Agile Communication Environment for Lotus Notes and Lotus Sametime is a unique solution that leverages your existing underlying communications infrastructure and works ubiquitously across multiple vendors' telephony and infrastructure equipment to deliver unified communications capabilities faster and simpler. And since the solution works with your existing infrastructure, there's no need to buy new equipment; your current investment is protected.

Nortel Agile Communication Environment for Lotus Notes and Lotus Sametime incorporates communication capabilities into IBM Lotus desktop software, providing users with a single interface displaying integrated presence from multiple sources (i.e., voice, video and data), click to call, IM (instant messaging), conferencing and location.

Only Nortel has the expertise, infrastructure, partnerships and services to deliver communications-enabled applications simply, rapidly and effectively to businesses in every industry.

An open and flexible solution

Nortel Agile Communication Environment for Lotus Sametime uses SOA (service-oriented architecture) and Web Services to deliver communication capabilities for rapid creation of communication-enabled applications that can accelerate your business and organizational processes and help improve customer and supplier relationships.

Additionally, Nortel's multi-vendor approach ensures that the solution will work with a wide variety of network infrastructure equipment including PBXs and call servers (both Nortel and non-Nortel) so there's no need for you to invest in additional equipment — excellent news for your IT budget.

A flexible architecture allows for the creation of adaptors to connect to a wide range of multi-vendor infrastructure equipment.

Solution highlights

- Uses flexible SOA (service-oriented architecture) and Web Services to integrate communications capabilities into your existing business applications and processes
- Enables IBM Lotus Sametime unified communications features such as IM (instant messaging) and presence to be easily exposed and consumed by third-party equipment and applications
- Offers a single interface display on any device (e.g., desktop, laptop, mobile device, etc.)
- Works ubiquitously across multiple vendors' unified communications and telephony equipment
- Accelerates the delivery of communications-enabled applications and processes across multiple domains (i.e., enterprise, carrier, wireless and wireline)

Finally, Nortel's Agile Communication Environment is available as part of unified communications packaged solutions or as a development toolkit allowing the business to develop unique unified communications solutions.

Exposing, orchestrating and delivering advanced communications services

Through Nortel Agile Communication Environment for Lotus Notes and Lotus Sametime, your business can benefit from advanced applications and features that drive greater employee productivity, elevated levels of customer service and improved processes.

Based on open standards, the solution enables IBM Lotus unified communications capabilities such as IM and presence to be exposed and integrated into other applications and processes. Additionally, any devices that you connect to the Nortel Agile Communication Environment can access these features and orchestrate them based on key events, without the need for human intervention.

Adding context — such as presence, location and identity capabilities — enables you to deliver richer communications and more collaborative experience than was ever possible before. The result is communications-enabled applications and processes that can address a wide range of needs — with agility, efficiency and accuracy. These everyday needs can include everything from

A real-world scenario: Financial services

A significant external event, such as the rise of a key stock by 25 percent, triggers a voice notification to the bank's institutional representative. The notification has context, which means the system recognizes that the representative is not at their desk, so a call is then made to their mobile phone. The representative now needs to contact one of the brokers in the office to make a trade. They use their mobile phone to log into a personal directory, where they view the broker's presence. Noticing that the broker is on the phone, the representative sends an IM, which is delivered successfully to the broker's IBM Lotus Sametime client, even though the IM was sent from the directory application.

ensuring a supply chain runs smoothly, to keeping a customer's travel itinerary up to date, to locating a physician who can provide critical care to a patient in need.

Improved communications

By leveraging Web Services, Nortel is taking real-time network capabilities such as click to connect, IM and presence and making them available for integration with other IT applications. These capabilities ensure that you can connect with the right people, share critical information and accelerate the decision-making process.

Lower capital investment and increase ROI

Nortel Agile Communication Environment for Lotus Notes and Lotus Sametime allows you to use the equipment you already have. The solution is software-based, and no additional capital

investment is required — an ideal way to drive higher ROI.

Global services... at your service

Through Nortel's global professional services, you have access to all the Web Services expertise you need to facilitate communications-enabled applications — the foundation for greater business agility, improved CRM (customer relationship management) and higher ROI.

Conclusion

Nortel and IBM are continuing to drive real-time communication and collaboration solutions to enhance productivity and reduce costs in the enterprise. To find out more about the new Nortel Agile Communication Environment for Lotus Notes and Lotus Sametime solution, visit www.nortel.com/ibm or call 1-800-4NORTEL.

For more information, visit Nortel on the Web at www.nortel.com. For the latest Nortel news, visit www.nortel.com/news.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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