Alcatel-Lucent OmniTouch 8600

My Instant Communicator –
Simplifying enterprise communications

Enterprise communications made easy

Enterprise users have more options than ever before in how they communicate and stay connected. Voice mail, email, video mail, audio conferencing, web conferencing, short message service (SMS), instant messaging (IM), and basic fax and telephony — the sheer number of options can make managing enterprise communications a complicated undertaking. Fortunately, it doesn't have to be.

With the Alcatel-Lucent OmniTouch™ 8600 My Instant Communicator (MIC), Alcatel-Lucent simplifies enterprise communications while allowing users to take full advantage of today's rich menu of options.

Figure 1. User-centric unified communications with OmniTouch 8600 MIC

Consistent user interface

Innovative user experience

Team Worker

On-Site Roamer

Office Worker

Telephony services

Collaboration services

Executive

Mobile Professional

Adaptive to user needs

Messaging services

One number services

Complete integration

The OmniTouch 8600 My Instant Communicator is the first multimedia, multi-session unified communications product to provide an integrated user experience for all communication modes and devices. Through a single intuitive interface, it combines voice, video and data services with sophisticated media-blending capabilities.

OmniTouch 8600 My Instant Communicator integrates all the key services of a true unified communications solution including enterprise-grade telephony with single-number call routing, unified messaging, collaboration and conferencing. It allows users to manage incoming and outgoing calls as well as callbacks, voice mail, missed calls and faxes — all within a single window.

Because presence information is central to the user experience, OmniTouch 8600 My Instant Communicator aggregates multiple sources such as audio, data and video and consolidates them to the end user — directly within a contacts list or as a result of a directory lookup.

Freedom to choose

OmniTouch 8600 My Instant Communicator offers a choice of interfaces and hosting environments:

Interface options
- Alcatel-Lucent IP Touch™ phones
- Smartphones
- Workstations

Hosting environments
- IBM or Microsoft desktop clients or business applications

The perfect companion

OmniTouch 8600 My Instant Communicator is the client of choice for the Alcatel-Lucent 8400 OmniTouch Instant Communications Suite (ICS), the Alcatel-Lucent IP-based next-generation application platform. OmniTouch 8600 MIC provides users with a consistent user experience and complete control over their real-time unified communications.

Figure 2. A truly unified experience

Multimedia

Multi-session

Multi-device

Work smarter and faster – without compromise

By unifying communication services and providing access to them through a single interface on any device, OmniTouch 8600 My Instant Communicator allows end users to work as efficiently and effectively as possible, for instance by:

• Scheduling multi-party conferences intuitively, sending calendar invitations and running sessions via their interface of choice

• Managing all communications under a single identity, regardless of the device used

• Taking advantage of HD audio capabilities of the SIP softphone whether in the office or on the move

Collaborate in high definition

Desktop video software is growing faster than any other video endpoint. Cost-effective to deploy and operate — and now available in high definition (HD) formats that offer sharper, clearer images and enable more natural online interactions — video deeply enriches the user experience and helps reduce meeting fatigue.

HD video is integrated directly into OmniTouch 8600 My Instant Communicator. A single click allows users to jump from an IM session into a video-enabled triple play collaboration. Voice-activated video switching with continuous presence is always available — for peer-to-peer sessions and multi-participant video conferences. Every user has the freedom to choose his or her preferred display mode.

Figure 3. Rich multimedia collaboration made easy

Collaboration mode
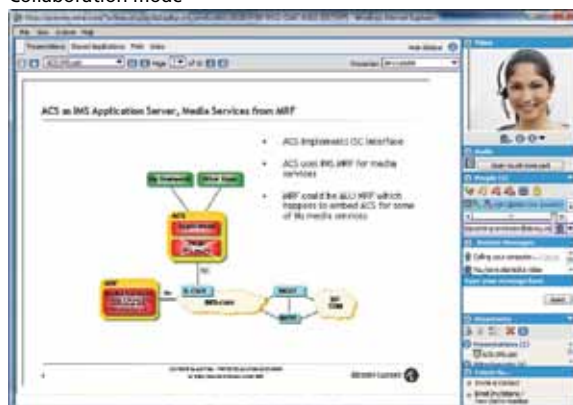
Multi-party mode

Integrated communications on the move

Imagine needing to connect with an expert immediately for support while you're in the field. What if you could search your enterprise directory, view all experts, choose one according to his or her presence information and start your session directly from your mobile phone — via whatever medium works best?

Alcatel-Lucent OmniTouch 8600 My Instant Communicator ushers in a new era of advanced unified communications over a variety of handheld mobile devices. It extends your IP telephony system to cellular coverage zones and leverages your wireless LAN infrastructure to reduce on-site/off-site mobile communication costs.

The OmniTouch 8600 My Instant Communicator delivers enterprise communication services such as visual voicemail, identity presentation, enterprise directory search, real-time presence, instant messaging and instant conferencing to a wide range of single-mode (cellular) and dual-mode (cellular / Wi-Fi) devices. It includes OmniTouch 8622 My Cellular Extension, ensuring that essential enterprise telephony, one-number, one voice mail, in-call control and other services are available when you're out of 3G or Wi-Fi coverage.
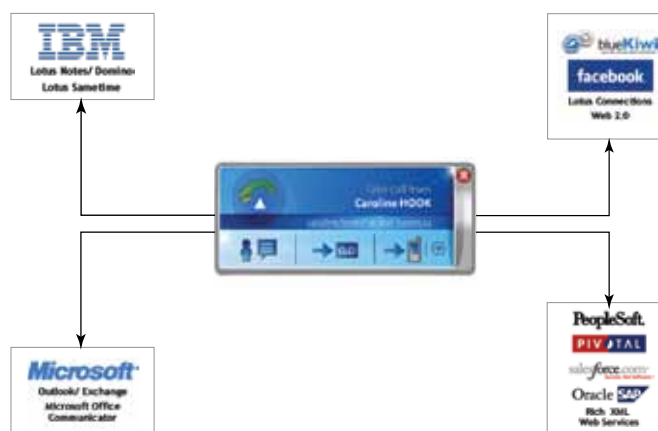
Figure 4. Mobile devices supported by OmniTouch 8600 My Instant Communicator

Integration with the applications you use

OmniTouch 8600 MIC allows for customization to your enterprise needs through integration with the desktop applications your business depends on.

Figure 5. Full-spectrum integration and interoperability

IBM

- Telephony, messaging and audio conferencing in IBM Lotus Notes and Sametime
- Instant messaging between Alcatel-Lucent IP Touch phones and Sametime clients
- Coupling with Lotus Connections and Quickr for information exchange and call/conference capabilities

Microsoft

- Telephony, messaging and audio conferencing in Microsoft Outlook and Office Communicator
- Outlook calendar presence exchange and synchronization for conference scheduling
- Borderless instant messaging and presence federation with Microsoft Office Communications Suite

Business applications

- Most OmniTouch 8600 My Instant Communicator unified communication services are available directly within business applications via Alcatel-Lucent 8410 Web Services
- Custom implementations can be performed by Alcatel-Lucent Professional Services, an Alcatel-Lucent Business Partner or your own IT department

Figure 6. Web 2.0 integration example

Delivering the right tools to the right employees

To help you meet the diverse needs of different groups within your workforce, you can tailor the capabilities of the OmniTouch 8600 MIC according to five key user profiles. These carefully constructed profiles address distinct user needs for telephony services, mobility, collaboration, unified communications and device selection — allowing you to meet your employees' evolving needs with exactly the tools required to increase efficiency and productivity. As well, you enjoy the benefit of adapting your communications solutions categorically rather than on a painstaking department-by-department or user-by-user basis.

Your expert communications partner

Alcatel-Lucent is a global provider of enterprise communication solutions. As a proven telecom partner, we bring our extensive experience delivering multivendor, multitechnology solutions to enterprises in more than 130 countries. Learn more about our offerings and services online at www.alcatel-lucent.com.

A world of partnerships

Our global network of Business Partners — accredited through our demanding Business Partner Program — is ready to help you install, fine-tune and maintain OmniTouch 8600 My Instant Communicator, and provide the training required by you to make the most of your new application.

Expert in their fields, our partners listen to your needs and define customized solutions for your organization. They work with you to ensure your Alcatel-Lucent solution evolves with your business as it grows, always maintaining peak performance.

We also maintain strategic alliances with systems integrators, hardware vendors and independent software vendors around the world, all of whom are also ready to support your implementation. Get the full details at our Application Partner website: http://www.applicationpartner.alcatel-lucent.com.

Supporting you every step of the way

Alcatel-Lucent and its network of partners provides the services and support you need to ensure your unified communications solution starts successful and remains successful throughout its entire lifecycle — from audit and design through integration and deployment to maintenance and operations. Specifically, our highly skilled professionals provide:

- Lifecycle services to prevent transition losses, keep your communications running, and reduce operation and maintenance costs
- Software support with 24/7 hotline availability and unlimited software updates
- Out-of-the-box solutions to minimize installation and integration costs
- Outsourcing services centered on a single point of contact, complete with a welcome desk, service desk, helpdesk and a network operations center available 24/7, 365 days a year

INDUSTRY RECOGNITION

"Alcatel-Lucent continues to enhance My Instant Communicator, which is one of the more impressive UC clients on the market."

BLAIR PLEASANT, COMMFUSION, NOVEMBER 25, 2008

Positioned in the Leaders quadrant in the following Gartner Magic Quadrant reports:

- "Magic Quadrant for Unified Communications, 2008" by Bern Elliot, 12 August 2008*

- "Magic Quadrant for Corporate Telephony, 2008" by Steve Blood, Geoff Johnson, Jay Lassman, Rich Costello, August 2008

- "Magic Quadrant for Contact Center Infrastructure, 2008" by Drew Kraus, Steve Blood, Geoff Johnson, 18 November 2008

* Magic Quadrant Disclaimer: These Magic Quadrants are copyrighted 2008 by Gartner, Inc. and are reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Unified Communications

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