

# Hosted Microsoft® Office Communications Server (OCS)

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In today's global markets, organizations must react swiftly and respond effectively to opportunities and challenges. Yet many companies today are held back by their reliance on yesterday's communications technologies. Their workers still engage in phone and e-mail tag, resulting in lost productivity and delayed decision-making. They incur travel expenses and costly long-distance charges to communicate with colleagues physically separated by location or time zone, driving up operations budgets.

Hosted Microsoft Office Communications Server (OCS) helps organizations solve these challenges. It goes beyond simple Instant Messaging; it's a new way of communicating and collaborating.

Hosted OCS provides your organization with real-time communications capabilities including feature rich secure Instant Messaging and "presence" awareness. Presence enables users to see at a glance if someone is available online to collaborate.

- Reduces Costs
- Increases Productivity
- Improves Business Outcomes

## Reduces Cost

- **Reduce Travel and Training Costs** with Web conferencing that connect participants with meetings or "events" where they do not need to be physically present. Pre-sales work, internal meetings, training and staff performance reviews require less travel.
- **Lower Real-Estate and Facility Costs** using collaborative technologies. Organizations can expand operations and geographic reach without the costs of additional office infrastructure.
- **Reduce Conferencing Charges** by sharing your desktop easily.
- **Save Time** as presence awareness results in better directed emails, fewer telephone calls because callers can see the availability of intended recipients and recipients can determine rules for how they wish to be reached.

## Increases Productivity

- **Improve User and Team Productivity** by making it easier to contact colleagues for information, check for messages, and work securely while out of the office.
- **Faster Project Completion** through improved communication within project teams.
- **Attract and Retain Top Workforce Talent** by supporting a flexible working environment and providing leading-edge workplace tools for an enhanced working experience.

## Improve Business Outcomes

- **Shorten Sales Cycle Times** through collaboration on sales presentations and speedy responses to customer questions. Presence awareness allows salespeople to find the subject matter experts they need to answer questions quickly and easily, which can reduce time spent on proposals and responding to customer questions. These advantages can increase the number of proposals delivered and won.
- **Faster Resolution of Customer Issues** by enhanced communication between customer service and subject matter experts through presence awareness, call forwarding, and other tools, means customer issues can be resolved quickly. Team to communicate — and give you the benefit of tracking discussions and key decisions that may occur through email.

*Hosted Microsoft OCS is environment friendly. Reducing travel and lowering facility requirements, saves resources and helps minimize your carbon footprint.*

**For More Information**

**Please Call**

**703.621.3900**

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# Hosted OCS Feature Summary



**Hosted Microsoft Office Communications Server is a feature rich communication and collaboration platform. Features include:**

- Secure Instant Messaging over the Internet or a corporate network, with IM text encrypted
- Integration with Microsoft Office Outlook®, Microsoft Office Excel® and Microsoft Office Word for presence awareness
- Ability to display and detect presence availability of other users on the network
- Desktop sharing within Instant Messaging conversations for effective collaboration and eliminating the need for expensive web meetings
- Rich content support within messages
- Mobile IM and presence with BlackBerry® and Windows Mobile 6.0
- Presence integration with SharePoint sites
- Remote access to the service over the Internet
- Increased network security with the Intelligent Instant Message Filter program
- Sign-in application installed on users' computers to provide a single sign-in point
- Ability to "block" users
- Customizable notes and status
- Peer-to-peer file transfers
- PC and MAC compatible
- Customized pre-populated groups
- Chat archive integrated to Outlook
- Peer-to-peer audio and video
- Missed conversation notification

## About Ciracom

Ciracom is a women-owned 8(a) and small disadvantaged business that provides complete and customized IT solutions. Our clients include the federal government, for-profit and not-for-profit corporations that benefit from the highest level of professional services in the areas of security, network engineering and project management and managed services through our trusted partners. Founded in 1999, Ciracom's mission is to deliver consistent, high-level service and the most effective technology solutions in an environment that promotes integrity, honesty and trust.

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