

Office Communications Online

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Instant messaging and presence awareness have become valuable tools to overall business productivity, and are an important part of team communication. That's why delivering a highly available and security-enhanced alternative to public instant messaging tools has become critical to many businesses.

Microsoft® Office Communications Online Dedicated allows you to take advantage of industry-leading instant messaging, presence, voice, and collaboration capabilities without managing your own infrastructure, server hardware, or facilities—and without hiring support staff. Microsoft provides more security provisions than public instant messaging tools for sharing intellectual property and working within teams that are increasingly dispersed around the world.

The Office Communications Online solution provides a unified communications capability that helps people be more productive by enabling them to communicate easily with others in different locations or time zones using a range of different communication options, including text-based instant messaging, voice, and video. Integration with programs across the Microsoft Office Outlook® messaging and collaboration client and Office SharePoint® Server gives information workers many ways to communicate with each other via a consistent and simple user experience.

How It Works

Your enterprise can get set up and working quickly on the Office Communications Online solution. Microsoft data centers, located worldwide, are at the heart of the solution. Each data center houses a highly available network of equipment that hosts your communication services. The servers that are needed to support your organization are dedicated to your company only, and your data is always kept separate from other organizations.

Appropriate information from your existing identity management systems is continuously synchronized to the identity management systems in the Microsoft data centers, allowing your users to seamlessly access instant messaging services from anywhere in the world—both from inside your corporate network and securely over the Internet.

Standard Features

Microsoft offers comprehensive instant messaging and presence services with a simple per-user fee. Major capabilities include:

- Instant messaging (IM) with text-based chat, file transfer, and one-to-one (1:1) audio and video communication using the Microsoft instant messaging and presence desktop client, Web client, or mobile devices.
- Intelligent Instant Message Filter helps protect both the customer network and the Microsoft managed network against common forms of viruses and spam.
- Presence awareness enables users to detect other users' availability and determine when they are available to communicate. Included is presence information that is integrated with Microsoft Office applications, such as Office Outlook.
- Service level agreements at the service level, not just the server level, covering Office Communications Online—with 99.9-percent service availability offered.
- Directory synchronization from your Active Directory® service, which provides single sign-on capability.
- Dedicated servers and networks that increase your logical and physical security.

Optional Features

- **IM federation.** Allows two separate instant messaging and presence installations to interconnect and communicate with each other.
- **Public IM connectivity.** Provides connectivity with users from the MSN® Messenger, Windows Live™ Messenger, America Online (AOL), and Yahoo! public instant messaging services.
- **Content archiving.** Captures and retains text instant message content for all users.

Enterprise Features

- **Online Voice.** Enables computer-based public switched telephone network (PSTN) voice services and voicemail.
- **Ad hoc collaboration.** Users can initiate multiparty audio and video conversations and desktop sharing sessions to easily enable group collaboration.



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Standard Features	One-to-one (1:1) instant messaging—or multiparty IM with three or more users (50 maximum).
	Presence awareness—configurable for Office Outlook calendar for Microsoft Exchange Server users.
	Intelligent Instant Message Filter (IIMF) helps protect the customer network and the Microsoft managed network against common viruses and spam.
	1:1 audio/video capability (requires supported headsets and devices).
	1:1 file transfer capability, so users can transfer files as part of an IM conversation.
	Distribution lists built from contact lists allows instant messages to be sent to groups.
	Users can connect to the service through a remote access service (RAS) or virtual private connection (VPN)—no connection to the organization's network is required.
Optional Features	Provisioning on a per-account basis—the customer controls precisely which user accounts are entitled to access and use the service.
	Public IM connectivity (PIC) with Windows Live Messenger, MSN Messenger, AOL, and Yahoo! IM systems.
	Content archiving captures and retains text instant message content for all users.
Enterprise Features	Instant messaging federation enables separate Office Communications Server installations to communicate with each other
	Online Voice enables inbound/outbound PSTN calling and Exchange Unified Messaging for voicemail. Deployment of Exchange Online Dedicated is required for Online Voice.
Standard Parameters	Ad hoc collaboration with multiparty audio/video conversations and desktop sharing.
	Maximum of 250 contacts per user.
Client Support	Maximum of one (1) Session Initiation Protocol (SIP) domain; multiple Simple Mail Transfer Protocol (SMTP) domains may be associated with the single SIP domain.
	<i>Desktop</i> —Office Communicator 2007 R2 provides easy access to rich presence, IM, and other real-time communications capabilities for desktop users.
	<i>Web</i> —Office Communicator Web Access delivers IM and rich presence functionality, requiring only a Web browser and Internet connectivity.
Presence Integration	<i>Mobile</i> —Office Communicator Mobile 2007 R2 provides IM and presence capability to users with Windows Mobile® devices. Also available for select Java-based clients.
	Presence indicators appear for Office Outlook and SharePoint users with the desktop Office Communicator client installed.
Service Level Agreements	99.9-percent availability of the service, as measured at the Microsoft data center.
	Usage metrics reported monthly.



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