

UC Interoperability – How Real, How Much?

Tuesday, March 27, 2:30 PM–3:30 PM

Location: Osceola A

Session Participants

- **Presenters:**

- Russell Bennett, Principal, UC Insights
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- Don Van Doren, Principal, UniComm Consulting
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- **Panelists:**

- Allan Mendelsohn, Director, UC Marketing, Avaya
- Stuart Monks, Group VP of Technology and Architecture, Polycom Inc.
- Himanshu Desai, Director, Collaboration Practice, Cisco
- B.J. Haberkorn, Lync Group Product Manager, Microsoft
- Todd Landry, Sr. Vice President, NEC Corporation of America

Intra-domain:

- Migration strategy:
 - UC to PBX
 - UC to UC
- Long-term co-existence:
 - UC to UC
 - UC to PBX
 - UC to Video Conference
 - UC to Call Center
 - UC to Mobile

Inter-domain:

- UC to PSTN
 - SIP:PSTN gateways
 - SIP Trunking (out of scope*)
- Federation: (out of scope*)
 - B2B
 - B2Cloud
 - aka B2b
 - Cloud2Cloud
 - B2ConsumerCloud
 - Cloud2Consumer

* See separate sessions on these topics

- Legacy Voice / UC migration or coexistence
- Legacy Video Conference Suites / UC coexistence
- Mobile Networks / UC coexistence
- UC integration with Business Applications
 - aka CEBP
- Call Center / UC integration

- UC is only *UNIFIED* when it is built on a set of uniform platform services:
 - Authentication
 - Administration
 - Management, Compliance and Reporting
 - Presence & Routing
 - Storage
 - Centralization and Resilience
- Acid tests:
 - Users: seamless modality switching
 - Administrators: seamless re-routing

2011 Market Status

From	To	Market Status
New UC System	Installed PBX	Gateways or T1 QSIG
UC Endpoints – same system	UC Endpoints – same system	No issue: vendor protocol
UC Client Communications	Std. Office/Business Apps.	Growing list of “plug-ins”
New UC System – Ent A	New UC System – Ent B	Federation; Published Clients
New UC Audio Conferencing	PSTN or Installed PBX	Gateways or T1 QSIG
New UC Video Conferencing	Installed H.323 Video	Managed by MCU
UC Video Desktop Clients	Video Conferencing Rooms	MCU, if supports client protocol
Headsets, speakerphones, etc.	Desktop PC/Mobile device	USB or Bluetooth
IM/Presence – Ent A/Syst. A	IM/Presence – Ent B/Syst. B.	Two standards or APIs
IM/Presence – Ent A	IM/Presence – Public	Two standards or Prop. Protocol
Mobile Device UC Applications	UC Systems	Web; WAP; 3 rd Party; Custom
CEBP: Comm-enabled Bus Proc	Other Platforms	CTI (legacy); SOAP, WSDL (new)

Difficulty (based on requirements): **Easy** to **Moderate** to **Caution** to **Challenging**

Key Questions

- Will UC customers deploy a single vendor solution, or will multi-vendor UC be the norm?
- Is a multi-vendor UC infrastructure an optimal, or a sub-optimal solution?
- Does inter-vendor interoperability increase or reduce costs in the long term?
- How realistic a proposition is UC/CEBP integration?
- What are the top 3 areas of non-interoperability that must be addressed?
- Have interoperability consortia (e.g. SIP Forum, UCIF) made an impact to-date; and what are the prospects for the future?