

Office Communications Server - Service Description

Microsoft Office Communications Server from Cobweb is a hosted business collaboration tool designed to improve communication and connect people at the touch of a button..

1. Introduction

Microsoft Office Communications Server 2007 R2 (OCS) from Cobweb enables teams and colleagues to communicate together via a presence awareness instant messaging service. The instant messaging service enables individuals to connect easily and effortlessly with other people from different locations and time zones all at the touch of a button.

The service provides immediate rich presence awareness, peer-to-peer call capabilities and enterprise class instant messaging, which can connect and collaborate from any location with internet connectivity.

The service, which is purchased alongside Microsoft Exchange is closely integrated with Microsoft Office systems and links seamlessly with the applications you use on a daily basis – Word, Excel, Outlook, SharePoint and Dynamics CRM.

2. Business Benefits

Microsoft Office Communications Server simplifies and streamlines your business communications by putting existing applications such as instant messaging, presence awareness and peer-to-peer calls at the touch of a button.

Find the right people, when you need them:

- Simplify communications with immediate presence awareness
- Let colleagues know how to contact you
- Manage your directory of contacts easily
- Convenient access through multiple devices – desktop pc, mobile devices, internet cafes etc.

Communicate with greater flexibility from a single interface:

- Choose the communications method that meets your needs
- Increase productivity with intuitive device integration and support.

Streamline communications from the applications which you use daily:

- Quickly and easily communicate from Microsoft Office applications
- Improve productivity through the use of familiar windows tools and features
- Maintain a log of your conversation history for audit purposes (within Microsoft Outlook only, which is not searchable by Admin. Local copy only).

3. Office Communications Server Support

3.1 Administrator Support

- The service is supported 24*7 via Email and Online Support Form for all severities and in addition by telephone for Severity 1 incidents
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24*7
- Severity 2, 3 and 4 incidents will be progressed during core hours of business
- Access to Administrator Support is for two named Company Administrators per customer account.

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3.2 User Support (Chargeable)

User support is an additional service which comprises of the following:

- 24*7 telephone support for Severity 1 and 2 incidents
- Telephone, Email and Online Support Form for all named users for the Client (Microsoft Office Communicator) and connectivity issues during Extended Hours.

3.3 Support Hours

- Core Hours: 08:00 hrs to 18:00 hrs GMT time zone, excluding weekends and UK Public Holidays
- Extended Hours: 08:00 hrs to 20:00 hrs GMT time zone, excluding weekends and UK Public Holidays.

4. Security

The delivery of the Cobweb Microsoft OCS service is controlled by our ISO27001 Information Security Management policies and procedures.

- The multi-tenanted security features of the Active Directory within Microsoft Windows Server and Office Communications Server ensures that OCS access is secured with permissions and groups for their organisation only
- The network security at the data centre is fronted by multiple resilient firewalls. Security procedures involve advanced monitoring of network traffic, router loading and application behaviour
- Our state-of-the-art Tier 4 data centres are managed on a 24*7 basis by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance
- Customer definable strong password policies can be configured within the web-based "Control Panel"
- All Client Access is secured with 128 bit SSL encryption.

5. Contract Term

- The Microsoft Office Communications Service has a minimum contract term of 1 month from the date the service is first activated
- The service is offered on a choice of 1, 12 and 36 month contracts
- Customers are required to give 1 months' notice of termination.

6. OCS Administration

OCS administration is provided through the web-based "Control Panel" Self Care Administration Portal. Functionality available to Customer Administrators through the Control Panel includes:

Users

- Easy download available of the Communicator Client.
- Users can download a configuration script for setting up the client to work with the Hosted service.

Administrators

- Add new and edit existing users
- Disable user accounts.

Cobweb will provide you with a client version of the Office Communicator 2007 Client software to download. You will need voice capabilities for peer-to-peer calls (sound card and in built microphone). Check with your system administrator to ensure that your connectivity, router and relevant firewalls can support Microsoft Office Communications Server. For web access we would recommend Internet Explorer 7.0 or above.

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Microsoft Office Communications Server Solution Features	Included
Rich Presence and Contact Management	
Automatic presence status	√
Rich presence status and custom messages	√
Location display	√
'Do not disturb' status (set a do not disturb status that blocks incoming messages except from designated users)	√
Different access levels for different groups in contacts	√
Recent group contacts with last 10 contacts	√
Contact list features including grouping, search, drag and drop & customized lists	√
Contact card information including an action menu	√
Microsoft Office Application Integration	
Integrated presence with Microsoft Office applications	√
Reply to email with instant message or peer to peer call	√
Automatically adds a subject line to communication from within Microsoft Office Outlook 2007	√
OneNote 2007 integration	√
Rich text formatting in instant messenger	√
Ability to store conversation history and call logs in Microsoft Office Outlook 2007 folder	√
Enhanced invitation alerts	√
Communication for Mobile Workforce	
Access without requiring a secure VPN connection	√
Multiple modes & devices – Communicator on PC, Communicator Web Access through web browser, Communicator Mobile on mobile phones	√
Access the same contact list.	√