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Microsoft Office Communications Online

Instant messaging and presence awareness have become valuable tools to overall business productivity, and are an important part of team communication. Delivering a highly available and secure alternative to public instant messaging tools has become critical to many businesses. Regulatory requirements and internal auditing are driving the need for increased security around employee communication. Allowing users to collaborate across corporate applications using presence awareness increases productivity by facilitating rapid connections between people.

Microsoft® Office Communications Online allows you to take advantage of industry-leading instant messaging capabilities without managing your own infrastructure, server hardware, facilities, or hiring support staff. Microsoft provides a more secure environment, 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 system—including Word, Excel®, PowerPoint®, OneNote®, Groove™, and SharePoint® Server—gives information workers many different ways to communicate with each other via a consistent and simple user experience.

How It Works

Your enterprise can get up and running 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 needed to support your organization are dedicated to your company only, as 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.





Microsoft® Office Communications Online

Core Office Communications Online Service

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

- Instant messaging with text based chat, file transfer, and 1:1 or peer-to-peer audio and video communication among users in your organization using the Microsoft instant messaging and presence client on desktop and laptop computers or Microsoft Windows Mobile® devices.
- Secure instant messaging by deploying the Intelligent Instant Message Filter (IIMF) program as a standard feature. IIMF ensures that both the customer network and the Microsoft Managed Services (MMS) network are protected against the spread of the most common forms of virus and spam.
- Presence awareness, enabling users to detect another user's availability on the network to determine when a user is available to communicate. Included is presence information integrated with Microsoft Office applications, such as Microsoft Outlook® for other users' calendars.
- Access to instant messaging via your intranet and the Internet. Service Level Agreements at the service, not just server level, covering Office Communications Online. 99.9% service availability is offered.
- Dedicated hosting in Microsoft data centers.
- Directory synchronization from your Microsoft Active Directory® providing single sign-on capability.
- Dedicated servers and networks providing you with logical and physical security.

- Service evolution that includes upgrades to new Office Communications Online release versions at no additional charge.
- Service continuity management service that provides full instant messaging and presence capability in an alternate and geographically diverse data center within 24 hours.
- Federation with Microsoft includes a dedicated trusted connection between the customer and Microsoft.

Optional Services

- Federation to allow two or more disparate instant messaging and presence installations to interconnect and communicate with each other.
- Public IM Connectivity (PIC) providing connectivity with users from the Microsoft Network (MSN), American Online (AOL), and Yahoo public instant messaging services.
- Content archiving to capture and retain text instant message content for all users.
- Web access to extend the reach of instant messaging and presence to a broader base of users. Web access delivers instant messaging and presence functionality requiring only a Web browser and Internet connectivity.

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