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# Mobile Unified Communications

## *Mobile Workforce Communications Choices for CXOs and Managers*

April 2008

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## Executive Summary

Every CXO and line manager with profit and loss responsibility faces the challenge of balancing an organization's mobility needs with its mobility expenses. Couple this challenge with the need to integrate mobile capabilities with emerging unified communications solutions, and the task becomes daunting indeed. This report provides organizations with a powerful tool for helping them shape a coherent unified communications strategy that unifies disparate voice systems with desktop unified communications clients and with mobile handsets.

Mobility is becoming a major issue at many organizations. Companies pay for mobility because it enhances employee performance. However, with so many mobile employees, some companies are reporting that as much as 1/3 of their total communications spend is for mobility. Furthermore, because so many employees are mobile, a high percentage of calls, sometimes as high as 60% - 70%, go to voicemail, and as many as 50% - 70% of mobile phone minutes used are used within the halls and walls of the company where fixed line or Wi-Fi communications are possible. Clearly, these are significant inefficiencies, and organizations want and need to do better.

Wainhouse Research has prepared this report to provide decision makers and technology strategy planners with an unambiguous resource that describes specific solutions aimed at integrating mobile workers and their devices within a larger unified communications strategy. In this report, we describe 28 mobile unified communications solutions including those from major PBX manufacturers, mobile operators, wireless networking providers, software providers, and new companies offering PBX adjunct devices or carrier cloud infrastructure designed to unify mobile communications with solutions already emerging for unifying desktop and telephony communications. We describe the value proposition behind each vendor's solution and show in detail how these solutions work. We outline how the solution provides key capabilities including single number reach, a single voice mailbox, corporate directory access, transition between mobile devices and fixed line or Wi-Fi capabilities, integration with the desktop and PBX, and other useful information.

The universe of mobile unified communications providers is large, and we have not been able to cover every solution. We detail fixed-mobile convergence and unified communications solutions, as far as they exist, for the following providers:

PBX Vendors	Carriers	Wireless Network Providers	PBX Adjunct Providers	Mobile Operator Adjunct Providers	Others
Aastra/Ericsson	AT&T	Aruba Networks	Agito Networks	CounterPath	Nokia
Alcatel-Lucent	BT	Meru Networks	Aruba Networks	Kineto Wireless	Microsoft
Avaya	Orange		CounterPath	NewStep Networks	IBM
Cisco	Sprint		DiVitas	Personeta	DME
NEC	T-Mobile		Motorola	RIM	
Nortel	Verizon		RIM	Tango Networks	
ShoreTel					
Siemens					

Table 1: The 28 mobile unified communications providers covered in this report.

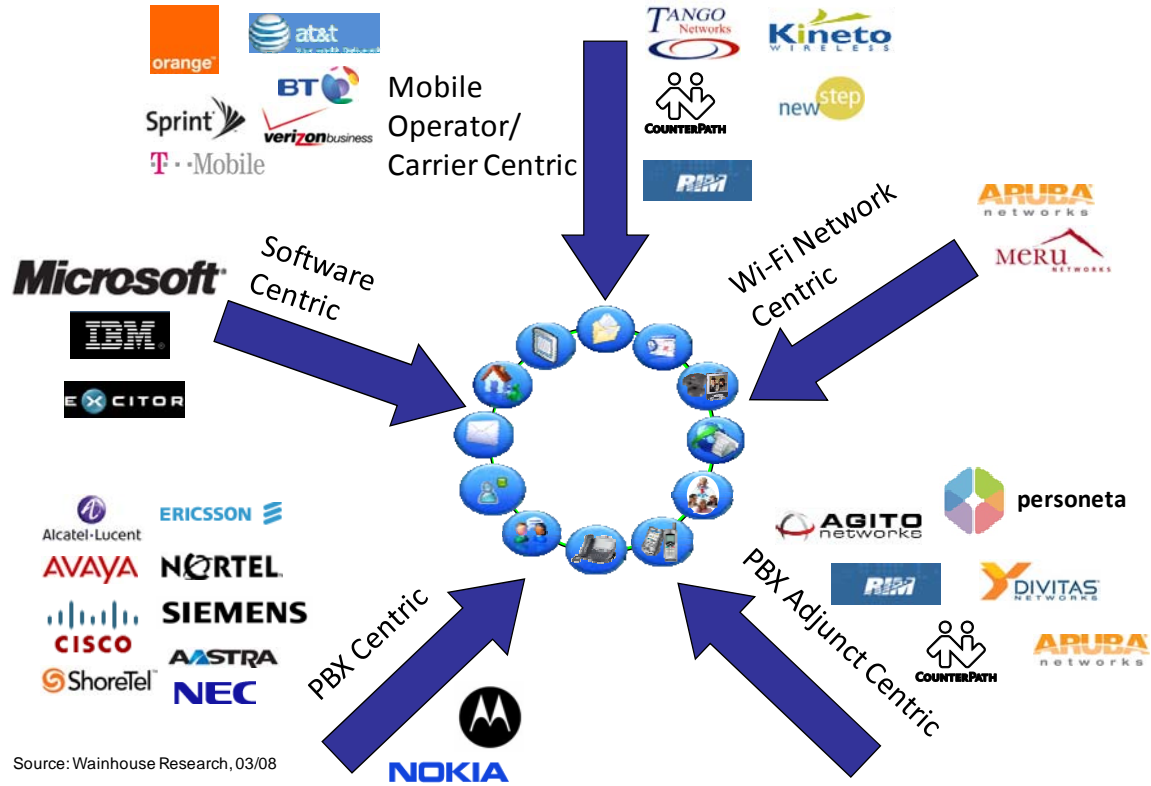


Figure 1: Vendor approaches to mobile unified communications.

216 pages, 101 figures, 11 tables