



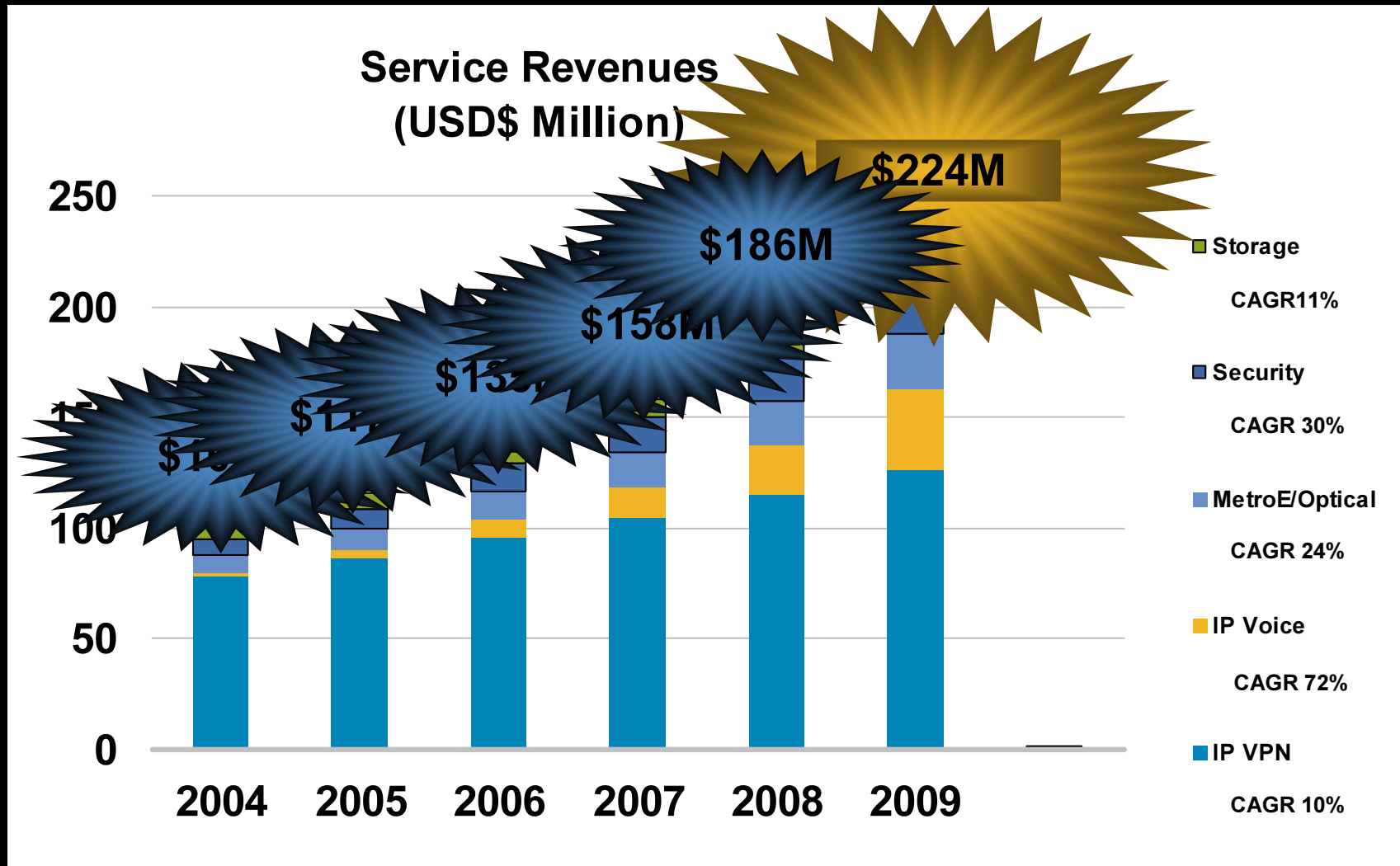
My managed IT



Harald Dölz,
**Business Development Manager for Managed Unified
Communications**

Austria

Managed Services Growth



Managed IP voice – strongest CAGR facts and trends

- Managed CPE

 - Wide variety of handset vendors used for hosted services (IP-Centrex)

 - Cisco is strong for premise-based managed IP PBX

- Customer Requirements

 - Mobility - wireless access support, integration with mobile services

 - Cisco Unified Mobile Communicator and Windows Mobile

- Emerging IP voice services – SIP Trunking

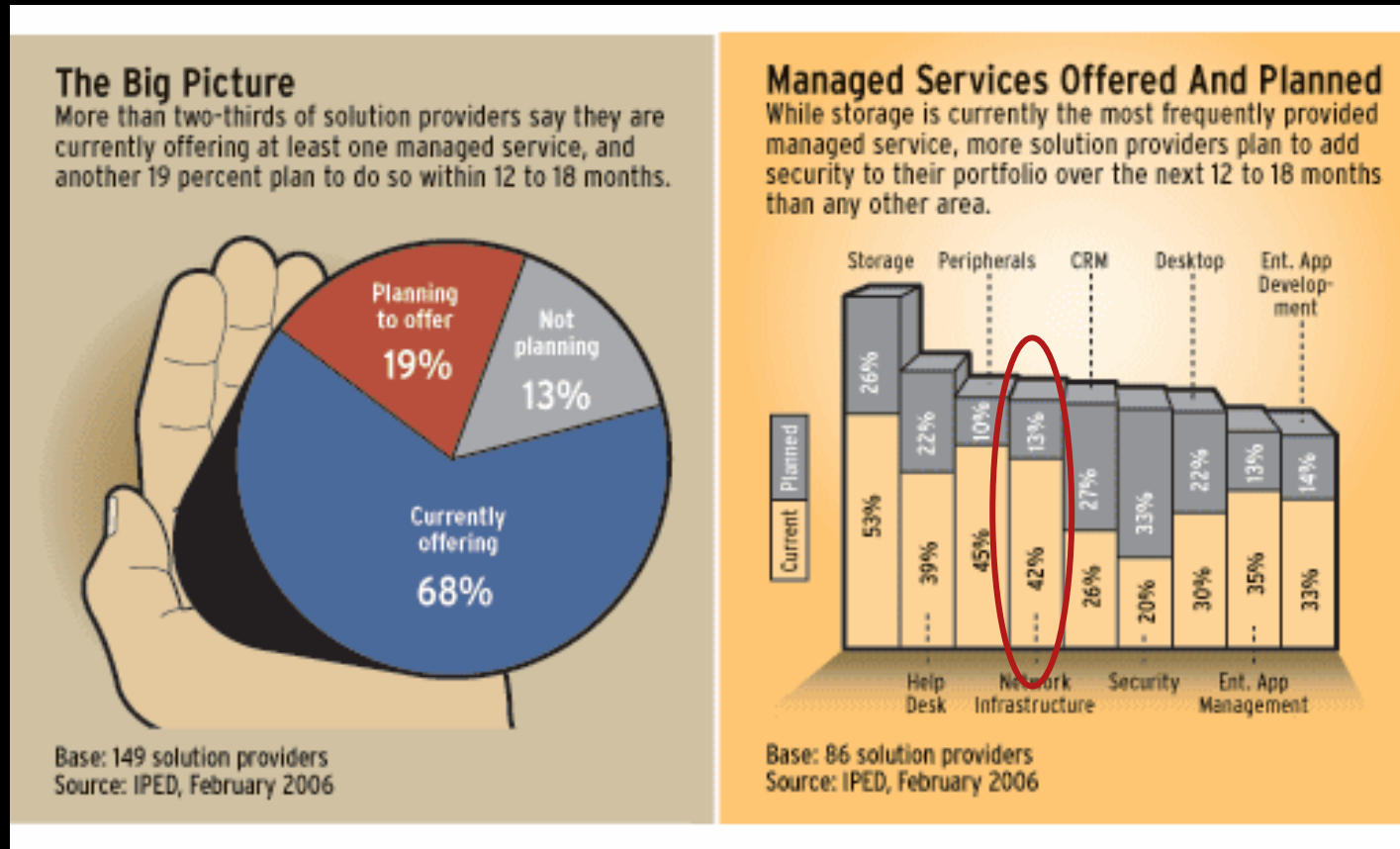
 - Offered with a managed VoIP gateway for legacy PBX users

 - Offered with a managed CPE (NAT/ALG) or IP2IPGW for IP PBX

 - Cisco SIP Trunking enterprise solution ready; Cisco SP SIP Trunking solution (end-to-end) will be ready in Q1FY08.

Source: Ovum, 2006

Managed Services is a reality



- 68% of solution providers are currently providing managed services and 19% plan to do so within the next 12 to 18 months

Why want SMB now managed services?

iQ Magazin 3Q 2006

- Controlling costs – predictable, affordable monthly costs
- SLAs are negotiable
- Difficulties in finding enough good IT people (salary)
- Ongoing 24/7 management of network services
- Enhanced productivity – focus on own business
- Rapid access to new technology
- Offers very easy the flexible to add new sites and services, as well as the easiness to add new users to a managed voice service
- Web-based management tools offered by the provider give you visibility into the customers network management

Cisco: FY08 – Managed Services

SP managed services

- Managed Router Service
- Managed VPN – MPLS-VPN and IPSec VPN; SSL VPN; L2 VPN
- Managed Security – Firewall, IDS, IPS, DDoS protection
- Managed LAN Switching
- Managed Metro Ethernet Services
- Managed Voice / Unified Communication
- Application aware VPN services
- Managed Mobile and Wireless LAN Services
- Managed Data Center (WAAS & WAFS)

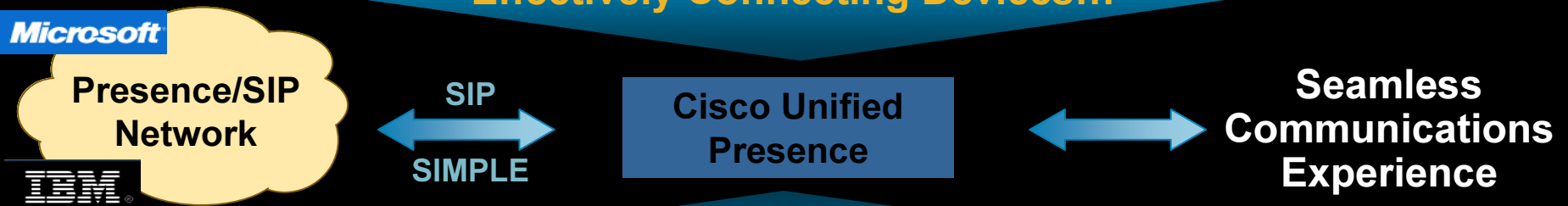
Managed services, which grant SLAs or services as network Monitoring are not considered, only user services

Connecting Users With Applications

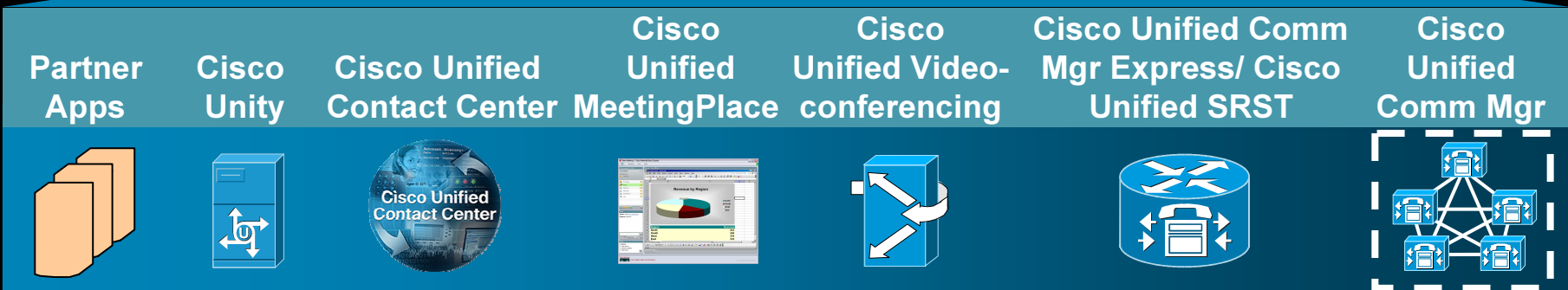
Eliminating Human Middleware



Effectively Connecting Devices...

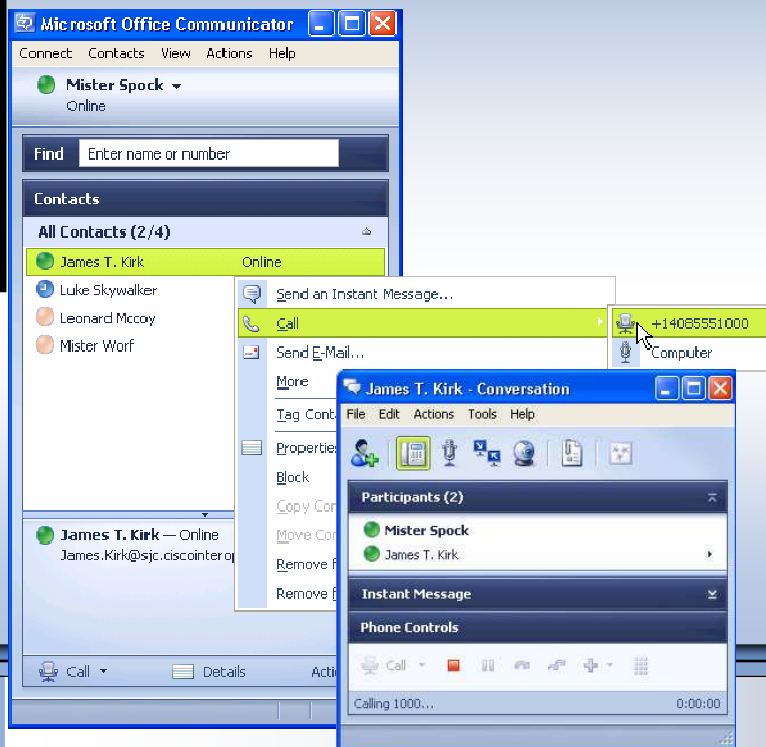


...to Intelligent Services in the Network...



Live Communications Server 2005 With Cisco IP Telephony

MOC/LCS Features with integration to CUPS/Cisco Unified Communications Manager



MOC/LCS Features with integration to CUPS/Cisco Unified Communications Mgr

- Presence information for Cisco IP phones
- Conferencing via the Unified Communication Manager conference bridge.
- Click-to call dialing /Remote call control of IP phone
- Redirection of calls to mobile and other desk IP phones.
- Use of Office Communicator to accept incoming calls to desk phone

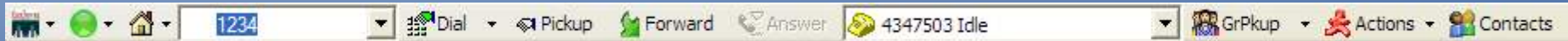
Microsoft Solution Components

- Microsoft Live Communications Server or later

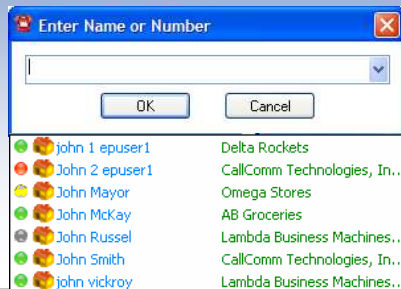
Cisco Solution Components

- Cisco Unified Communications Manager 5.0 or greater
- Cisco Unified Presence Server

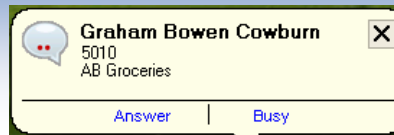
Cisco Unified CallConnector for Microsoft Office - Personal Productivity Enhancement



QuickSearch to Find Status/or Click to Dial



Inbound Screen-Pop



Directory/Status of Users

Display Name	Comp...	Work	Cell
Adrienne Norbury	Cisco Systems	3013	555-67
Angela Gerber	Cisco Systems	3036	555-09
Amanda Scarfie	Cisco Systems	3027	555-49
Allison Whiffey	Cisco Systems	2030	555-25
Alizon Causton	Cisco Systems	2042	555-48
Alex Hartill	Cisco Syste		
Davis Beckk	Cisco Syste		
David Warner	Cisco Syste		
Danny Maar	Cisco Syste		
Cindy Lopez	Cisco Syste		
Ann McDonald	Cisco Syste		
John Russel	Cisco Syste		
John McKay	Cisco Syste		
Emma Cameron	Cisco Syste		
Elaine Senz	Cisco Syste		
Dawn Russell	Cisco Syste		
Keith Whitehead	Cisco Syste		
Keith Lewis	Cisco Syste		
Keith Buxton	Cisco Syste		
Kathryn Ford	Cisco Syste		
Karen George	Cisco Syste		
Sarah Thompson	Cisco Syste		
Peter Applebee	Cisco Syste		
Peter Allsop	Cisco Syste		
Mike Rogers	Cisco Syste		
Marie Williams	Cisco Systems	2045	555-90
Yvonne Fulton	Cisco Systems	3012	555-45
Vieri Gucci	Cisco Systems	6001	555-12
Toni Lambert	Cisco Systems	6004	555-87

Click to Call Any Contact Number



- Cisco Unified CallConnector Personal Suite
- CallConnector (Toolbar) for Outlook or Internet Explorer

Tool bar for call control (dial, answer, transfer, park, pickup)

Personal + Corporate dialing directory

Screen pop on inbound call with CLID/Name from directory

Click to dial from toolbar or highlight number from any application

- Add CallConnector Server for IP Phone Status

Display status of users within toolbar

Change own status using toolbar or SMS

MYMANAGED.IT

**Die All-in-One
Managed IT Lösung
für KMUs**

Wolfgang Monghy, Sales & Marketing Direktor COMNET

COMNET...

- Gründung 1988
- 100% im direkten Eigentum von Andreas Bergler
- Langfristiges organisches Wachstum
- Umsatz per Juli 2006: 8,6 Mio EUR
- 38 Mitarbeiter
- Klosterneuburg bei Wien



...die Infrastruktur-Spezialisten

- Führender Lösungsanbieter im IT-Infrastrukturbereich
- Maßgeschneiderte Systemintegration für mittlere und große Unternehmen
- Intelligente und flexible Lösungen für alternative Provider
- Komponentenvertrieb über Webshop
- Herstellerunabhängigkeit durch Partnerschaften mit technologisch führenden Anbietern



Connect – Protect – Control

- Netzwerk-Infrastruktur
- Sicherheits-Infrastruktur
- Infrastruktur-Management
- Server- & Storage-Lösungen
- www.comnet.at



BlueBridge Technologies...

- Gründung 2001
- Zentrale in Wien
- Niederlassung in Kairo (Ägypten)
- Mehr als 50 Mitarbeiter
- Namhafte Kunden in Europa und Nordamerika



...die Software-Spezialisten

- Entwicklung von maßgeschneiderten Softwarelösungen
- IT & Business Process Consulting
- Microsoft Gold Certified Partner
- Microsoft Regional Director
- Vorträge auf großen Microsoft-Konferenzen
- Projekte im Auftrag der Microsoft Corporation
- www.bluebridge.net



MYMANAGED.IT...

- MYMANAGED.IT ist die IT-Abteilung für KMUs
- Komplette, professionell betreute IT-Infrastruktur wie in Großkonzernen
- Vom Internetzugang über Netzwerk und PCs bis zu sämtlichen Software-Applikationen
- Monatlicher Fixpreis pro User



...die All-in-One Managed IT Lösung

- Zentrale Plattform: www.MYMANAGED.IT
- Services flexibel kombinierbar
- Up- & Downgrades jederzeit möglich
- Ausschließlich Qualitätsprodukte (Cisco, Microsoft)



Beste Netzwerk- & Hardwarelösungen

- Internetzugang
- Netzwerk-Infrastruktur
- Security-Lösung
- IP Telefonie
- Server-Infrastruktur
- Mobile & Büro-Arbeitsplätze
- Drucker
- Backup-Lösungen



Netzwerk/Hardware

- tbd



Netzwerk/Hardware

- tbd



Leistungsstarke Softwarelösungen

- E-Mail & Collaboration
- Office Applikationen
- Intranet & Extranet
- Website
- ERP & CRM
- Datenbank & strukturierte Dateiablage
- Enterprise Search



Modernste Technologien

- Windows Server 2003/2008
- Exchange Server 2007
- SQL Server 2005/2008
- Office SharePoint Server 2007
- Office 2007 Client Applikationen
- Dynamics CRM 3.0/4.0



Hohe Flexibilität

- Zusätzliche Applikationen per Mausklick
- Sofortige Verfügbarkeit der Applikationen
- Kunden-/Branchenspezifische Anwendungen möglich



Kundenfreundliche Rahmenbedingungen

- Ein Vertrag für die komplette IT
- Eine Rechnung pro Monat
- Eine Telefonnummer für technischen Support
- Bestehendes IT-Equipment wird auf Wunsch übernommen



Kompetenzpartner

- BlueBridge Technologies (Spezialist Software)
- COMNET (Spezialist Netzwerk & Hardware)
- UPC (Spezialist Internetzugang & Server Housing)
- Unterstützt von Cisco & Microsoft



Faire Preise – speziell für KMUs

- tbd



Alle KMUs können profitieren

- Zur Zeit Auswahl von “Friendly Customers”
- Start in Ostösterreich
- Breiter Marktstart im September
- Schrittweise Verfügbarkeit in ganz Österreich



Q and A



