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UC RFP Template Solution Description Seamless Information for Mobile Personnel

The Unified Communications (UC) RFP Template Toolkits focus on the new solutions that are enabled by new communications capabilities, not on the evolution of established communications tools such as calling, basic voice conferencing, voice mail, e-mail, calendar or web. For an overview of eight (8) UC Solution categories that are supported by the UC RFP Template Toolkits, please visit www.UCStrategies.com.

This is the UC Solution Description for Seamless Information for Mobile Personnel.

Description: Seamless Information for Mobile Personnel

UC Seamless Information for Mobile Personnel provides delivery of information to and collection of information from enterprise personnel who are usually mobile in a way that removes barriers to productivity and accelerates business processes. A key goal of this application is to provide a seamless, consistent work environment, especially for information workers who must work in locations away from their primary desktop, including meetings, client sites, and travel. This most notable version of this application to date is mobile e-mail and calendar functionality, most notably provided by Research In Motion (RIM) BlackBerry, though a number of others now provide parallel functions. However, at this point, the applications have progressed far beyond e-mail to include enterprise voice communications controls, presence and IM, and access to enterprise business applications such as logistics, sales, service management, and more.

The major business process improvement goals for this application area include:

- Faster transaction completion through elimination of delays.
- Elimination of the labor and time for manual support of mobile personnel, i.e. of office personnel who must answer calls from mobile personnel or from clients and partners who aren't served by the mobile person.
- Competitive advantage with customers and clients, based on immediate availability of information.
- Elimination of error correction time and labor, by catching errors at the source.
- Possible reduction in facilities by allowing mobile personnel to work more hours away from the office.

Effective use of Seamless Information for Mobile Personnel can:

- Increase revenues by:
 - Shortening the elapsed time to billings
 - Increasing overall mobile personnel capacity (for billings, sales, etc.)
 - Increasing competitive advantage, to attract and retain more clients
- Reduce costs through:
 - Elimination or reassignment of field and/or office staff positions
 - Reduction in required physical office facilities
 - Reduction in asset levels such as inventory and receivables.

UC technologies needed for this application are:

- Basic UC Tools including:
 - A mobility voice communication client, capable of controlling and, preferably, transmitting the appropriate set of media (voice, text, images, etc.). This could be provided by an IP PBX client, a mobile desktop client, or possibly a mobile carrier client with synchronization to the enterprise applications (e.g. Blackberry).
 - Unified Messaging to converge all the messaging queues related to incoming contact requests and the follow-up and response to those requests. This includes message access and action from an appropriate set of devices, usually including a mobile data device such as a RIM BlackBerry, Windows Mobile device, or a mobile device equipped with a PBX-based communications client.
- Advanced UC Tools including:
 - Software-based clients able to operate securely on both wired and wireless IP networks (perhaps with TDM for IP-controlled voice) with multi-media wired (PC/browser) and wireless (handheld or cell phone) end-point devices.
 - Software-based information portals and applications that are configured to the appropriate networks and devices as listed above.
 - Integration to enterprise business applications and transactions to provide current information and appropriate execution capabilities for each transaction and communication event.
 - Presence with “rich presence” features (location, current task, skills, etc.) that is integrated to methods and applications, similar to the experience in contact centers, working dynamically with the devices.
 - The appropriate set of IP Communications modes to the wired and wireless devices, including voice, text, Instant Messaging and possibly video to and from the mobile client to other mobile clients and to other desktops in the enterprise (and federated persons/enterprises beyond).

Technologies that are included in the RFP request and the potential suppliers are:

Technology Element	Typical Examples	Potential Suppliers
Presence Servers with “rich presence” capability	Microsoft Office Communication Server (OCS) 2007 IBM SameTime Jabber IP PBX Presence Servers All of the above to provide tools, toolkits or APIs, with VAR or ISV channels, to integrate for “rich presence”	Desktop Application providers, such as Microsoft, IBM, Jabber, et al. IP PBX providers such as Avaya, Cisco, Notel, Siemens, et al. Note that the IP PBX presence servers may have limited functionality, which would show in the RFP response.
Unified Messaging, preferably with message store in e-mail.	Avaya Unified Messenger AVST CallXpress Adomo Cisco Unity Microsoft UM in Exchange	IP PBX providers such as Avaya, Cisco, Notel, Siemens, et al. Independents such as AVST, Adomo, et al. Microsoft
Mobile Communications Client	Microsoft Mobile Communicator. IBM SameTime Everywhere IP PBX mobile clients, though most only support voice and voice mail. RIM Blackberry Some application providers	Microsoft IBM IP PBX providers such as Avaya, Cisco, Notel, Siemens, et al. RIM (Blackberry) BEA Systems, Oracle, SAP
Software-Based Clients for wired and wireless multi-media devices	RIM BlackBerry SAP MySAP BEA Systems AquaLogic Siebel Mobile IBM WebSphere Possibly IP PBX Softphones and Mobile Clients (currently very limited apps. functionality).	RIM SAP BEA Siebel/Oracle IBM Microsoft (IP PBX providers?)

Technology Element	Typical Examples	Potential Suppliers
Software-based information portals and applications	RIM BlackBerry SAP MySAP BEA Systems AquaLogic Siebel Mobile IBM WebSphere Possibly IP PBX Softphones and Mobile Clients (limited functions)	RIM SAP BEA Siebel/Oracle IBM Microsoft (IP PBX providers?)
Integrations To Business Apps, Information Portals, Tracking Systems, etc.	Pro Services or VARs for the selected technologies and the applications in your enterprise.	Pro Services or VARs for: Enterprise Apps Providers - BEA Systems, Oracle, SAP RIM (Blackberry) Microsoft IBM

Potential Bidders for UC Seamless Information for Mobile Personnel

As indicated in the table above, there are two main types of bidders for the UC RFP for Seamless Information for Mobile Personnel: Business application software providers and Desktop (fixed, mobile, virtual) application providers. RIM is primarily a partner with or extension of the desktop application provider category, though RIM can also be used by some of the Enterprise application providers' software clients. IP PBX providers usually will work with partners from one of these groups.

The UniComm Consulting recommendation is to include in the RFP bidders list at least your enterprise's provider of the enterprise software applications that are most pertinent to the mobile personnel. If the mobile personnel work primarily with e-mail and office desktop applications, then inclusion of your enterprise's preferred Desktop Application provider is appropriate. IP PBX providers would be included primarily as potential partners with the other two groups, not as primary respondents, though a strong incumbent may be able to act as the prime contractor of a Seamless Information for Mobility UC solution.

Please note that there is no requirement to purchase a new IP PBX or new E-mail or desktop application suite or enterprise business application software system in order to achieve the benefits of the UC Seamless Information for Mobile Personnel applications, though many of the potential bidders will offer more functionality in conjunction with their latest software platforms.

To proceed with the UC Seamless Information for Mobile Personnel RFP process, please download and review the RFP sample and, if appropriate to your enterprise, please purchase a licensed copy for modification and publication to your potential bidders. Economical consulting services are also available to support your UC RFP process.

For questions, please visit www.UCStrategies.com or write to mparker@UniCommConsulting.com.