

**Mike Daly : Group Head
GIPT & Mobility Solutions**

“Cost Optimised Infrastructure”

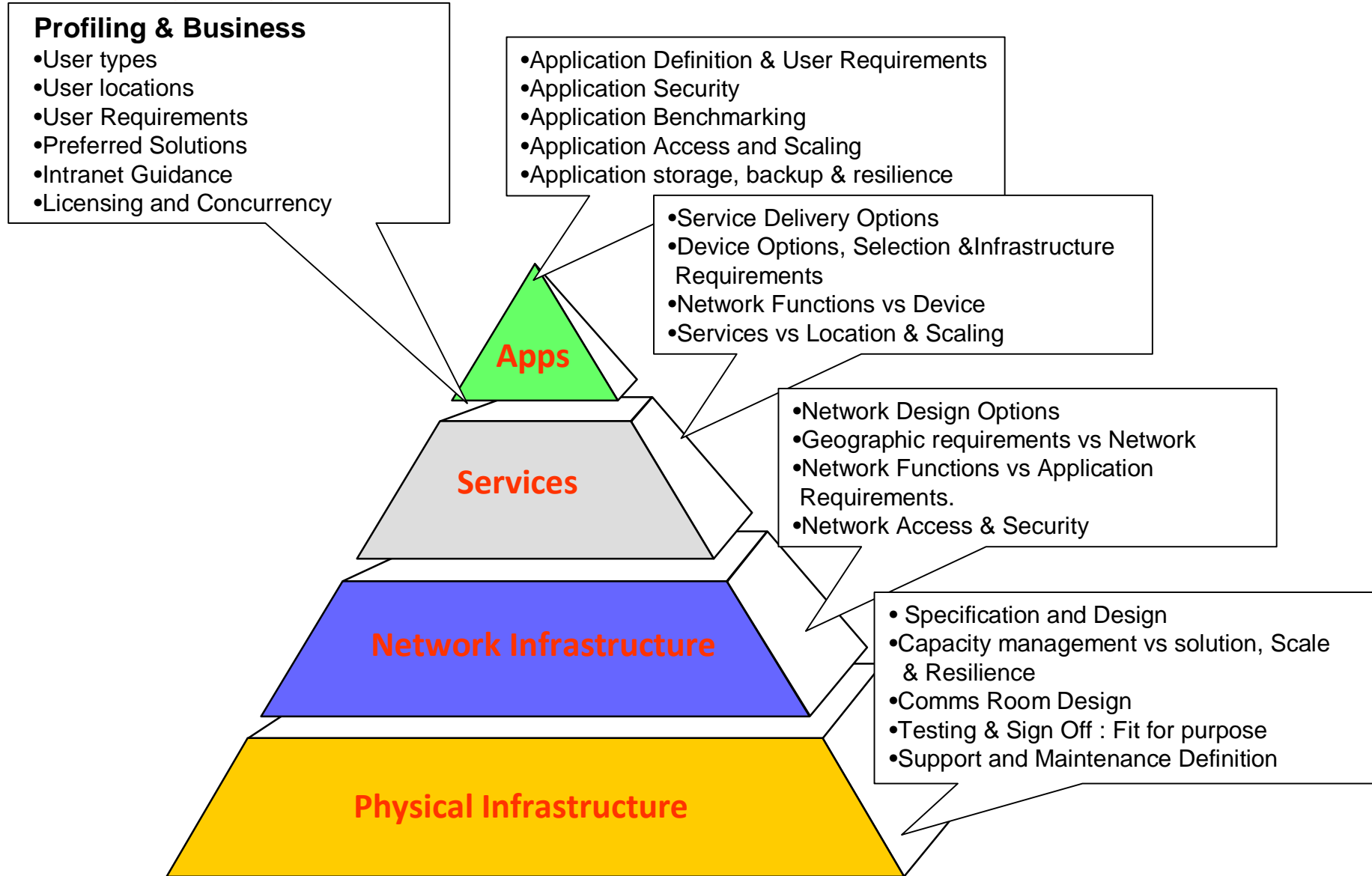
Networks 2010

- ▶ Right Tool for the Job
- ▶ User Mobility Profiles
- ▶ Buddy lists
- ▶ HOME Office
- ▶ ITSR Process
- @Work
- ▶ Web Cam
- ▶ Single number reach
- ▶ Business recovery
- ▶ Roaming
- ▶ Single Directory Log On
- ▶ Hot Desking

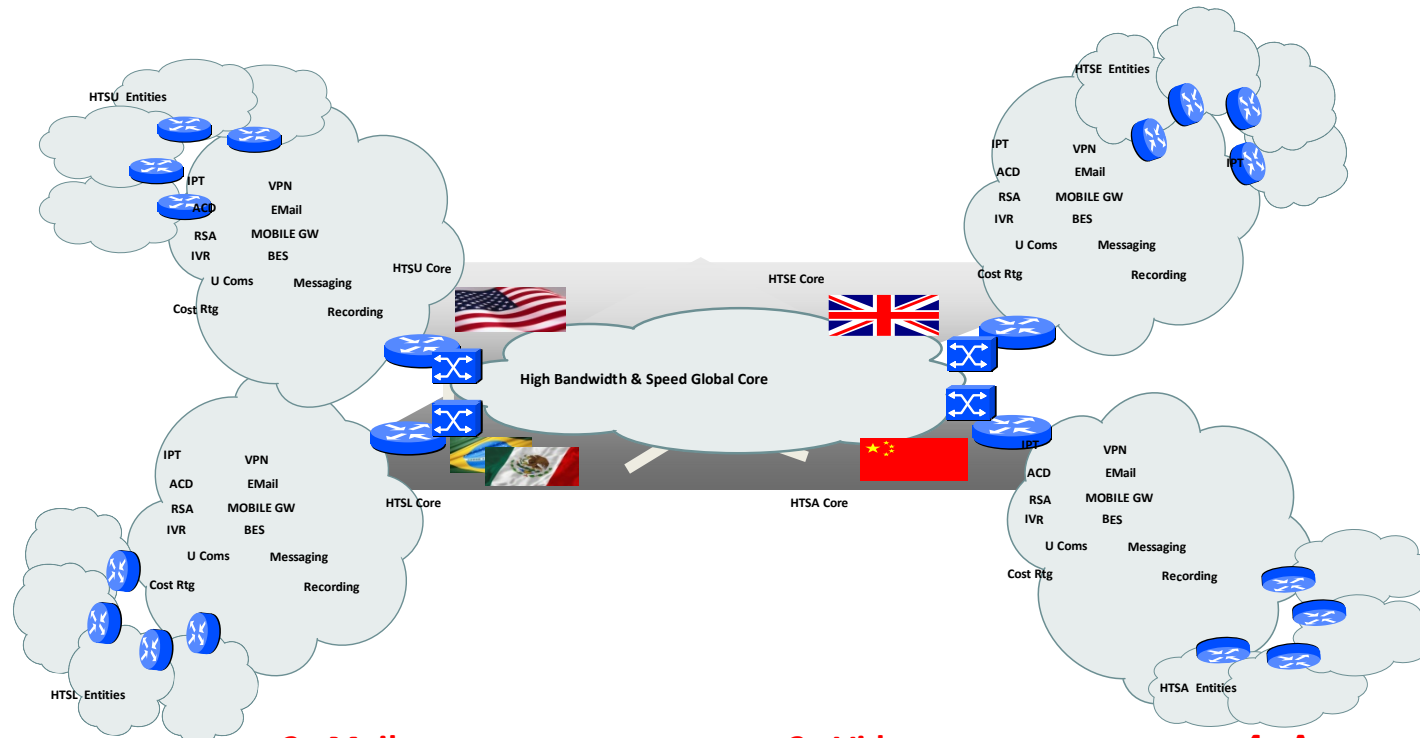
Mobility... More Than Blackberry

- ▶ Broadband VPN
- ▶ Office Mobility
- ▶ Flexible Locations
- ▶ Secure Access
- ▶ Change the "Run The Business"
- ▶ click to Call
- ▶ Local WiFi
- ▶ Home Hardphone
- ▶ Instant messaging
- ▶ Home Video VPN
- ▶ Softphone

Delivery Requirements



Global Architecture vs Access



1 : Telephony

- IP Telephony
- Mobile Gateway & FMC
- ACD & IP ACD
- IVR Rationalisation
- Voice Recording
Mobile & Fixed
- Directory Consolidation
- IP Dealerboard

2 : Mail

- E Mail Rationalisation
- BES Rationalisation
- Unified Communications
- Messaging Systems
- Conferencing Architecture

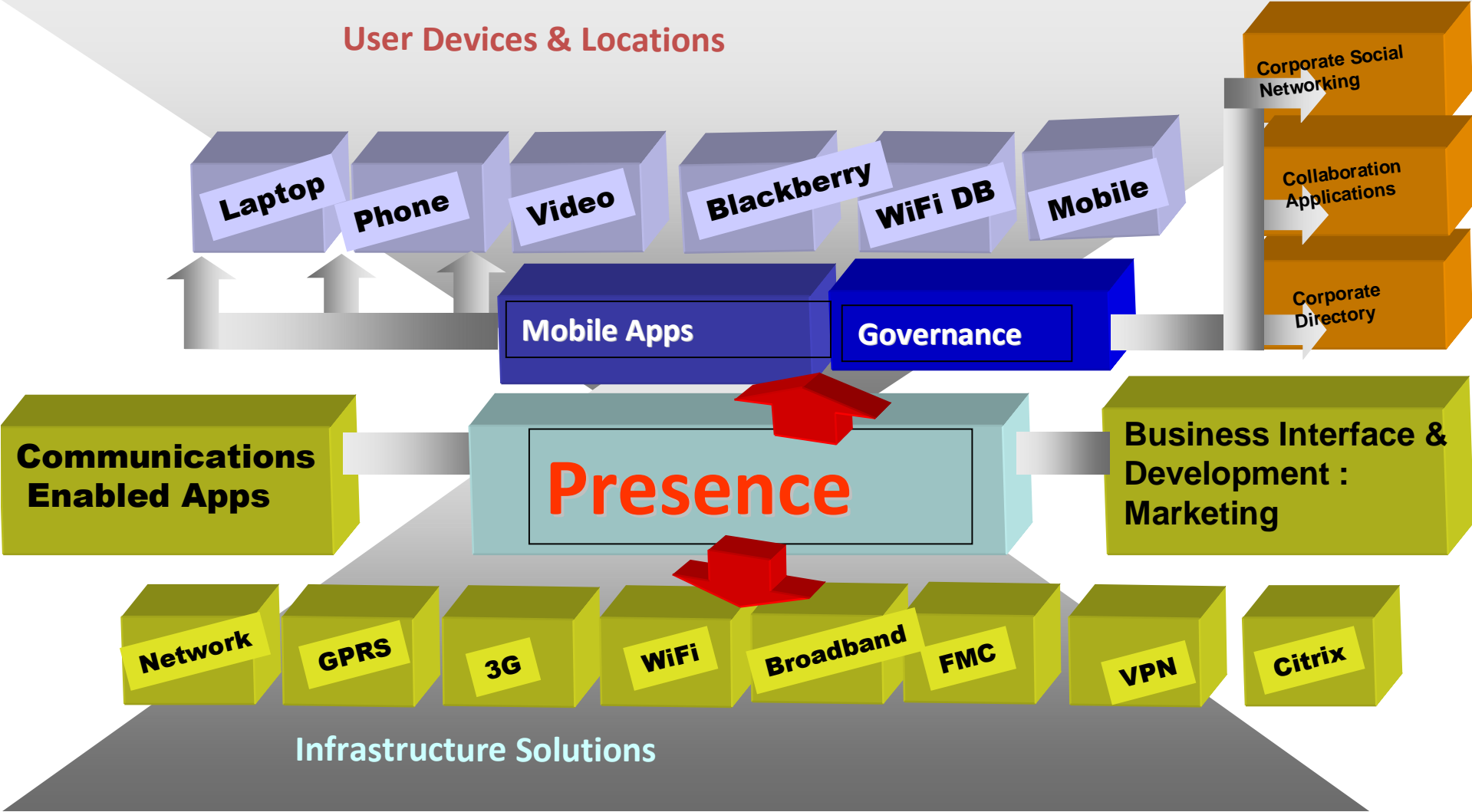
3 : Video

- TMS Core & Directory
- Telepresence Integration
- Desktop clients
- Caching

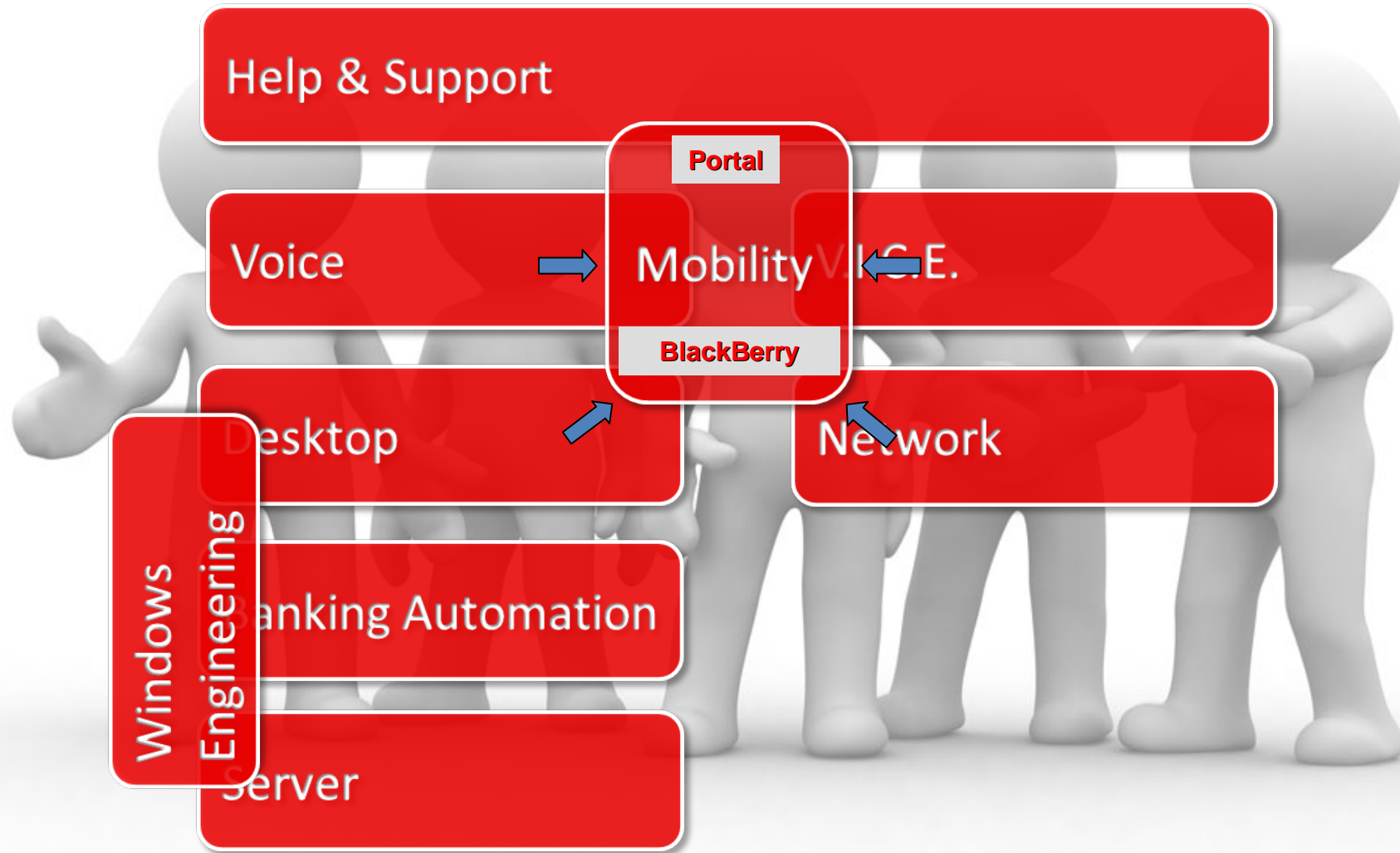
4 : Access

- VPN Architecture
- RSA Architecture
- 2 Factor security
- Aggregator B.Band
- WiFi / 3G/ NGen

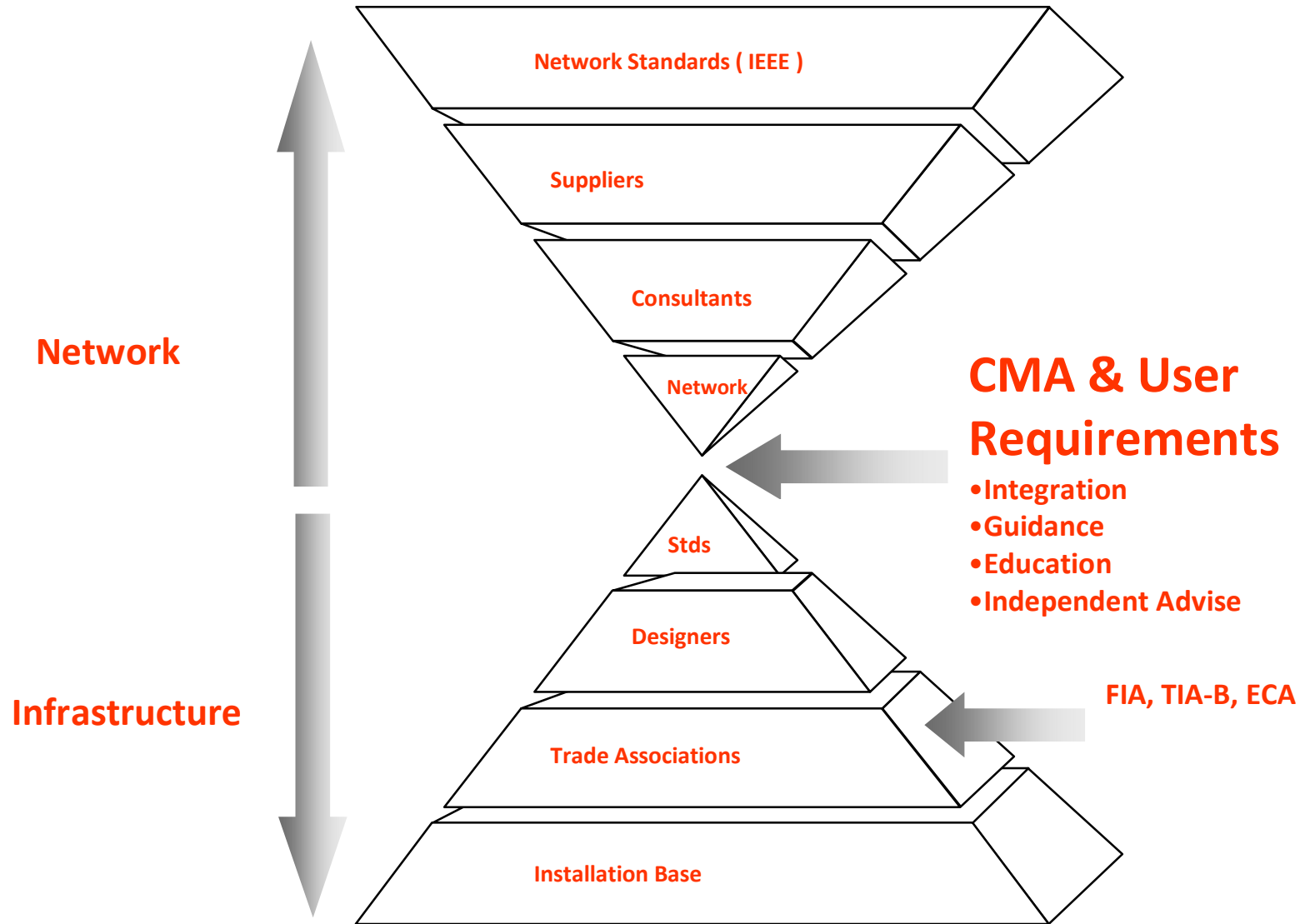
Mobility Solutions



Organisation – Mobility & CSS



Industry & Standards Support



Facilities vs Infrastructure

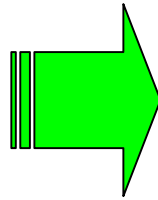
| Simultaneous Services / Infrastructure | LAN / WAN Copper | LAN WAN Fibre | Broadband ADSL | Broadband SDSL | WiFi | 3G / GPRS |
|--|------------------|---------------|----------------|----------------|------|-----------|
| Prioritisation | Yes | Yes | Yes | Yes | Yes | No |
| QoS | Yes | Yes | No | Possibly | No | No |
| Contention Mngt | Yes | Yes | No | Possibly | No | No |
| Bandwidth / Capacity Mngt | Yes | Yes | No | Yes | No | No |
| Scaling | Yes | Yes | No | Yes | No | No |
| Traffic Presence | Yes | Yes | Yes | Yes | No | No |

SIMULTANEOUS Applications

| Simultaneous Services / Infrastructure | LAN / WAN Copper | LAN WAN Fibre | Broadband ADSL | Broadband SDSL | WiFi | 3G / GPRS |
|---|-------------------------|----------------------|-----------------------|-----------------------|-------------|------------------|
| LAN Data | Yes | Yes | Yes | Yes | Yes | Yes |
| Web | Yes | Yes | Yes | Yes | Yes | Yes |
| File Sharing | Yes | Yes | Yes | Yes | | |
| Messaging / Chat | Yes | Yes | Yes | Yes | Yes | Yes |
| Softphone | Yes | Yes | Yes | Yes | No | No |
| Hard Phone | Yes | Yes | Yes | Yes | No | No |
| Mobile Phone | No | No | No | No | Yes | Yes |
| Dual band Phone | Yes | Yes | No | No | Yes | No |
| Blackberry | Yes | Yes | No | No | Yes | Yes |
| Low Def Video | Yes | Yes | Yes | Yes | No | No |
| High Def Video | Yes | Yes | No | No | No | No |

Infrastructure : Cost Optimisation

- Infrastructure : Physical
- Infrastructure : Network
- Support Costs
- Call Costs
- Write Off costs
- Regional Weighting
- Security : Encryption & Access
- Application Support
- User Profile analysis & Fit
- CRE Analysis & Fit
- Sustainability



▶ Red : Don't Do It

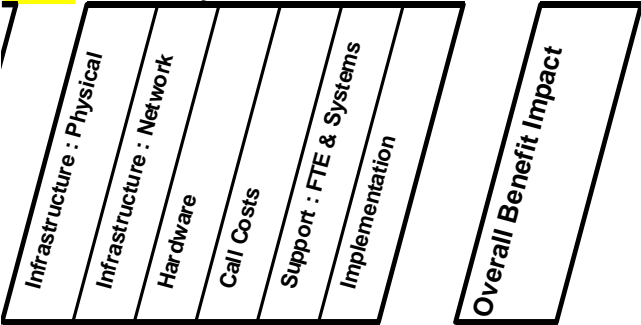
▶ Amber : Consider it

▶ Green : Do it

Technology Cost Optimisation

Technology

Summary



| Technology | | Infrastructure : Physical | Infrastructure : Network | Hardware | Call Costs | Support : FTE & Systems | Implementation | Overall Benefit Impact |
|---------------|------------------------|---------------------------|--------------------------|----------|------------|-------------------------|----------------|------------------------|
| 1 : Current | Current PBX | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 : GIPT | Hard Phone | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Soft Phone | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | FMC Blackberry | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Skype | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 : GIPT Plus | FMC Call Mngt | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Single Number Reach | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Least Cost Routing | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | SIP Trunking | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 : Access | Wi Fi 1865 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Wi Fi corp | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 3G / 4G | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | GSM | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Unified ACE | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 : Services | IP ACD | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Centralised Voice Rec | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Centralised Mobile Rec | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Mobile Gateways | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Mobility Workstreams and Activities

