

# AltiGen Microsoft-based Unified Communications Solutions Overview



## What is Unified Communications?

Unified Communications (UC) is the convergence of the complete, yet diverse set of business communication capabilities. Historically business communications have been limited to phone calls and emails. Today, in order to better communicate with both customers and employees, businesses are demanding that their phone systems address *all* of their business communications requirements - including mobile workers, distributed offices, sales and marketing, and customer service departments, etc. What businesses want, and need, is an integrated business communications solution. AltiGen's Microsoft-based Unified Communications solution is the answer.

## Why AltiGen?

The AltiGen IP PBX runs on Microsoft Windows Server with out-of-the box integration to Microsoft's Exchange Server 2007 for complete Unified Messaging. With its Office Communications Server integration option, AltiGen together with Microsoft offers your business a complete, integrated Unified Communications solution – increasing employee productivity while maximizing customer service.



## How?

Because AltiGen is a 100% Microsoft-based VoIP business phone system, AltiGen is uniquely able to leverage your investment in Microsoft technologies – while delivering out of the box integration to Exchange Server 2007 for complete Unified Messaging and Office Communications Server for end-to-end Unified Communications:

- All applications from Microsoft and AltiGen are Windows® based client/server.
- AltiGen and Microsoft Unified Communications applications are complementary: Microsoft offers IM, presence, and video/voice conferencing. AltiGen offers voice, call center technologies, audio conferencing, IP telephones, and Windows-based soft phones.
- Interoperability is simplified through the adoption of SIP standards
- Total Cost of Ownership for enterprises is unrivaled compared to deploying Microsoft Unified Communications compared to other competing solution providers, such as Cisco.

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## Benefits of AltiGen's UC Solution

By deploying AltiGen systems with Microsoft Unified Communications, your business will benefit by having a single Windows based operating system platform, an all-in-one integrated VoIP phone system, and SIP-based architecture to deliver a complete Unified Communications solution for your business.

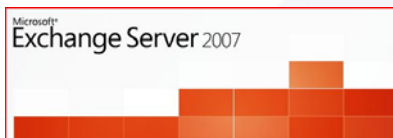
AltiGen's focus is on delivering world class VoIP phone systems designed to meet the complete set of business communications requirements. Since phone features are software-based (unlike the proprietary hardware approach from most phone vendors) you are able to use just those applications, and number of users, which are right for your business.



AltiGen's integrated VoIP business phone system includes:

- Windows Server-based IP PBX
- Windows Telephony Client
- Auto Attendant
- Exchange Server 2007 Unified Messaging
- Call Reporting
- Automatic Call Distribution
- Call Recording
- Interactive Voice Response
- Windows-based Administration
- Computer Telephony Integration

## Microsoft Product Support



AltiGen's Exchange Server 2007 integration delivers a complete, pre-integrated real time Voice and Unified Messaging solution – all based on Microsoft platform.



AltiGen's integration to Microsoft Office Communications Server 2007 provides an all inclusive real time business communications solution - including Voice, Video, Unified Messaging, and Conferencing.

## About AltiGen

Founded in 1994, AltiGen has more than 10,000 customers around the world. Our mission is to improve our customers' businesses by delivering world class Microsoft-based IP communications solutions which are feature rich, easy to use, and affordable. AltiGen products are available through our worldwide network of business partners, in order to provide local sales and support.

To learn more about AltiGen and our business communications solutions, or to have a local business partner contact you, please call us at 888.ALTIGEN or email us at [sales@altigen.com](mailto:sales@altigen.com).