

MICROSOFT OFFICE COMMUNICATIONS SERVER

MICROSOFT OFFICE COMMUNICATIONS SERVER 2007 R2 PERSISTENT GROUP CHAT INCREASES COLLABORATION AND PRODUCTIVITY AMONG DISPERSED TEAMS.

“Microsoft Office Communications Server 2007 R2 has provided our employees with an extensive suite of enterprise-level communications functionality. That functionality, combined with OCS’s high level of integration with our Microsoft applications, has helped ease end-user adoption issues and translated into improved employee productivity and better decision making.”

IT director—200-person professional services firm

SECURE COMMUNICATION FOR A MOBILE WORKFORCE.

A Chicago-based, 200-person professional services firm with a high percentage of traveling consultants wanted a robust collaboration solution that would provide flexible and secure communication channels for its project teams. This tool needed to support internal teams as well as traveling project teams—allowing them to openly discuss project tasks, risks, and issues in dedicated and persistent chat rooms with as little management overhead as possible. Specifically, the client sought a collaboration tool that would:

- ◆ Allow project teams to communicate efficiently and effectively, regardless of location.
- ◆ Encrypt traffic to avoid packet sniffing attempts.
- ◆ Allow administrators to monitor and control chat room activity.
- ◆ Restrict access to chat rooms.
- ◆ Allow project team members to receive chat room notifications based upon user-defined criteria.
- ◆ Archive chat room conversations for legal and compliance reasons.

A TRUSTED AND EXPERIENCED PARTNER.

For assistance with selecting and implementing the communications solution, the firm turned to West Monroe Partners. The client previously worked with West Monroe Partners to deploy an intranet portal solution using Microsoft Office SharePoint Server 2007 technology. Based on that successful project and West Monroe Partners’ experience with real-time collaborative communication technologies, the consulting firm again looked to West Monroe Partners for a recommendation.

A SOLUTION DESIGNED FOR GROWTH AND FLEXIBILITY.

After gathering requirements and holding design sessions with the firm’s IT director, West Monroe Partners selected a solution consisting of Microsoft Office Communications Server 2007 R2:

- ◆ Standard Edition Server
- ◆ Archiving Server
- ◆ Edge Server
- ◆ Group Chat Server
- ◆ Group Chat Compliance Server

In addition, the solution included a single Microsoft Internet Security and Acceleration (ISA) 2006 Server.

EFFICIENT AND EFFECTIVE COMMUNICATION.

By working with West Monroe Partners, the professional services firm has realized significant benefits.

- ◆ Team members can easily reference and track key discussion points from group chats.
- ◆ Federated group chat rooms have enabled integrated communication with colleagues from third-party organizations.
- ◆ Project teams are able to collaborate more effectively. As part of the project, the professional services firm created a SharePoint 2007 team site for members of the project team to post and store important documents. Once West Monroe Partners implemented the Microsoft Office Communications Server 2007 R2 Group Chat functionality, project teams also were able to establish dedicated and secured Group Chat rooms for real-time project conversations.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients’ most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.