INNOVATION
DRIVEN FROM THE INTERSECTION OF NETWORKING AND SOFTWARE.

The alliance between Microsoft and Cisco is an example of teamwork built on leading software and networking technologies that will deliver the optimal value to each company's joint customers.

The goal for the alliance between Microsoft and Cisco is to best serve our customers and their future requirements through cooperation, a vision that aligns our products and services, and a belief that the intersection of networking and software is at the heart of a new era of innovation.

Microsoft and Cisco are deeply committed to working together where we can to address customer needs across multiple technology areas. We invite you to contact your Microsoft or Cisco representative for detailed information.

For more information on the Cisco Microsoft Alliance, visit **www.cisco.com/go/microsoftalliance**
Or e-mail **cisco_microsoft_info@cisco.com**

CISCO   **Microsoft**

MICROSOFT + CISCO SYSTEMS

Delivering solutions to connect people and optimize the customer experience.

The alliance between Microsoft® and Cisco® is celebrating a decade of delivering technology solutions. Now, more than ever, each company is committed to working together so that our customers experience seamless interoperability.

Microsoft and Cisco have formed a unique alliance underscored by a commitment to address our customers' needs for seamless interoperability between our respective products—even in areas where our solutions may overlap. The alliance seeks to deliver customer-focused solutions under a set of principles that includes a clear and transparent roadmap, consultation with customers, and a commitment to industry standards.

Whether you think of it as enhancing your human network or making your business People_Ready, this relationship is another way Microsoft and Cisco help people tap into the power of connecting each other together. As a part of the alliance, Microsoft and Cisco have embarked on several key areas of collaboration across the consumer, enterprise, small and medium-size business, and service provider markets.

EMPOWERING CUSTOMERS
WITH THE TOOLS AND TECHNOLOGIES TO DRIVE THEIR SUCCESS.

"Industry leaders must work together where appropriate. And where we compete, we must interoperate. That's what customers should expect—in fact, demand— of their technology vendors."

— John Chambers, CEO, Cisco Systems

IT Architecture

Microsoft and Cisco share a complementary vision of IT architecture and have teamed to offer customers solutions that increase interoperability and provide a common blueprint that will maximize the value of their investments.

Microsoft and Cisco will utilize the best of each company's experience to establish and implement standards that will address our customers' needs for lower operating costs within IT. One way we accomplish this is through our work with the Interop Vendor Alliance, a community of software and hardware vendors working together to enhance interoperability with Microsoft systems on behalf of our mutual customers.

How Microsoft and Cisco are collaborating to address our customers' IT issues:

- *Network Optimization.* By aligning Microsoft's Infrastructure Optimization Model with Cisco's Service Oriented Network Architecture, we are creating a framework for advanced technologies and applications.
- *IPv6 Support.* Increased support for Internet Protocol version 6 in Cisco IOS® routers and switches and Microsoft Windows® products.
- *Network Optimization for Microsoft Business Applications.* Cisco Application Networking Services for Microsoft Applications and Platforms optimizes application availability, performance, and security and lowers application ownership costs. Cisco Application Control Engine and Cisco Wide Area Application Services (WAAS) Software products provide faster downloads and site navigation, less bandwidth and server processing, and greater security and availability for global deployments of Microsoft SharePoint®.
- *Cisco Wide Area Application Services Integration.* This powerful application acceleration and WAN optimization solution optimizes the performance of centralized applications. Cisco WAAS can now host Microsoft Windows Server® 2008 infrastructure services such as print services, Microsoft Active Directory®, DHCP, and so on, for local access. This solution eases management and reduces total cost of ownership for branch deployment.

CRM Connector for Enterprise and SMB Customers

The alliance between Microsoft and Cisco addresses the needs of enterprise and small and medium-size (SMB) customers who need affordable, integrated customer relationship management (CRM) solutions to deliver business results of generating sales or superior customer service.

Microsoft and Cisco have delivered a CRM solution for Contact Centers designed to help businesses better attract, retain, and satisfy customers.

Microsoft and Cisco have worked to enhance interoperability between the Cisco Contact Center solution and Microsoft Dynamics™ CRM for a cost-effective Contact Center solution that assists enterprises and SMB customers by helping sales representatives generate new sales, enhancing customer service, providing post-sale customer support, and increasing back office staff productivity.

How Microsoft and Cisco are collaborating to improve customer service:

- *Cisco Unified Call Connector for Microsoft Dynamics CRM.* By using Microsoft Dynamics CRM with Cisco Unified Communications, we're helping our customers increase the effectiveness of their sales and marketing efforts, provide more efficient customer service, and develop an informed management and empowered frontline workforce.

"We share a vision of what customers want to do. And, while the way we implement that vision may be different, customers want both implementations to work very well, and to work very well together."

— Steve Ballmer, CEO, Microsoft

Security

The need for secure systems has increased dramatically over the past several years. Today's security threats are more complex and require greater coordinated protection throughout the network. True security requires an architectural approach versus a deployment of point solutions— network and software security are parts of an integrated, multi-tiered security strategy.

With joint customer problems in mind, both Microsoft and Cisco are addressing potential IT security threats to their software by developing solutions that meet our customers' increased security requirements.

One example: Microsoft, Cisco, EMC, and other IT innovators developed the Secure Information Sharing Architecture (SISA) in response to the need to share information more effectively across traditional government boundaries. SISA allows agencies to collaborate and communicate while maximizing protection of sensitive and classified content.

How Microsoft and Cisco are collaborating to help secure our customers' IT infrastructures:

- *Interoperability.* We are committed to ensuring that Microsoft Network Access Protection and Cisco's Network Access Control work effectively together in customer deployments.
- *Management Access Security.* The Cisco WAAS Central Manager offers authentication, authorization, and accounting integration with Microsoft Active Directory.

Unified Communications

Microsoft and Cisco have unique views on how to deliver and manage collaborative communications; the companies have a common goal of supporting customer-driven interoperability.

Each company has defined a joint interoperability roadmap that focuses on customer-driven interoperability between Cisco's Unified Communications solutions and networking infrastructure and Microsoft's suite of Unified Communications products.

Microsoft and Cisco will continue to work together in complementary areas to meet the needs of joint customers and partners.

Microsoft and Cisco are collaborating to enable interoperability across our full family of products. See the Interoperability Chart below for more information.

Wireless and Mobility

Microsoft is working with Cisco to extend Cisco Unified Communications capabilities to enterprises with Microsoft Windows Mobile®-powered devices and Cisco Unified Mobile Communicator clients.

Cisco's Unified WLAN system is being designed to have the ability to provide detailed information to a connected device's indoor location via a WLAN network. Microsoft and Cisco have collaborated to help make WLAN technology simpler for users while meeting increased security and management demands of enterprise customers.

How Microsoft and Cisco are collaborating to make the enterprise mobile:

- *Session Initiation Protocol (SIP).* Leveraging the SIP stack in Microsoft Windows Mobile, Cisco's Unified Mobile Communications System interoperates with Windows Mobile 6 devices.
- *Interoperability.* By focusing on building applications that will work with Cisco solutions, Windows Mobile devices can connect and interoperate with Cisco's advanced mobility services within a corporate network.

Management

A major challenge facing business today is reducing the complexity of information technology so that IT can truly help enable business success. Microsoft and Cisco are working together to develop standards and implement them consistent with industry-acceptable practices.

Microsoft and Cisco are leading the way in developing new industry standards for greater interoperability across heterogeneous environments.

How Microsoft and Cisco are collaborating to simplify IT management:

- *Interoperability of management software.* Microsoft and Cisco are working to enable more effective diagnostics and system analysis tools with a target to have a common tool for basic monitoring and management.

Interoperability	Cisco Products	Microsoft Products
IP Telephony Increase ease of placing voice calls by utilizing the clients and software from both companies	Cisco Unified Communications Manager Cisco Unified Personal Communicator Cisco Unified IP Phones	Microsoft Office Communications Server 2007 Microsoft Office Communicator 2007 Microsoft Office Communicator 2007 Phone Edition
Presence Provide user availability status and communications capabilities across presence platforms	Cisco Unified Communications Manager Cisco Unified Presence	Microsoft Office Communications Server 2007 Microsoft Office Communicator 2007
Unified Messaging Integrate e-mail, voice mail, and telephony applications	Cisco Unified Communications Manager Cisco Unity®	Microsoft Exchange 2007 Unified Messaging Microsoft Exchange 2007 Microsoft Office Outlook® 2007
Conferencing Increase ease of setup and attend voice, video, and Web conferences	Cisco Unified Meeting Place®	Microsoft Office Communications Server 2007 Microsoft Office Live Meeting Console 2007
Network Provide a robust network infrastructure for voice and communications applications	Cisco Integrated Services Routers	Microsoft Office Communications Server 2007