Cisco and IBM Unified Communications Partnership

About the Announcement on March 7, 2007

Q: What did Cisco and IBM announce?
A: Cisco® and IBM announced an extension of their successful partnership in the form of new joint product offerings and go-to-market efforts in the unified communications space. Additionally, Cisco and IBM are joining together to promote industry adoption of a new, open standards-based Unified Communications and Collaboration (UC²) Client Platform and will be delivering joint client offerings that are based on this UC² Client Platform.

- UC² Client Platform: IBM will be delivering the UC² Client Platform and the associated certification program and is working closely with Cisco on its development. This platform is based on open standards and open source and provides an extensible model for third-party developers. It will allow independent software vendors (ISVs) to more easily create applications and solutions that can integrate with any UC²-compliant solution and will enable customers to make use of a large partner ecosystem. This platform, built on Lotus Expeditor, which contains OSGi/Eclipse technology, is already the basis for IBM Lotus Sametime, and Cisco will base the next version of Cisco Unified Personal Communicator on the UC² Client Platform. Together, IBM and Cisco are actively promoting this open platform to build an industry ecosystem based on the UC² Client Platform.

- Joint offerings and go to market: The joint offerings Cisco and IBM will be releasing will be based on the UC² Client Platform and will include full Lotus Sametime (which is already based on the UC² Client Platform) and Cisco Unified Personal Communicator capabilities, enhancing the user experience and enabling more effective communications. Cisco also will resell Lotus Sametime. IBM’s Global Technology Services group will continue to perform assessment, design and implementation services around the full Cisco Unified Communications and Lotus Sametime portfolio to ensure a smoother transition. In addition, Cisco and IBM will collaborate to provide a deep level of services around the functional integration between existing products, such as Cisco Unity®, Cisco Unified Communications Manager, Cisco Unified Presence, Cisco Unified MeetingPlace®, and Lotus Sametime.

The integration of the Cisco Unified Communications experience with IBM’s collaboration and integration expertise will provide users with a superior experience for unified communications and collaboration. It will offer businesses the assurance of compatibility between IBM and Cisco products and allow for more rapid delivery of functionality, thus reducing risk. For developers, the UC² Client Platform will provide a more complete and open environment for the development of communications and collaboration-related applications.
About the Partnership

Q: What is the relationship between IBM and Cisco?
A: Cisco and IBM have been strategic alliance partners since 1999. The two companies have a strong track record of cooperation and collaboration around their respective products, technologies, and services. Both John Chambers, CEO of Cisco, and Sam Palmisano, CEO of IBM, have publicly commented on the special and close relationship between the two companies. Together, they are committed to look for opportunities to build on the successful product integrations of the past and use the capabilities of products from both companies through mutual investment in resources, new joint solution offerings, and go-to-market activities.

Q: On what kinds of initiatives have the two companies collaborated in the past?
A: The Cisco partnership with IBM covers a number of areas, including security, wireless, data center, contact center, and unified communications. In the areas of unified communications and collaboration, Cisco has a long history of integration with IBM Lotus products. For example, the Cisco Unity voicemail system integrates directly with IBM Lotus Notes and Domino to provide voicemail access from the e-mail interface of Lotus Notes. The Cisco Unified MeetingPlace conferencing system integrates with Lotus Notes/Domino to provide scheduling of conferencing resources through the Lotus Notes interface. IBM Global Technology Services also provides integration between the Cisco Unified Presence engine and IBM Lotus Sametime client to give users the ability to click to call "Buddy List" members using their Cisco Unified IP Phone. Additional examples of collaboration include the following:


Further, IBM's Global Technology Services organization (GTS) is a highly valued delivery partner of Cisco Unified Communications products. GTS provides consulting, design, implementation, and integration services for Cisco Unified CallManager, Cisco Unity, and Cisco Unified MeetingPlace families of products.

Q: What is the significance of Cisco and IBM collaborating to deliver the UC² Client Platform, which is based on open standards and open source (that is, Eclipse and IBM Lotus Expeditor)?
A: Both Cisco and IBM recognize that most corporations will have heterogeneous environments. To effectively deliver a complete communications and collaboration environment that works transparently with core business process applications, an open framework is required. Cisco and IBM both have demonstrated a long-standing commitment to open systems and standards. It is natural for Cisco, as a leader in communications, and IBM, as a leader in collaboration, software, and services, to join resources to promote this platform. Customers will find a more integrated, easier to use environment that provides best-in-class functionality from Cisco, IBM, and a robust ecosystem of third-party developers. The platform will enable faster delivery of functionality, better integration, easier upgrades, and reduced risk. For ISVs, the open and extensible environment will make it easier to integrate other applications and business functionality with the communications tools that are core to business processes. Finally, for channel partners, an expanded ecosystem of solutions will allow them to more completely solve customer business problems.
About the Development Environment

Q: What is the UC² Client Platform?
A: Cisco and IBM announced the intention to promote the UC² Client Platform, which is based on open standards and open source. The platform will contain a rich user experience framework and extensive APIs, as well as an integrated runtime, developer tools, and a compatibility kit, all of which will enable the development and integration of third-party business applications with Cisco and IBM offerings in the unified communications space, as well as with all other UC² compliant offerings from other vendors. These capabilities include a subset of the capabilities of Lotus Sametime, which is based on Lotus Expeditor and OSGi/Eclipse technology.

This UC² Client Platform provides developers with a more complete, more open environment for the development of applications using communications and collaboration. The platform enables a consistent programming model for UC² services, including a consistent user experience, common integration model, and developer tools to accelerate the development process and enable access to a large pool of developer talent.

Using this platform, developers and ISVs will have confidence that their solution will integrate across existing infrastructures and present a consistent experience for users.

Q: What about it makes it “open”?
A: The UC² Client Platform employs the open standards from OSGi (www.osgi.org) to deliver a consistent service and component model for the creation, management, and composition of services and a fit for purpose core runtime. Further, the UC² Client Platform employs primary technologies from Eclipse (www.eclipse.org) to enable rich platform look-and-feel widgets and overall application model.

Q: How can I learn more about Lotus Expeditor?

About the Product Offering

Q: What is the joint Cisco and IBM Unified Communications offering?
A: Cisco and IBM are planning several integrations and joint offerings to be delivered over the coming year, including:

- Click-to-call and voicemail integration: Lotus Sametime users will be able to access Cisco Unified IP Phone status information, or "presence," from Cisco Unified Presence, send instant messages to and from Cisco Unified IP Phones, view and play Cisco Unity voice messages, and click to call another user directly from their Lotus Sametime 7.5.1 client.
- Joint client offering: Cisco Unified Communications System integration with Lotus Sametime will create an even richer unified communications and collaboration experience by combining the functionality of Cisco’s broad portfolio of communications solutions with the suite of collaboration capabilities provided by Lotus.
- Cisco Unified MeetingPlace and Lotus Sametime/Lotus Notes integration: Lotus Sametime Web conference integration and control of Cisco Unified MeetingPlace audio and video conferences and click-to-conference capabilities from Lotus Sametime and Lotus Notes.
- Converged Communications Services from IBM GTS: IBM Converged Communications Services can help clients accelerate implementation time; provide a quicker time to value; improve project success rates; deliver solutions that are easier to support after implementation; provide end-to-end project implementation from design, implementation, and integration to maintenance requirements; and help reduce costs.
- Cisco and IBM go-to-market relationship: Cisco will resell Lotus Sametime, and IBM GTS will resell Cisco Unified Communications Manager, Cisco Unity, and Cisco Unified MeetingPlace.
Q: What are the benefits of a joint Cisco and IBM unified communications and collaboration offering?
A: Cisco and IBM’s converged set of applications will enable a new way of communicating and collaborating, one that is more timely, effective, mobile, and secure. Using best-in-class unified communications and collaboration capabilities from both Cisco and IBM, customers will be able to transform their business processes and reach new levels of productivity. Collaboration will be made easier, and communications will be enhanced. Individuals and teams will work more effectively—when, where and how they choose—without sacrificing security or productivity. Companies also will find reduced complexity and cost for implementation because of the significant effort made by IBM and Cisco to jointly develop, integrate, and test these solutions.

In addition, because Cisco and IBM are promoting the UC² Client Platform, which is based on open standards and open source, customers will be able to make use of a robust partner ecosystem that will provide additional value-added integrations with the joint Cisco and IBM unified communications offering.

Ultimately, this shared strategy of unified communications and collaboration solutions will help our customers achieve productivity, IT improvement, and business resilience objectives. These objectives can help further enable growth, innovation, and business transformation.

Q: Who are the clients that this solution addresses?
A: We expect that companies ranging from small and medium-sized businesses (SMBs) to large enterprises, including public and private sector organizations, will see the benefits from the joint offerings delivered by Cisco and IBM.

Q: What are the benefits for developers?
A: Because Cisco and IBM are promoting to an open standards and open source environment, developers can easily build innovative, industrial-strength client software applications that integrate industry-leading IBM and Cisco unified communications and collaboration functionality. Using this new open client platform, they can quickly gain access to the tools, frameworks, runtimes, and skilled resources they need in order to develop a larger set of applications and solutions that offer additional business value to customers.

Q: What level of integration is available today?
A: Currently, the Cisco Unity voicemail system integrates directly with Lotus Notes/Domino to provide voicemail access from the e-mail interface of Notes. The Cisco Unified MeetingPlace conferencing system also integrates with Lotus Notes/Domino to provide scheduling of audioconferencing and videoconferencing resources through the Notes interface. Finally, Cisco Unified Presence integrates with the Lotus Sametime client to provide users with the ability to click to call “Buddy List” members using Cisco IP Phones (through a solution provided by IBM Global Technology Services).

Q: Does the UC² Client Platform require a server? If so, which ones?
A: The UC² Client Platform does not include or require a server. UC² client providers that consume the UC² Client Platform will use the programming model and API set of the UC² Client Platform to build their product offerings, which will, in turn, require their appropriate server infrastructure.

Other

Q: Why should customers partner with Cisco and IBM for a joint unified communications offering?
A: A main purpose of the joint client platform is to create an open, standards-based environment that will facilitate the integration of the wide variety of applications that customers need to solve their business problems. By supporting this effort and encouraging its adoption through the ecosystem, IBM and Cisco are continuing to recognize the easy integration and upgradeability of the best-in-class heterogeneous environment that customers use.

In addition, Cisco and IBM have the proven methods, tools, skilled resources, and experience to help our clients improve business performance and reduce costs. Together, we can assist our customers in managing the complexity of assessing and evaluating unified communications solutions. Our expert staff is readily available for rapid deployment of unified communications so that customers can attain their business goals quickly.

This alliance offers a superior level of industry experience, comprehensive services, and available advanced technology. IBM brings its vast experience in business consulting, collaboration software, application integration, and infrastructure design and integration. Cisco delivers world-class networking hardware technologies and proven unified communications solutions.
Q: **When can I beta these integrations?**  
A: Cisco and IBM are taking applications from companies who wish to be part of the beta/EFT program now and will be working to identify companies for that program. Please let your account manager know if you are interested.

Q: **Where can I find more information?**  
A: More information can be found at the following Websites:

- Cisco Unified Communications: [www.cisco.com/go/unified](http://www.cisco.com/go/unified)
- IBM Converged Communications Services: [www.ibm.com/services/networking](http://www.ibm.com/services/networking)
- Alliance Extranet (Cisco internal): [www.ciscoibm.com](http://www.ciscoibm.com)
- Alliance Intranet (IBM internal): [IBM Alliance Intranet](http://ibm.com)