

Alcatel-Lucent 

Microsoft®

Integrating Alcatel-Lucent OmniPCX and Microsoft Exchange – Case Study

AudioCodes Media Gateways enable Alcatel-Lucent's enterprise customers to maximize the benefits of a Microsoft Unified Messaging Solution

Background

Alcatel-Lucent is a leading enterprise voice provider with over 20 million Private Branch Exchange (PBX) lines worldwide, with 79,000 employees and operations in more than 130 countries. In recent years, Alcatel-Lucent identified a growing need for its business customers – the efficient and productive integration of their existing communications solutions with other vendors' solutions. In particular, many Alcatel-Lucent customers have already been using the Microsoft Exchange Unified Messaging solution and needed it to be interconnected and synchronized with their Alcatel-Lucent solution.

Challenges

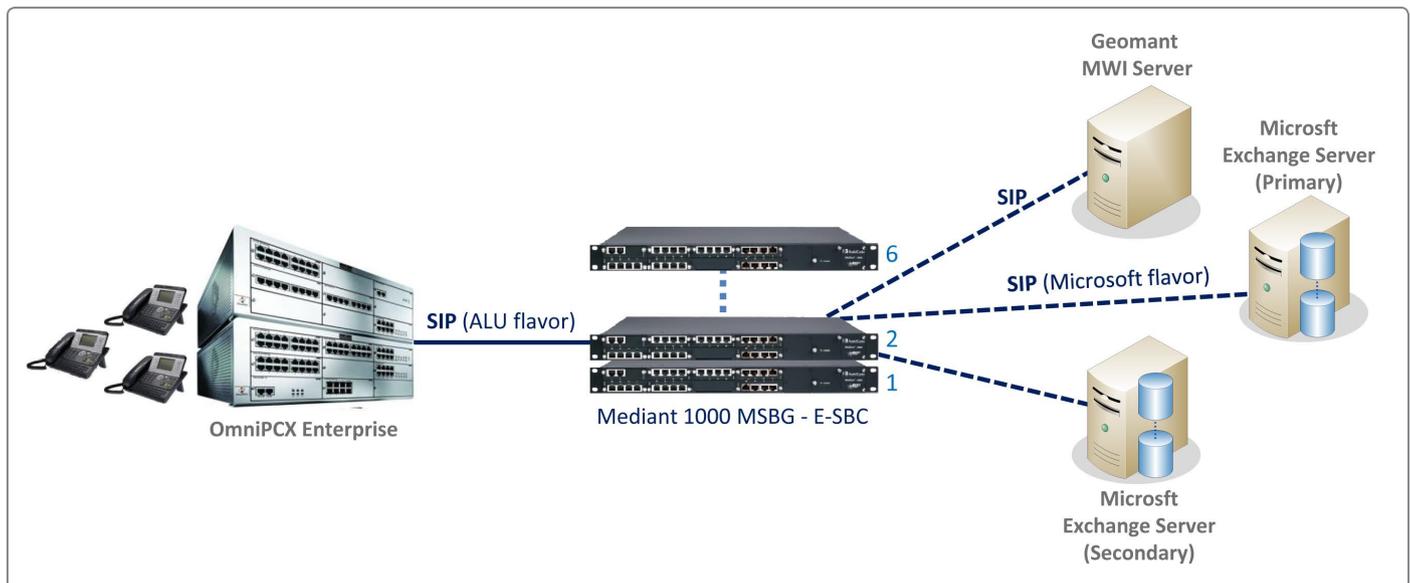
Alcatel-Lucent faced a key challenge when one of their largest customers in France, a financial institution with hundreds of branches and 15,000 employees, wanted to connect their existing OmniPCX Enterprise Communication Servers (CS) to Microsoft Exchange Servers. The customer required a complete IP based solution which would be certified by both Alcatel-Lucent and Microsoft. To address this challenge, Alcatel-Lucent searched for a partner with the experience and technology to interoperate and integrate between OmniPCX and Microsoft Exchange. While the integration capability was a significant driver, other requirements such as Message Waiting Indicator (MWI) notifications, load sharing and high availability were essential. After a quick survey, it was clear to engineers at Alcatel-Lucent that any implementation of Microsoft SIP Stack in their own OmniPCX would significantly influence the overall project fulfillment and would also require expensive engineering resources.



Solution

To solve the challenge involved in integrating the Alcatel-Lucent OmniPCX and Microsoft Exchange Server 2007, Alcatel-Lucent selected AudioCodes Mediant 1000 Multi-Service Business Gateway (MSBG). In this configuration, the Mediant 1000 MSBG with its integrated Enterprise Session Border Controller functionality acts as a back-to-back user agent, resolving interoperability issues between both Alcatel-Lucent and Microsoft's different versions of SIP.

The Mediant 1000, with its built-in E-SBC technology, enables the direct connection between the enterprise's Microsoft Exchange Server platforms and Alcatel-Lucent's OmniPCX Enterprise.



By providing SIP-to-SIP mediation between OmniPCX and Microsoft Exchange, the Mediant 1000 MSBG enables customers to enjoy additional unified messaging features that were not available prior to the integration. Moreover, even though Microsoft Exchange 2007 does not support MWI notifications, employees using their existing Alcatel-Lucent IP Phones are now able to receive notifications using AudioCodes' Mediant 1000 MSBG which obtains the SIP message notifications from the Geomant MWI server and populates them back into the OmniPCX Enterprise CS.

The Mediant 1000 MSBG, with its optional Enterprise Session Border Controller functionality, acts as a back-to-back user agent, resolving interoperability issues between Alcatel-Lucent and Microsoft's different versions of SIP.

The Mediant 1000 MSBG is an all-in-one multi-service solution for distributed Enterprises and Service Providers. It is a modular, compact and cost-effective media gateway solution, which has been designed to interface between legacy telephony and IP networks, as well as different types of IP networks in the enterprise. Incorporating AudioCodes' innovative Voice over IP technology, the Mediant 1000 MSBG enables the reliable and cost-effective deployment of Unified Communications networks. Additionally, with Enhanced Voice and Data Security leveraged on an embedded Enterprise-Class Session Border Controller and Firewall, the Mediant 1000 MSBG is an ideal gateway for SIP Trunking and cloud services connectivity.

Results

The system is currently active, handling 720 simultaneous IP-to-IP sessions to the Microsoft Exchange server in load sharing and high availability configuration. This integration enables the connection of Alcatel-Lucent's existing and future versions of OmniPCX Enterprise thus providing customers with investment protection and a future proof joint solution from Alcatel-Lucent and AudioCodes.

Alcatel-Lucent selected AudioCodes Mediant 1000 Multi-Service Business Gateway (MSBG) to solve the integration requirements of the enterprise customer.



About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Cable, and Enterprise, networks. The company provides a range of innovative cost-effective products including Media Gateways, Multi-Service Business Gateways, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes' underlying technology, VoIPerfectHD™, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications.

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