

Changing The Game: Monthly Technology Briefs

September 2009

Unified Communications and Unified Messaging

Read the Capgemini Chief Technology Officers' Blog at
www.capgemini.com/ctoblog



Supporting Diversity in Collaboration through Improvements in Communication

The ubiquitous connectivity of high bandwidth Internet connections running Internet Protocols (IP), the increasing range of devices to make use of this capability, and the shift in focus from machine-to-machine networking towards people and collaboration have resulted in a complex environment. Many people today use more than one device. These can be a work PC; a separate home PC; and a smartphone or BlackBerry which are being the usual combination. Increasingly, employers are being provided further devices such as phone conferencing units and teleconferencing rooms. Then, there are a wide range of services that can be used with all of these devices from the usual e-mail services, through voice mail to video services.

Most large enterprises grow organically, usually in an unplanned manner, with no serious attempt at optimizing the use of corporate bandwidth and connections. In fact, the budgets to operate all of the devices and services may well be held in different operating units with no overall view of the total cost. However, people based communication and collaboration services are a 'growth' area in any active business faced with increasing competitive and challenging operating conditions.

Unified Communications, or UC, is the integration of all of these communication connections and devices into a single cohesive environment. It presents a consistent service to all devices from a centralized pooled capacity provisioned in a cost and management optimized manner. Comparisons have been made to this being a kind of 'virtualization' for communication devices, which is technically inaccurate. However, in the context of the optimization of resources there are similarities. On the technology side there are operating benefits. One of which is the requirement to improve the response times by the better management of services using the network.

Unified Messaging, or UM, is concerned with creating a common interface, or experience for users to hide the differences between various services, running on different devices, at different locations. One of the fundamental goals of UM is to ensure that any messaging service, such as voice, e-mail, or instant messaging, can be used from any device. This can be regardless of location, fixed or mobile, and by delivering from a single central store that provides a view of all the messages regardless of its format.

In practice, it is rarely possible to separate UC and UM as the two aspects is largely inter-dependant, and most products combine them. The term 'Presence' is used to indicate the ability of a UC and messaging service to understand the current location of the user in terms of the device being used and the services that can be supported and to indicate this to other users wishing to communicate.

UC and messaging was heavily hyped in the first Internet boom around the year 2000. But the factors mentioned above as drivers were not really recognizable at the time, and so interest in the topic died away. However, in the last two years it has returned due to the focus on collaborative working and the potential for cost savings. This has resulted in a wave of new products, most of which offer different approaches dependant on whether the vendor comes from a telephony back ground like Nortel; an IP network background such as Cisco; or PC software like Microsoft.

This has led to the US Department of Defense laying down a set of definitions and interoperability tests for UC and messaging products and to the creation of several different Open Source projects with the objective of producing code that could be used to create rich capabilities without vendor product lock in.

The impact of this and other technologies is discussed in the [Capgemini CTO Blog](#).

Leading Company Results (Revenues)

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Q4:	Cisco ↓ 18 @ \$8.5bn		
Q3:	HP ↓ 2% @ \$27.5bn		
H1:	Capgemini 0% @ €4.37bn	Atos Origin ↓ 2% @ €2.58bn	Logica ↑ 6% @ \$1.88bn
Q2:	SAP ↓ 10% @ \$2.58bn		
Q1:	Fujitsu ↓ 11% @ Yen 1.044bn	Lenovo ↓ 19% @ \$3.5bn	

Movements by Industry Leaders

Cisco and Landis+Gyr are working together on a Smart Grid

Communications infrastructure, which strengthens Landis+Gyr's positioning in meter technologies linked by Cisco networking expertise. **Cisco Data Center 3.0** strategy moved nearer to the existing data center product sets with the announcement of a range of additions. www.cisco.com

Oracle Times Ten In-Memory Database 11g has been upgraded and partnered with a new **Database Caching option** to offer improvements in response times.

Oracle JDE Database Vault supports the extended security policies for EnterpriseOne users. Oracle has acquired **Tacit Software Intellectual property** in the location solutions space and it will be added to the Oracle Beehive suite.

Oracle Revenue Management for Health Insurance has been released. **Oracle VM Template Builder** supports Oracle Enterprise Linux "Just Enough OS" (JeOS) based scripts and allows rapid development of packaged virtual machines. A new **Process Integration Pack (PIP)** has been released to link Oracle Value Chain Planning application with Oracle JD Edwards Enterprise One. www.oracle.com

IBM Smart Analytics System is a new analytics platform that combines the data from databases with data from other sources such as Web pages and e-mail. IBM is to **acquire SPSS**, a specialist in consumer trend analysis; and in a separate deal will **acquire Ounce Labs**, a provider of Source Code security testing tools. **IBM ProtecTier Data Deduplication application** has added data transfer capabilities. **IBM ILog CPLEX 12 is the first new release under IBM ownership**, which adds improved processing capabilities along with integration capabilities. **IBM WebSphere Sensor Events** collects and compiles small low value data from connected sensors to allow efficient analysis and give a comprehensive picture. www.ibm.com

Microsoft has signed a ten year combined search deal with Yahoo. Under the agreement, Yahoo will be using MS Bing as its search engine and Yahoo will take on the responsibility for the sales side of the combined operation by building on its existing customer base. **The European Union (EU) has rejected the Microsoft proposal** to ship Windows 7 with no browser in Europe and instead demanded that it has a choice of browser preloaded. The Release Candidate to allow **WindowsXP applications to run on Windows 7** is now available to selected testers and users. Microsoft has lost a court case to Texas based i4i with respect to a patent for XML involving Word that currently states that **Microsoft must stop selling Word** within 60 days. However, Microsoft has asked for an appeal to be completed as soon as possible. **Microsoft and Nokia have joined forces** to bring Windows Office Mobile onto Nokia devices starting with the E series smartphone range. The Apple Mac version of Microsoft Office will offer **Outlook as a replacement for the Apple Entourage** as well as other new capabilities designed to widen the usability of Apple Macs in general enterprise environments. The release candidate for **Exchange Server 2010** is now available for download from the Microsoft TechNet site. www.microsoft.com

SAP Business by Design 2.0 update adds new functionality and 35 new end-to-end processes to the SAP SaaS service for small and medium enterprises. SAP has added new communities to its **Social Networking site** around products such as the new Business Suite 7.0. www.sap.com

Google is acquiring On2, which is a video processing provider. The ability for predictions and trend analysis for advertisers has been extended in **Google Insights for Search** with a new Forecasting Feature. www.google.com

Open Source Update

Novell SUSE Appliance Program is a new offering that extends and links together all the tools and methods available to developers to accelerate the time and quality of SUSE based development into one comprehensive aligned environment. www.novell.com

Ingres VectorWise is a new data base engine that claims to boost performance. The Ingres VectorWise Project is to develop the use of VectorWise into the Ingres Open Source Business Platform. www.ingres.com

Mozilla Firefox 4.0 intended features are now listed in a Wiki that asks for community feedback and discussion on their value and how they would be used. **A new beta version of Firefox is available** for download under the title of Namoroka Alpha 1. The new version is intended to become Firefox 3.6, which claims to be many times faster and uses the Mozilla Gecko 1.9.2 platform. www.mozilla.org

The Moonlight 2.0 Project is now at beta 1 stage with downloads available to run on FireFox or at source code level and should provide full compatibility with Microsoft Silverlight. www.mono-project.com/moonlight

Standards Watch

The World Trade Organization, WTO, has ruled that China must open up online business stating that USA and other countries must be able to trade directly with end consumers in China and not be limited to trading through state owned companies. www.wto.org

More Noteworthy News

Net Applications has announced changes to its methods of calculating market shares for operating systems and browsers. As a result of the changes, Apple has seen a dip in its market share while Microsoft's market share has increased. www.netapplications.com

Gartner survey of the European PC shipments for Q2 shows a drop of 3.3% in numbers. However, if mini PCs or Web PCs are removed from the figures, then it was a drop of 15% in shipments. The new order revealed that the change in goods sold brought about big changes in the manufacturers shares and rankings. Dell occupied the top slot followed by Acer, HP, Toshiba and Apple. **Gartner reports that mobile phone sales are down 6%** but smartphone sales are up 27% on a year-on-year basis. Nokia is the number one at 37% but based on low end units, followed by Samsung with 19%, growing on the back of their high end smartphones. LG comes next at 11% followed by Motorola at 6% and Sony Ericsson at 5%. <http://www.gartner.com>

BlackBerry Curve 8520 is a new entry level unit but claims to be fully featured with traditional trackball controller to catch smartphone upgrades from other

makes. **BlackBerry Web Development Plug-in for Eclipse** and the same for **Microsoft Visual Studio version 1.2** offer developers the ability to use these development environments for apps for BlackBerry. The **BlackBerry App World** now covers more countries, can be accessed by both WiFi and 3G, and includes a new recommendation feature to help users rate how useful they find different apps. A new developer's blog in the **BlackBerry Developer Zone** covers technical matters, markets, and developers views and is expected to encourage more apps development across a wider market. **BlackBerry Smart Card Reader** has been updated and allows system administrators to set BlackBerries to only synchronize when in range of a specific Bluetooth reader. www.blackberry.com

The EU is to release the 900 MHz spectrum for mobile broadband services as well as updating the GSM directive of 1987, under which mobile phone operators operate. www.europa.eu

Yahoo adds a new Mobile Homepage at <http://new.m.yahoo.com> that aligns to updates made to the PC accessed Homepage and is claimed to support nearly 400 different mobile device types. **Yahoo has signed a ten year combined search deal with Microsoft**, under which Yahoo will use MS Bing as its search engine and Microsoft will take up the responsibility of the sales side of the combined operation by building on its existing customer base. www.yahoo.com

Nokia has agreed with Microsoft to bring Windows Office Mobile onto Nokia devices starting with the E series smart phone range. www.nokia.com

Twitter has redesigned its home page, allowing users to get realtime news updates from the Web page and access the search and trending tools without logging in. www.twitter.com

Symantec Cyber Threat Analysis Program (CTAP) is a new service available to enterprises based on the symantec data and information gathering and analysis capabilities that will allow them to make their own analysis of risks that might affect their operations. **Symantec Workflow 7.0 update** provides simplification in using the tools, while at the same time a new release of **ServiceDesk 7.0 update** also aims to introduce simplification in management tasks to allow more complex overall systems to be addressed. www.symantec.com

Samsung Mobile Apps store is now officially out of beta and open for business, giving developers the opportunity to offer their apps there for the nominal cost of US\$1. **Samsung is opening a widget development site** called the Samsung Mobile Innovator to encourage new widgets to be developed around the Samsung TouchWiz technology. www.samsung.com

McAfee has acquired MX Logic, a provider of 'cloud' services for security and e-mail adding to two other acquisitions to build a portfolio of security-as-service capabilities. www.mcafee.com

AMD 785G processor is aimed at optimizing the performance for PCs running Windows 7 with enhanced support for features such as high definition video, and graphics accelerators. www.amd.com

SAS Social Network Analysis Tool is designed to allow an enterprise to discover often unknown relationships between people, data sources, and new working patterns. www.sas.com

Dell will feature support for Microsoft Windows Server 2008 R2, which offers a range of new and enhanced capabilities offering an easy deployment path for its customers. www.dell.com

Palm has opened an 'App Store' program for the Pre to allow developers submit apps for resale by Palm-to-Pre end users with a generous 70% of revenue going to the developer. www.palm.com

BMC Batch Impact Manager is a new tool for updating the capabilities required to predict and optimize the complexities of Batch Operation. www.bmc.com

MySpace has acquired iLike, the widget based music sharing service that claims to have 50 million users and already offers widgets for MySpace. www.myspace.com



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model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and employs 90,000 people worldwide.

More information is available at www.capgemini.com

Andy Mulholland

Global Chief Technology Officer, Capgemini
Tel. +44 (0)207 434 2171
andy.mulholland@capgemini.com