

A new Two Day Seminar

Unified Communications

ONE OF THE TECHNOLOGY SERIES OFFERED BY GARY ZIELKE

Course Description:

Increasing the ability for knowledge workers to contact, communicate and collaborate with each other has been the goal of both the telephone and computer industries for as long as these technologies have co-existed in the office. Enterprise PBX (Private Branch Exchange) systems now include hundreds of features that make it easier for colleagues to exchange information bridging time zones and worker mobility. The computer software industry has also developed a variety of messaging and Email based applications aimed at increasing the speed with which colleagues can be reached and consulted on time sensitive decisions. Unified Communications is a concept that seeks to exploit the synergy that exists between these two technologies in a way that will make the whole greater than the sum of the parts. This two day course examines the features, benefits and barriers associated with this new approach to communications.

This course will be of particular interest to

- *Information technology managers and advanced users*
- *Network strategists, planners and analysts*
- *Information technology support engineers*
- *Technical managers of telephone companies and service providers*

8–9 October 2009 – Frankfurt a. M.

Course Outline

Unified Communications evolution

- ❑ Common business communication requirements
- ❑ Traditional telephony and email systems
- ❑ The impact of Voice over IP
- ❑ Soft phones and unified communications clients
- ❑ Desktop video conferencing and document collaboration

The Telephony World

- ❑ Basic Telephony and PBX systems
- ❑ Basic phones and feature phones
- ❑ The PSTN and corporate tie trunk networks
- ❑ The introduction of VoIP
- ❑ SIP and SDP
- ❑ Gateways and VoIP/PSTN interconnection

The Email World

- ❑ Email clients
- ❑ Email servers and services
- ❑ Email protocols
 - ❖ SMTP
 - ❖ POP3
 - ❖ IMAP
- ❑ Email and voicemail

The Mobility World

- ❑ Cell phones and PDAs
- ❑ Texting, SMS, EMS and MMS
- ❑ Wireless Application Protocol
- ❑ Windows CE

The Conferencing World

- ❑ Audio and video conferencing
- ❑ Audio conferencing bridges
- ❑ Video conferencing services
- ❑ Desktop video conferencing
- ❑ CODECs and bandwidth
- ❑ Workgroup collaboration

Presence and Instant Messaging

- ❑ Presence Components
 - ❖ Presence
 - ❖ Presence Server
 - ❖ Watcher

- ❑ Instant Message protocols
 - ❖ MSNP (Microsoft)
 - ❖ SIP/SIMPLE
- ❑ Presence Protocols
 - ❖ SIP/SIMPLE
 - ❖ XMPP
 - ❖ JABBER

Trying To Bring It All Together

- ❑ Unifying voice, video and text communications
- ❑ Solutions from the telephony world
 - ❖ VoIP PBXs with UC features (e.g. Avaya, Cisco, Nortel, Siemens)
- ❑ Solutions from the application software world
 - ❖ Microsoft Office Communications Server
 - ❖ Unison Technologies
- ❑ Proprietary versus standards based solutions
- ❑ Hosted versus in-house solutions
- ❑ PBX, application server interfaces
- ❑ Soft clients and soft phones
- ❑ Does anyone do it all?

Integration with Existing Systems

- ❑ Integrating application based unified communications solutions with traditional telephony systems
- ❑ Integrating VoIP telephony systems with existing email and messaging applications (e.g. Microsoft Exchange or Lotus Notes)

Unified Communications Security

- ❑ Integration with existing corporate security
- ❑ Implications for corporate firewalls
- ❑ Transport Layer Security (TLS)
- ❑ Certificates
- ❑ Public Key Infrastructure (PKI)
- ❑ Secure Real-Time Transport Protocol (SRTP)
- ❑ VPNs and remote access
 - ❖ IPSEC
 - ❖ PPTP
 - ❖ Proprietary VPN clients

Unified Communications

A Two Day Course

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/// Course Benefits

After attending this course you will be able to:

- Identify the applications that are common to most unified communications solutions
- Evaluate vendor offerings and their unified communications architectures
- Identify the protocols that make unified communications possible
- Detect interoperability issues in multi-vendor solutions
- Choose between in-house implementations and hosted services
- Develop a corporate strategy for implementing unified communications
- Plan a migration strategy from a legacy environment to unified communications
- Differentiate between media hype and actual capabilities

/// Leader's Profile

Gary Zielke is a registered Professional Electrical Engineer who has worked in the telecommunications industry since the beginning of the Internet.

He has been a network manager, a trainer and an independent consultant during his 30 years of experience.

Network design is his area of specialization. He has developed several computerized tools for the design, simulation, and optimization of voice and data networks.

He has authored papers and conducted seminars on the subject, throughout Canada, the U.S.A., Europe and Asia. His practical experience combined with his presentation style make him a popular speaker.

/// What delegates say about Gary's seminars

"Gary is really a top teacher speaking very clearly. I have very well appreciated to go so deeply into the subject. Thank you!"

Philippe Trottet, Head of Field Telecom Unit, UNHCR Dubai, United Arab Emirates

"Excellent speaker with excellent wide and deep knowledge on particular topics as well as on the overall view how all the pieces belong and work together."

Karl Klaghofer, Siemens Enterprise Communications Munich, Manager Systems Engineering

"One of the most excellent seminars which we have booked."

Ralph Metz, Teamlead Voice Operations, EDS Rüsselsheim

"Gary Zielke was able to describe complex problems in a simple way."

Christian Binder, City of Munich, Munich

"Gary is able to bring a complex technical issue as easy as if you read a book to relax."

Mohammad Vizeai, Siemens AG Austria, Director Multimedia Products

"Gary was able to transmit the content of the seminar in a clear and simple way even for beginners."

Seydon Daffe, Nortel Networks Germany, Sales Engineer

"Good, comprehensive course – even complex cases look easy."

Bruno Maggi, Novartis Switzerland, Network Services Manager

"Very good course with motivated and knowledgeable presenter."

Marcel Legtenberg, Siemens AG, Account Manager, Munich

"Again Gary Zielke proved to be an excellent speaker being able to explain complex networking in simple words."

Michael Taubald, IT Infrastructure Network Specialist, München

"Excellent quality of speaker. Mr. Zielke has a broad knowledge and experience of techniques and protocols and is able to explain complex themes in an easy way. Despite the seminar was held in English it was no problem following the speaker and to understand his explanations."

Ingolf Stange, Gruppenleiter Network Service, Deutsche Bundesbank, München

"Very good organisation and time planning, excellent speaker with good fundamentals."

Harald Steger, Networking Engineer, Flughafen Nürnberg

All HM Training Solutions Seminars are available as On-Site presentations, tailored to meet the specific requirements of your organisation. For details please telephone +49 (60 22) 50 82 00 (international).

The seminar notes have been written to minimize the student's need to take notes and are useful long after the class.

Questions encouraged, discussed, answered

REGISTRATION DETAILS

To retain the information overleaf, please photocopy this form before completing and returning it by mail or facsimile to: HM Training Solutions, Falkenstraße 6, D-63820 Elsenfeld. – Telephone +49 (60 22) 50 82 00, Facsimile +49 (60 22) 5 08 99 99

Three ways to Register

- By post –** Please complete and return the registration form below.
- By fax –** You may fax the registration form to:
HM Training Solutions +49 (60 22) 5 08 99 99.
- By e-mail –** Info@hmtrainingsolutions.com

Registration fees

The seminar must be paid before attendance.
€ 1270 +19% VAT

Joining instructions

Your booking will be confirmed by dispatch of a letter containing full event and location details. Lunch, Coffee breaks and the seminar documentation are included in the seminar price.

Change of Terms

It may be necessary for reasons beyond our control to alter the venue, timetable or content of this seminar. Fees will be refunded should any event be cancelled by HM Training Solutions. We accept no liability for any other cost.

Cancellations

Should you need to cancel your booking please send your fax to +49 (60 22) 5 08 99 99 and then confirm in writing. No refunds will be considered for cancellations occurring within six weeks of the start of the event. However, we are happy to accept substitutions at any time; prior notice is appreciated.

Accommodation

Hotel information will be sent to you with our letter of confirmation upon receipt of your registration.

On-site presentations

All HM Training Solutions seminars are available as on-site presentations tailored to meet the specific requirements of your organisation. For more information please telephone +49 (60 22) 50 82 00.

**The number of delegates is limited.
Therefore please immediately return
this booking form!**

REGISTRATION FORM

Unified Communications

(M 36) 8–9 October 2009 – Frankfurt a. M.

- Please reserve _____ places at a cost of
€ 1270 +19% VAT

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