Connecting people
in new ways



An office, a desk, a desk phone, a PC, email. At one time, this was all you needed to stay in touch and run your small business. No longer. Today, people are more mobile than ever, they use more devices than ever, and they expect instant connectivity no matter where they are. With a little simple technology, you can get a jump on the competition by connecting your employees with each other, your customers, and your partners, in real time, from anywhere.

Microsoft® Lync™ communications software brings together instant messaging (IM) with audio, video, and web conferencing that you can access from almost anywhere.

* **Connect in real time.** You can turn an IM chat into an audio or video call at the click of a button.
* **Share photos, files, and links.** Whether you’re chatting with text, audio, or video, you can send files and other information in your IM window.
* **Make connecting more fun.** Keep up with your coworkers with pictures, activity feeds, and automatic frequent contact lists.

Get a more social experience

* **Choose how you connect.** With a single experience across the PC, phone\*, and browser, Lync lets you connect from many devices from almost anywhere you have an Internet connection.
* **Connect externally.** You can use Lync to connect with people at other companies, as well as Windows Live® users.

\* Coming soon

Do more with chat

Connect easily from anywhere

* **Don’t leave your email.** When you pair Lync with Microsoft Exchange and Outlook 2010, you can see presence icons and initiate chats or calls right from your email message or meeting request.
* **Connect with others from a document or spreadsheet.** Lync integrates with Microsoft Office 2010, so you can see presence information and start chatting without leaving your document.
* **Easily schedule and join online meetings from the Microsoft Outlook® 2010 email application.** It takes just one click to change a meeting request to an online meeting or to join a meeting.
* **Make conference calls seem like in-person meetings.** Connect with high-resolution video or share applications or your desktop in online meetings.
* **Extend your meetings to customers and partners.** With the web-based meeting attendant, even external participants can join.
* **See who’s available at a glance.** Color-coded presence icons show you whether someone is available, away from their computer, busy, or offline.
* **Speed up your search.** Presence includes pictures, skill search, and location information to help you find who you’re looking for quickly.

Connect from Office

Meet “face to face”

Find who you need, fast

Why Lync?

* Reduced downtime from seeing people’s availability in real time
* Team projects made simple with online conferencing, virtual whiteboards, and desktop sharing

Reduced costs

* Voice over IP (VoIP) in place of long distance calling
* Online meetings in place of travel
* Reduced need for phone equipment and third-party conferencing solutions
* Working together using videoconferencing, virtual whiteboards, and desktop sharing on the go from practically anywhere with an Internet connection

Support for mobile workers

Time savings

* Being able to respond to customers quickly by setting up conferences and joining meetings on the go
* Setting up online events that your customers can join

More responsive service

Choosing the best option for your business

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Type | Subscription service, delivered online |  | Software installed on your server |  |
| Current email solution | Best if using Exchange Online or Office 365 | Best if using Exchange Server |
| Features | IM, presence, and video callingOnline meetings | IM, presence, and video callingOnline meetingsVoice and private branch exchange (PBX) Archiving and full IT control |
| Maintenance | Microsoft hosts and maintains it for you. | You install and maintain it on your server. |
| Availability and reliability | Microsoft guarantees 99.9% availability. | You manage availability and reliability. |
| Updates | Microsoft manages updates. | You control updates. |
| Control | You control basic admin policies. | You have full IT control. |

This document was provided by Competitive Edge Services • (508) 983-1990 • ceservices.com • 1400 Computer Drive, Suite 220, Westborough, MA 01581

© 2011 Microsoft Corporation. All rights reserved.

Microsoft, Lync, the Office logo, Outlook, the Server logo, and Windows Live are trademarks of the Microsoft group of companies.

This document is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS SUMMARY.

