Hosted OCS
Service Definition

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inTechnology

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Overview

InTechnology's Hosted OCS service is a corporate Instant Messaging (IM), Presence, and Conferencing platform, based on Microsoft's Office Communications Server platform.

Features include:

- **Corporate IM** – A secure alternative to consumer IM services
- **Presence** – See everyone's status and availability across the organisation, regardless of location
- **Voice Integration** – Users can integrate their InTechnology Unity IP Voice handset with their OCS client, with features like integrated presence and click-to-dial
- **Conversations History** – IM conversations can be saved within Microsoft Outlook, like e-mail
- **Desktop sharing** – users can share their desktop with remote colleagues when working on documents, presentations, etc
- **Audio & Video Calling** – users can make audio and video calls between their computers, without incurring any call charges
- **Audio & Video Conferencing** – hold ad-hoc or scheduled multi-way conference calls

Hosted OCS is delivered as a managed service backed by InTechnology's 24x7 technical support team. Administrators can quickly add, remove or upgrade users through a simple to use web portal, and only be charged for the number of users provisioned (subject to minimum commitment).

The Hosted OCS service is built on server clusters hosted in InTechnology's highly secure and resilient Data Centre environment. This removes the need to deploy on-premise Microsoft Office Communications Server, with the additional benefit of flexible licensing.

Functionality

InTechnology's Hosted OCS is a unified communications service that allows easy communication through Instant Messaging (IM), Voice, Video, Conferencing, and Desktop Sharing.

Comparison of OCS User Types

The below table describes the main differences between the three OCS User Types

User Type	Typical User Requirements
OCS Standard	Presence and Instant Messaging
OCS Enterprise Option 1	Presence, Instant Messaging, Conferencing, and Desktop Sharing
OCS Enterprise Option 2	As Option 1, but for organisations that have deployed InTechnology Unity IP Voice and wish to integrate their phone system with Hosted OCS.

Features by User Type

The following table indicates the individual service features included in each user account.

User Features	OCS Standard	OCS Enterprise Option 1	OCS Enterprise Option 2
OCS Windows Client (Office Communicator)	✓	✓	✓
OCS Web Access	✓	✓	✓
Enhanced Presence	✓	✓	✓
Enhanced Presence with Unity IP Voice Integration			✓
Instant Messaging (One to One)	✓	✓	✓
Instant Messaging (Group Session)		✓	✓
1:1 Audio Calls (Computer to Computer)	✓	✓	✓
1:1 Video Calls (Computer to Computer)	✓	✓	✓
Click-To-Dial with Unity IP Voice Integration			✓
Multi-Way Audio Conferencing (Computer based)		✓	✓
Multi-Way Video conferencing (Computer based)		✓	✓
Desktop Sharing		✓	✓

OCS Windows Client (Office Communicator)

InTechnology's Hosted OCS service includes a client for Microsoft Windows that provides access to the functionality described below. Refer to the section on Technical Data for the minimum set of requirements.

The currently supported Windows OCS client is Microsoft Office Communicator 2007 R2.

OCS Web Access

OCS Web Access is a browser-based application that provides access to the Instant Messaging, Presence, and Desktop Sharing capabilities of InTechnology's Hosted OCS service. The OCS Windows Client and OCS Web Access provide the same contact list and similar instant messaging, and Desktop Sharing capabilities.

Enhanced Presence

The presence capability shares a user's real-time status information (available, offline, busy, in a meeting, in a call, etc.) with other OCS users in the organisation. A user's presence can be seen through the Microsoft Office Communicator 2007 client, or in Microsoft Outlook 2003 / 2007 where a user's name appears in the 'from', 'to' or 'copy' fields of an e-mail.

A user's presence is determined on a number of factors, including (but not exclusively):

- Their Microsoft Exchange calendar (e.g. "In a meeting")
- If they are on an OCS call or OCS conference call (e.g. "In a call", "In a conference")
- If they are a call with their Unity IP Voice desk phone (e.g. "In a call"). Note that this integration requires a user to have "OCS Enterprise Option 2".
- If there has been no activity on their computer for a short period or more prolonged (e.g. "Inactive", "Away")
- If they are not logged into the OCS service ("Offline")
- If they have manually set their status (e.g. "Busy", "Do not disturb")

The default status for a user that is logged in, using their computer, is not engaged in other activity such as a meeting or a call, and has not manually set their status, is "Available".

It is also possible to be automatically notified when a user's presence status changes to "Available", such as from "Inactive" or "In a call".

Instant Messaging

Hosted OCS includes Instant Messaging (IM) functionality to allow users to communicate with each user in real-time with short text messages. IM is often a better communication method than e-mail where the message is short and a quick response is needed.

Users can add contacts to their Office Communicator client for convenience and speed, and it also shows their presence status in real-time so they can immediately see which of their colleagues are available at any one time. For users that are not in their contact list, there is a search box in the Office Communicator client that allows quick access to their entire organisation.

OCS Enterprise users can also hold a Group IM session with users from across the organisation.

Click-To-Dial

If a user has a Unity IP Voice handset, then they can call someone directly from the Office Communicator client by just clicking on the phone icon next to their name. This avoids the need to manually enter the phone number of the user, and to keep track of contact phone numbers.

The number dialled is the phone number published by the user. There are different ways to publish your phone number; for example in Microsoft Office Communicator 2007 R2, this is done in the Tools > Menu option. User's phone numbers can also be set centrally by the designated OCS administrator.

Note that Click-To-Dial requires a user to have "OCS Enterprise Option 2".

1:1 Audio & Video Calling (Computer to Computer)

Hosted OCS allows users to use their computer to make and receive audio calls with other OCS users, with the option to add video if there is a suitable webcam connected to the computer. Note that if you place a video call to a user that does not have a webcam, they can still see your video feed.

Multi-Way Audio & Video Conferencing (Computer to Computer)

OCS Enterprise users can convert a Group IM conversation to a Multi-Way Audio Conference, or to a Multi-Way Video Conference, using the microphone, speaker and webcam on their computer. When holding a Multi-Way Video Conference, the video feed automatically switches to the person that is speaking, rather than having all the video feeds on the screen at one time.

Desktop Sharing

OCS Enterprise users can share their computer desktop with other OCS users. This is useful for working on a document, slide deck, or other application that you want to present to others in the conversation.

You can also allow other participants to take control of the document or application that is displayed on your desktop. When you first start desktop sharing, you are in control of your mouse pointer and keyboard, so you control the action on any open programs or documents. After you start desktop sharing, you can also enable other participants to provide mouse and keyboard input into your desktop so that you can collaborate with your colleagues. For example, if you are sharing a slide deck and another participant wants to present the slides while advancing them at his or her own pace, you can give control to the participant.

You can also combine desktop with a video calls so that participants can view the video, desktop sharing, and IM conversation window all at the same time.

Provisioning

Initial Deployment

OCS Windows Client (Office Communicator)

InTechnology will provide the software and instructions required to install and provision the OCS Windows client. It is the customer's responsibility to install and provision the client on user's computers. However this is a simple installation process with a small number of parameters to connect to the InTechnology server. The Microsoft Office Communicator client can also be managed using Microsoft Group Policy to further simplify the roll-out.

User Provisioning

InTechnology will provision the initial set of users provided that the user data is provided in electronic format on the supplied XLS.

Administrator Accounts

InTechnology will provide up to three OCS administrator accounts as requested, which will allow additional users to be added at a later date.

Ongoing Adds / Moves / Changes

OCS administrators will be provided with credentials to the Hosted OCS provisioning platform that will allow them to add, remove or change a user's settings.

The provisional portal allows administrators to:

- Add a new user
- Delete a user
- Bulk user import from a Microsoft Excel file
- Upgrade / downgrade between OCS Standard and OCS Enterprise
- Disable / enable a user account
- Modify user details
- Reset a user's password
- View licence usage details

Except under exceptional circumstances, it is expected that the customer will be responsible for adding, deleting and modifying user accounts on an on-going basis after the initial provisioning phase.

OCS Single Sign-on with Customer Active Directory

Hosted OCS Single Sign-On is InTechnology's service for allowing users to utilise the existing Login credentials for Clients for logging into OCS.

The service uses a dedicated network connection between the customer and an InTechnology Data Centre, along with an appropriately configured Active Directory trust. For security reasons the trust operates one-way, meaning that customers have access to InTechnology services without requiring access from any external user accounts.

Service Limitations

Below are known limitations with the Hosted OCS service.

1. **PSTN**. There is currently no provision for direct connectivity to the Public Switched Telephone Network (PSTN) to make or receive external PSTN calls. Audio calls made using the Hosted OCS service are currently Computer to Computer.
2. **Phone Number Formats**. If using Unity IP Voice and OCS Enterprise Option 2, the format of all phone numbers is E.164, otherwise known as international number format. For example, the

UK number 01423 850000 is displayed as +441423850000. This particularly applies to when publishing phone numbers in Office Communicator, and to the CLI presented on incoming calls.

3. **Conference Bridge**. If using Unity IP Voice and OCS Enterprise Option 2, it is not currently possible to use Unity IP Voice handsets as part of an OCS Audio Conference or OCS Video Conference. If holding an OCS Conference call, this needs to be done using the Computer. This limitation is because there is no PSTN connectivity to the Hosted OCS service.
4. **Premise-based PBX**. There is currently no integration with a premise-based PBX such as Remote Call Control (RCC) or Presence.
5. **Voice Mail**. There is currently no support for voice mail in the Hosted OCS service, or the ability to integrate with a 3rd party voice mail system.
6. **Public IM**. There is currently no provision for Instant Messaging between the Hosted OCS service and public Instant Message (IM) services such as MSN / Yahoo
7. **Active Directory**. There is no integration as standard with a customer's own Active Directory or users. A single sign-on service is however available – please see OCS Single Sign On for more information.

Over time these limitations may change as new functionality is added and new service options are made available.

Unity Integration Prerequisites

Integration between Unity IP Voice and the OCS service is subject to the following prerequisites:

- The deployed Polycom phones must be one of the following models. Older models are not capable of supporting the required version of software without which issues with transferring and conferencing calls may occur. Supported range:
  - IP 321
  - IP 331
  - IP 450
  - IP 550
  - IP 560
  - IP 650
  - IP 670
- The OCS user must have OCS Enterprise Option 2 assigned
- The user's Unity IP Voice licence pack must include the "Hosted OCS Integration" feature. This is available at no charge with the most common user licences; refer to the Unity IP Voice Service Definition for details
- The user's e-mail address, OCS sign-In address, and Unity IP Voice User ID must be the same, including the domain name.

Technical Data

The below are minimum requirements for running Microsoft Office Communicator 2007 R2 or Communicator Web Access (CWA) as stated by Microsoft.

System Requirements for Microsoft Office Communicator 2007 R2

Display	Super VGA 800x600
O/S	Windows 7 Vista XP Professional with SP2
CPU for Video Processing	CIF: Intel Pentium 4; Single Core 1.5 GHz VGA: Dual Core 1.9 GHz HD: Quad Core 2.0 GHz
Memory	512MB
Video Memory	64MB Microsoft® DirectX® application programming interface

Telephony	Microphone and speakers, headset with microphone, or equivalent device

System Requirements for Communicator Web Access

Microsoft Windows 2000 Service Pack 4	Internet Explorer 6.0 Service Pack 1
Microsoft Windows XP Service Pack 2	Internet Explorer 6.0 Service Pack 2 Internet Explorer 7.0 Firefox 3.0.X
Microsoft Windows Vista	Internet Explorer 7.0 Firefox 3.0.X
Macintosh OS 10.3.9	Safari 1.3.X Firefox 3.0.X
Macintosh OS 10.5.4	Safari 3.X.X Firefox 3.0.X
Red Hat Linux 2.16	Firefox 3.0.X
HP UX	Firefox 3.0.X
IBM AIX	Firefox 3.0.X
Sun Solaris	Firefox 3.0.X

Network Bandwidth Requirements

Data	56kb/s
Voice	50-80kb/s
Video	Minimum: 50kb/s CIF or Office RoundTable: 250kb/s VGA: 600kb/s HD: 1.5Mb/s

Firewall Access Requirements

Internet	Outbound access to the Internet on TCP Port 443

Responsibilities

Customer Responsibilities

1. LAN design, capacity, performance and availability
2. Configuration of any firewall or other Internet limiting device to provide Internet access on required ports to user computers as specified in order to operate Hosted OCS software applications
3. Ensuring customer administrators are authorised and trained in the use and configuration of the Hosted OCS system,
4. On-going provisioning of new users, deletion of users, and changing of users as described in the section "Provisioning".

InTechnology Responsibilities

1. Hosted OCS system operation, availability & customer zone implementation
2. Provision of administrator accounts on the provisioning platform
3. Supply of software application required to use the service

Ordering Information & Charging Model

Part Codes

Part Code	Description
H-OCS-X-001	Hosted OCS Setup (Customer)
H-OCS-C-001	Hosted OCS User (Commercial)
H-OCS-C-002	Hosted OCS Enterprise Upgrade Option 1 (Commercial)
H-OCS-C-003	Hosted OCS Enterprise Upgrade Option 2 (Commercial)
H-OCS-A-001	Hosted OCS User (Academic)
H-OCS-A-002	Hosted OCS Enterprise Upgrade Option 1 (Academic)
H-OCS-A-003	Hosted OCS Enterprise Upgrade Option 2 (Academic)
N-IPVC-155	OCS / Active Directory Single Sign on Service

Notes on Part Codes

1. The standard setup charges is fixed and invoiced on signature of the Service Agreement. This is to cover the Initial Provisioning (see section "Provisioning").
2. By default a customer is classified as "Commercial" unless they can prove they are eligible to purchase Microsoft academic product licences, in which case they are classified as "Academic". Please refer to the Microsoft website for details on eligibility for academic product licences.
3. When determining the quantity of Part Codes, every OCS User provisioned will have a "Hosted OCS User" Part Code assigned.
4. If an OCS User has "OCS Enterprise Option 1" or ""OCS Enterprise Option 2" assigned, then will also have the Part Code "Hosted OCS Enterprise Upgrade Option 1" or "Hosted OCS Enterprise Upgrade Option 2" assigned, in addition to the "Hosted OCS User" Part Code. Note that it is not possible to have more than one upgrade option assigned to a user account.
5. Calculation of quantities is done automatically in the monthly invoice based on actual usage during that month.

The reason for the separation of "User" and "Upgrade" is to allow complete flexibility for a customer to upgrade and downgrade users without needing to delete a user and re-provision.

Example:

- A customer has 100 Hosted OCS user accounts, of which 20 are OCS Enterprise Option 1, 15 are OCS Enterprise Option 2, and the rest are OCS Standard
- The customer is not eligible for Microsoft academic software, so is classified as "Commercial".
- The invoice from InTechnology will show the below quantities of Part Codes:

Part Code	Description	Quantity
H-OCS-C-001	Hosted OCS User (Commercial)	100
H-OCS-C-002	Hosted OCS Enterprise Upgrade Option 1 (Commercial)	20
H-OCS-C-003	Hosted OCS Enterprise Upgrade Option 2 (Commercial)	15

Calculation of the Monthly Service Charge

The Hosted OCS Service is completely flexible and customers can add, remove, upgrade and downgrade users as many times as they wish during the month. The monthly invoice is based on the actual number

of provisioned users and upgrades on a specific day during that month, selected by InTechnology, subject to the Minimum Commitment (see below).

Minimum Commitment

If a Minimum Commitment has been specified as part of the Service Agreement, this will be expressed in terms of a Part Code or multiple Part Codes. If the calculated quantity, based on actual usage, falls below the Minimum Commitment, then the Minimum Commitment will be invoiced rather than the calculated quantity.

For example:

Part Code	Description	Minimum Commitment
H-OCS-C-001	Hosted OCS User (Commercial)	50

This means that if the calculated quantity of H-OCS-C-001 falls below 50 during a billing period (one calendar month then the customer will be invoiced for 50 x H-OCS-C-001.

Notes on Charging

- Set-up charges for the Service will be invoiced upon signing the Service Agreement.
- The Monthly Charge will be billed monthly in arrears, based on usage for that billing period and Minimum Commitment.
- Where the Hosted OCS Service is to be provided at multiple sites then the Charges for a particular site will be chargeable from the date the Hosted OCS Service becomes available at that site and will be invoiced monthly in from such date.
- All prices are exclusive of VAT.

Service Level Agreement

Overview

This Service Level Agreement (SLA) sets out terms on which InTechnology shall provide the Service to the customer. This Service Level Agreement is subject to and shall be interpreted in accordance with the other terms of the Agreement.

The purpose of this Service Level Agreement in conjunction with the Service Description is to set out the agreed supply, operation and management of the Hosted OCS Service by InTechnology.

Please refer to the InTechnology Service Descriptions for further details of the Network Services. No changes may be made to this Service Level Agreement, except by written agreement dated and signed by both parties.

The Time for Service Restoration (TSR) of a fault is defined as the time period between fault detection and service restoration. The TSR starts with pro-active fault detection by the InTechnology service management centre (SMC) or when InTechnology acknowledges the Customer's reported fault.

Hosted OCS Specific SLA Parameter

Core System Availability - **99.9%**, **Time for Service Restoration (TSR) 10 minutes**

Availability is measured across a calendar month. 99.9% availability is therefore equivalent to no more than 43 minutes of total system failure per month, based on a calendar average of 43,800 minutes per month.

The measure of core system availability and associated TSR will be measured from the point of total system failure.

Service Availability Limitations

The Customer should acknowledge that the warranties provided above shall not apply in the event that any failure or suspension of the Services arising as a result of a failure of the Customer Equipment, or is caused by any action or omission of the Customer, its employees, agents, sub-contractors or invitees. InTechnology shall not be liable for any failure to comply with the service levels defined where the Customer is in breach of any warranties set out in the contract.

In calculating Service availability the following circumstances are excluded:

1. Service unavailable or affected as a result of Service suspension pursuant to the Service Agreement.
2. Service unavailable or affected due to faults on the Customer's side of the service.
3. Service unavailable or affected due to incorrect configuration of customer equipment.
4. Service unavailable or affected due to circumstances created by the customer.
5. Service unavailable or affected due to planned maintenance.
6. Service unavailable or affected due to emergency maintenance.
7. Service unavailable or affected due to Force Majeure.

Planned maintenance can involve a temporary suspension of part or all of the service in order to enable InTechnology to undertake vital remedial/maintenance or upgrade work. Planned maintenance and controlled outages will always be notified to the customer at least 7 days in advance and be planned in such a way to have minimum impact on the customer's operations. Controlled outages will not be classified as faults as the Hosted OCS core systems are redundant and availability will be unaffected. Controlled outages to the service for the planned maintenance take place at 4am - 6am on Monday and Thursday.

Emergency maintenance required as a result of identifying a problem through ongoing monitoring and management, that could potentially cause an outage or failure of the service, will be notified to the Customer at the earliest possible time and be managed in such a way to have minimum impact on the Customer's operation.

Service Credits

InTechnology shall pay to the Customer Service Credits for each proven instance of failure to comply with the SLA metrics defined above. An instance shall be defined as:

- Failure to restore service within the stated TSR.

One Service Credit will be equal to one day’s Service Charges based on the average daily charge of the previous month’s total Hosted OCS Service Charges invoiced for the site(s) affected.

Please note:

- One or more instances in any 24 hour period will only result in one service credit being paid.
- The maximum Service Credit available in respect of any one month will be equal to and no more than one Month Service Charge in any one-month.
- Any downtime relating to the LANnet Services will incur Service Credits as defined in the LANnet SLA.

Any reduced charges under this Service Level Agreement will be confirmed by credit note issued by InTechnology to Customer, confirming the adjustment to be made to the following monthly charge.

InTechnology shall not be liable to pay any more to the Customer by way of service credits in any one month than a sum that is equal to (the VAT exclusive amount of) one-month service charge regardless of the number of network outages in that particular month.

InTechnology designs and supports the best IP solutions for business with a range of applications seamlessly integrating clients' communications needs through the delivery of secure voice, data and mobile solutions.

InTechnology employs 200 people and has data centres in Harrogate, London and Reading.

Head Office

Central House
Beckwith Knowle
Harrogate
HG3 1UG
Tel: 01423 850 000

London Office

17 St Helens Place
Bishopsgate
London
EC3A 6DG
Tel: 0203 040 5000

Reading Office

Commensus House
3 – 5 Worton Drive
Reading
RG2 0TG
Tel: 0870 777 7778

Enquiries: 0800 528 2522
www.intechnology.co.uk