



Unified Communications and Mobility Services



In the connected world of today's business environment, communication can be the key to success or failure for any company, large or small. Instant access to ever-changing information is the key to being competitive. Business must be able to utilize information in all its forms and must be able to do so in real-time and from anywhere.

Unified Communications brings together methods of information sharing such as fixed and mobile voice, email, instant messaging, data sharing, media and devices, fax, audio, web conferencing and more. The integration of all these disciplines and methods into a single environment offers business a more complete but simpler experience.

Unified Communications technologies use the power of software to deliver complete communications - messaging, voice, and video - across the applications and devices that people use every day.

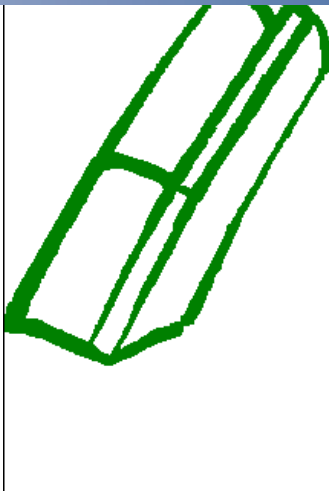
Integrating the experiences you associate with the telephone - phone calls, voice mail, and conferencing - into the work you do on a computer - documents, spreadsheets, instant messaging, email, calendars - has the power to fundamentally change the way the world works.

Unified Messaging, a component of Unified Communications, is the first step of bringing together these different streams of communication into a single or "unified" environment, where information can now be accessed through a single technology such as email or phone. The ability to hear your email over a phone or hearing voice mail and viewing faxes through email allows the rapid and timely access to information that can be the difference between growing your business or going out of business.

Mobility is a key enabler of Unified Communications. Access to voice and email, anytime, from anywhere, is a requirement for today's business in order to respond quickly to customer needs. Technologies such as Windows Mobile bring the power of the desktop to a handheld device and keep you in touch with your business.

Carnes Group will make these technologies work for you and your business.

Customer Benefits



Manage voice mail, faxes, e-mail, and video from a single inbox whether on email or on a phone

Increased productivity and "presence" in or out of the office, keeping you in touch with your customers and your business

Integrate multiple devices such as phones and PDAs into a single platform

Access to email and voice mail from anywhere using a handheld device

Utilize technologies such as instant messaging for efficient communication

Leverage existing internet and server infrastructure to manage voice and fax, simplifying management and support

Store voice mails and faxes like other email to allow for better records keeping and tracking

Utilize your current software, hardware and training to be more effective in communicating to customers and employees

Reduce the complexity of your technology infrastructure environment

Increase efficiency and reduce costs for using information

Eliminate legacy phone hardware and systems

Secure your infrastructure and allow for better security compliancy through data archiving of multiple data sources



Unified Communications and Mobility Services

Services Capabilities and Products

Microsoft Infrastructure Consulting
 Server and Systems Solutions Desktop Solutions and Support
 Internet and Security Solutions

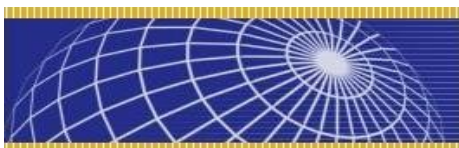
IT Support and Managed Services
 Managed Services Data Management and Planning
 Hardware/Software Support Patch Management/Support

Unified Communications and Mobility
 Microsoft Response Point Unified Communication and VoIP
 Mobility and Messaging

Management and Risk Consulting
 Management Consulting Technology Security Audit Referrals
 Project/Risk Mgt. Integration/Vendor Mgt. Executives

Product Partners

Microsoft Gold Certified Partner	Dell Registered Partner
HP Business Partner Direct	Dell Solution Provider
Symantec Registered Partner	IBM PartnerWorld Member
CA Partner	CDW Reseller



Carnes Group can help you have instant access to ever-changing information in today's connected world. Unified Communications technologies leverage your existing technologies and join voice, data and information sources into a single package. Establish "presence" for your employees and business and allow for rapid response to your customer needs.

With Windows Mobile and mobility tools, you can be assured of receiving up to date information at your finger tips, anywhere, anytime, with confidence that your assets are secure and meet your business needs.

We take care of the details, allowing you to focus on your business.

Microsoft Response Point

Response Point is a turnkey, small-office Unified Messaging phone system that uses the most advanced Voice over IP (VoIP) and Speech Recognition technology from Microsoft. Voice mail can be stored and sent via email so users can listen and file voice mail in their mailbox or data storage.

- **VoIP** Use existing Ethernet wiring, no special phone wiring needed, leverage a one vendor total IT solution
- **Equipment** Quanta, DLINK and other vendors, with PoE technology
- **Voice** Voice activated system integrates with Exchange, Outlook
- **Speech** Speech recognition for phone functions such as dialing
- **Cost** Cost of ownership is 50% or less than traditional phone systems and eliminates need for a dedicated phone vendor
- **Bundled** Hardware/software integrated solution, deployable in 1 day

Mobility and Messaging

Mobile devices allow you and your business to stay connected with voice, email and data wherever you are, at any time. Stay connected with your customers and quickly respond to needs or opportunities. Access and update calendar, contacts and tasks from your handheld device.

- **Solution** Solutions using Windows Mobile and *Direct Push* when used with Exchange for instantaneous data updates
- **Empower** Employees can communicate, collaborate, work on the go
- **Hardware** Windows Mobile, Treo, Q, BlackBerry, smart-phones, BlackBerry Enterprise Server (BES), POP/IMAP, Outlook

Unified Communication and VoIP

Unite existing communication systems such as phone, email, voice mail, internet and faxes into one integrated set of technologies. Create presence for real-time communication and Unified Messaging using current tools such as Microsoft Office and Windows Server.

- **Server** Office Communications Server, Live Meeting, Exchange
- **Desktop** Office Communicator, Outlook, Outlook Web Access
- **Hardware** Voice over IP, integrated handsets with Exchange, software PBX interface, Windows Mobile devices, Fax,

For More Information

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