



Unify² Federation Management Bot

Connecting People in New Ways, Anytime, Anywhere



About Unify²

Unify² (www.unifysquare.com) is a global Microsoft Unified Communications system integrator and independent solution vendor. It was founded by former Microsoft Lync Product Team members, who have deep insight into deploying the Microsoft Unified Communications platform. With the help of Unify², more than 50 enterprise customers worldwide, in many diverse industries, have successfully deployed unified communications rollouts. Unify² specializes in delivering breakthrough operational cost efficiencies and transforming business process outcomes with custom designed communication enabled business process solutions.

Contact

Americas:

Unify² Inc. (HQ)
2018 156th Ave NE
Bellevue, WA 98007, USA
Email: sales@unifysquare.com
Phone: +1 (425) 865-0700

EMEA:

Unify² Europe GmbH
Microsoft Regional Office NRW
Holzmarkt 2a
50676 Cologne, Germany
Email: emeasales@unifysquare.com
Tel: +49 (221) 37050280

APAC:

Unify² Asia Pacific Pte. Ltd.
3 Church Street
Level 8 Samsung Hub
Singapore 049483
Email: asiapacsales@unifysquare.com
Tel: +65 6408 0178

Leading automaker enhances capabilities native to Office Communications Server 2007 R2 or Lync to manage federation relationships

The customer employs several thousand people worldwide and maintains multiple production sites globally. Global project teams depend on communication and collaboration to design new products and bring them into production. Quickly bringing new models into production is critical to maintaining the company's edge against competitors. They have 11,000 employees taking advantage of the instant messaging and presence capabilities of Microsoft® Office Communications Server 2007. To expand on these capabilities, the company deployed Microsoft Office Communications Server 2007 R2. They wanted to manage federation relationships more granularly than possible with Microsoft Office Communications Server 2007 R2.

Business Needs

Customer had installed Microsoft® Office Communications Server 2007 R2 for improved communication and collaboration, supporting efficient business processes.

They needed to be able to manage and restrict SIP federation traffic between its employees and their external partners federated through Microsoft® Office Communications Server 2007 R2, in order to protect the privacy of

its employees. With Office Communications Server 2007 R2, external federated partners could retrieve basic presence information from any BMW employee who was enabled for federation. Although the employee was notified by Office Communications Server R2, there was no "opt-in" mechanism.

To meet internal company regulatory and compliance needs, BMW's IT Department was required to manage the federations between its employees



Benefits

- **Granular Federation**
Customer can manage federation relationships for each user for incoming and outgoing requests over all types of communication modalities.
- **Customized Hierarchical Drilldowns and Filters**
Enables customer to leverage their own terminology and structural organization for both geographies and business structure for managing federation depending on customized group membership.
- **Rich Security**
Engineers appreciate that conferences are hosted internally in Office Communications Server 2007 R2, as they frequently share designs with confidential and proprietary information. Administrators can control which users have access to specific SIP domain and which users can perform certain operations.

and the external partners at a more granular level.

Solution

Unify² delivered a robot application (referred to as "bot") for BMW administrators to leverage as the interface for defining and managing federation relationship between users, project managers and administrators, and their external partners. The bot will register itself to Office Communications Server R2 with a special user account. Users can then access the bot through their Office Communicator and communicate with the application using Instant Messages ("IM"). Administrators can also set up group membership independent of any Active Directory groups in order to manage bi-directional federation relationships on a per user basis. The bot manages group memberships internally, based on the SIP addresses of individual users.

The filtering component on the Office Communications Server R2 frontend servers will block or allow traffic between internal and external users.

An additional scriptable command line tool was provided to remove a specific SIP domain or all SIP domains from the configuration of a specific user specified by the SIP address. This will enable BMW to flush any SIP domains (such as domains to which a federation relationship was cancelled) from the configuration of all users.

The application is easy to install and manage, leveraging the same infrastructure as Office Communications Server R2.

System Requirements

Microsoft Office Communications Server 2007 R2 Standard Edition or Enterprise Edition. A backend database such as SQL Express 2005 or higher.

The bot application will need to run on a single server with access to the Office Communications Server 2007 R2 environment.

The filtering component will need to be installed on all Office Communications Server 2007 R2 frontend servers.

Summary

As a result of implementing this solution, BMW is now able to empower employees with the rich capabilities of Office Communications Server 2007 R2 while adhering to their internal data privacy requirements.

Custom Needs

Contact us if you have specific needs for Communications Enabled Business Processes for Office Communications Server R2 or Lync.