

Unified Communications

Open-Source Approach

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Unified Communications: Guidelines

- Improve **existing services** that CSI Piemonte offers to **Public Administration**
- **A single service platform** for different types of customers with different needs
- Give **value** to the investments made in the past
- **Open Architecture** (standard protocol, service oriented model)
- **Integration** with third-party applications
- Control the **evolution** of UC platform



Why Open Source?



- **REDUCE VENDORS INDIPENDENCE:** The source code is available under public use licences with few restrictions, users aren't locked into vendors, developers, IT partners or costly software upgrade cycles. OSS gives users genuine freedom of choice and more control over their IT environments.
- **BETTER FIT:** Open Source gives the freedom to customise or enhance the code to suit their exact needs. This flexibility is of real value to organisations with special needs that can't be met using standard software.
- **OPEN STANDARDS:** It will be easier for systems from different parties or using different technologies to interoperate and communicate with one another.
- **LOWER TCO:** With no licence cost in most cases, OSS starts with a clear advantage over proprietary software and this has lasting impact on the Total Cost of Ownership (TCO).

Factors to consider when choosing:

- **Support:** With standard applications, you are buying a legal license, which protects you and the seller. In this case, the company that sells the software is obligated to provide you with quality customer and technical support. However, with open source software you could be faced with situations of needing some quick answers but find that you either does not get it in a timely manner, get no support at all, or you have to pay a significant fee for help.
- **Total Cost of Ownership:** Free licenses do not necessarily equate with low TCO.
- **Time to Production:** Waiting to develop, configure and deploy an open source solution often has opportunity costs that are overlooked.
- **On-going Change Requests and Feature Improvements:** Endless queue of change requests.
- **Community's Support and Products RoadMap:** is there sufficient evidence that there is a plan for future enhancements and developments and some confidence in the long-term sustainability of the system?



Unified Communications Platform



Unified Communications Platform

Self-service Provisioning

IP Telephony

VoIP Exchange

Access

Personal Communications



Web Interface



Soft-phone



Mail e
Calendar

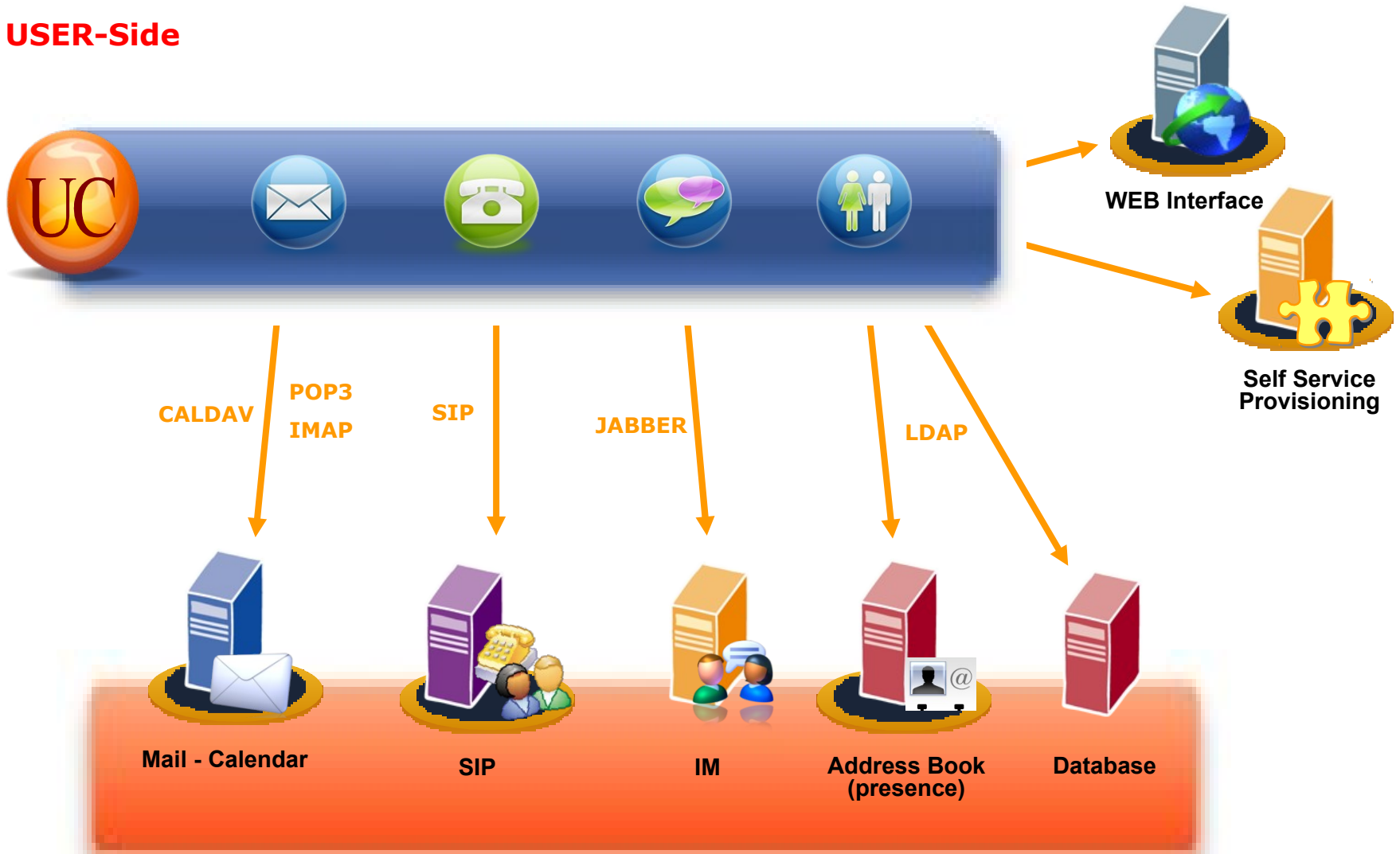


Chat



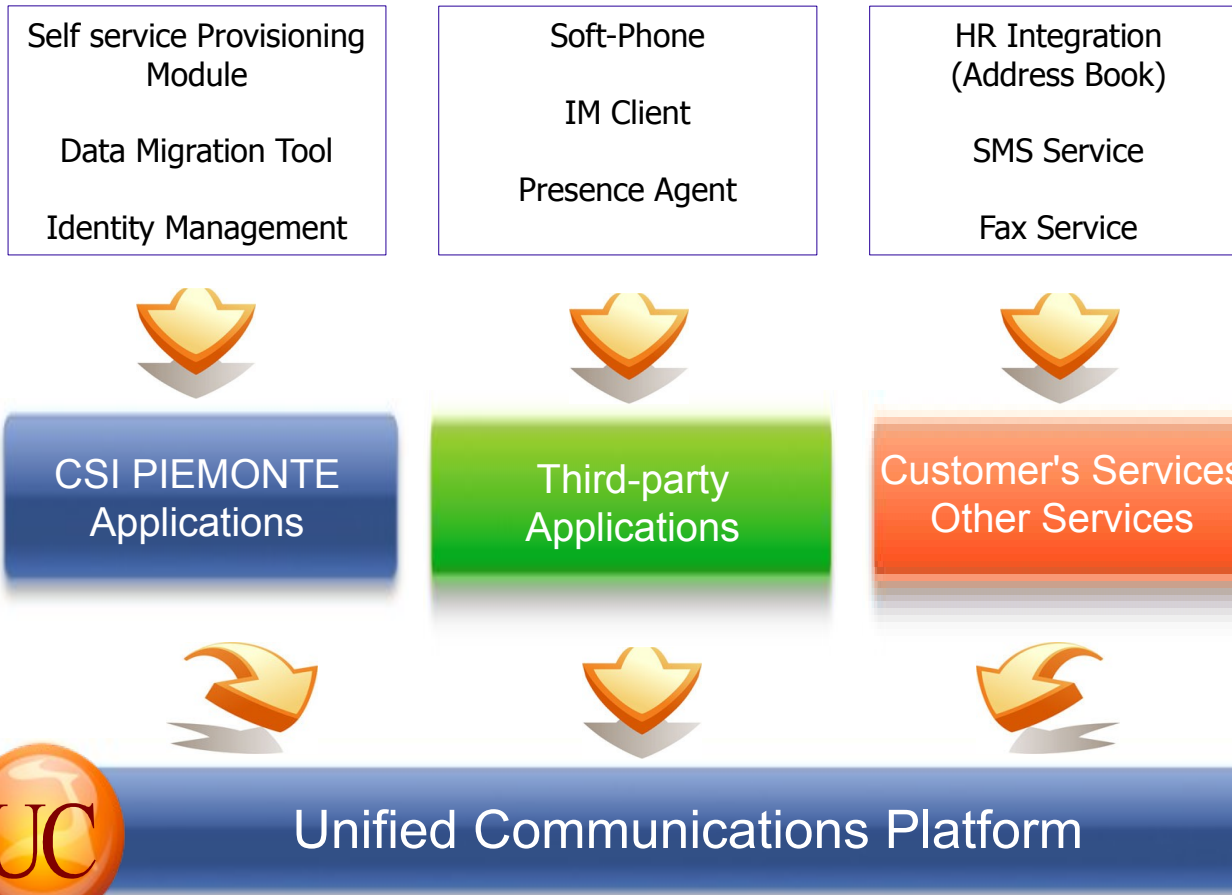
Address
book and
presence

USER-Side

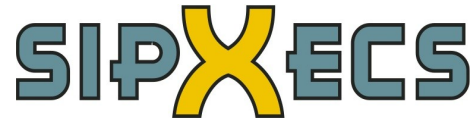


SERVICE-Side

Integration and Service Model:



Open Source Modules:



What are we doing.....

- **Test Phase:** our main customers are testing the UC Platform "**Comunica**" to evaluate the functionalities (Regione Piemonte, Consiglio Regionale del Piemonte, Provincia di Torino, Città di Torino)
- **Deployment Phase:** In 2011, CSI Piemonte and Regione Piemonte will launch the service for their employees (about 1200 for CSI Piemonte, about 3500 for Regione Piemonte)
- **New services:** CSI Piemonte is working to develop and integrate new services (SIP based Web-Phone, Web-Conference and Collaboration)





Questions?

Thank You !!!



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