Leveraging Existing Infrastructure To Deliver Communications Enabled Business Solutions
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What is SOA?

Service Oriented Architecture

Service-oriented architecture (SOA) is a methodology for systems development and integration where functionality is grouped around business processes and packaged as interoperable services. SOA also describes IT infrastructure which allows different applications to exchange data with one another as they participate in business processes.

Wikipedia
What are Web Services?

Web Services

a software system designed to support interoperable machine-to-machine interaction over a network. It has an interface described in a machine-processable format (specifically WSDL). Other systems interact with the Web service in a manner prescribed by its description using SOAP-messages, typically conveyed using HTTP with an XML serialization in conjunction with other Web-related standards.

SOA and Loosely Coupled Web Services
Nortel’s Communication Evolution for Enterprise Transformation

VoIP
Phase 1
Network Convergence
IP Telephony
(IP)
Network Consolidation
TCO & Virtualisation
Converged Data Network

Business Optimized Communications
Phase 2
Communications Convergence
Unified Communications
(SIP)
Multimedia Applications
Anywhere Anytime Any Device

Business Application Convergence
Phase 3
Business Application Convergence
Communications Enabled Applications
User Initiated
Simplicity & Effectiveness
Event Initiated
Business Productivity

Business Optimised Network
Value

The Environment - Where we Play!

Customization Services
4
Enablement
Deployment
Application Development
Consultancy

SOA Applications and Middleware
3
IBM
Microsoft
Other Partners

Abstraction Layer
2
Nortel Agile Communication Environment
Nortel Call Server/Softswitch
Other Frameworks

Infrastructure
Nortel Data Products
Nortel IMS Server
Nortel Call Server/Softswitch
Total View - Presence Aggregation

Nortel Agile Communication Environment

Web Server

Web Services

TR87

SIP

C2C, Presence

SIP

Presence C2C, Tandberg Directory

User Desktop

User Desktop

Enhanced web based corporate directory with C2C & presence

Sametime Server

Active Directory

Sametime Mgr

Lotus Notes

AppCore Eclipse Plugin

7960

Physical client

Agile Communication Environment 2.x

Multi-release view

Microsoft Desktop

IBM Desktop

Mobile Device

Agnostic Desktop

Nortel Agile Communication Environment

- Enhanced Redundancy & Failover
- Scalable pricing / licensing model
- Geo Architecture
- Windows / Linux
- Integration with Contact Center and ICP
- IBM and HP Hardware
- Out of Service Upgrades

MySQL

- Co-resident

ParlayX, JAVA & REST APIs

ThirdPartyCall V2

ThirdPartyCall V3 (ICP)

Call Notification

Terminal Location

Terminal User Profile

Location

Presence

AudioCall

Profile

Call History

Multimedia Conference

Messaging (IM)

Click-to-Connect API

Click-to-Text API

Contact API

REST API

Nortel Confidential Information

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MySQL

- Co-resident

IBM Tivoli / HP OV

Web GUI

- Configuration
- User Admin
- Log Browsing
- License Mgmt

SNMP

- Fault
- Performance

JMX

- Fault
- Performance (per-service)

AppCore Eclipse Plugin

ThirdPartyCall V2

ThirdPartyCall V3 (ICP)

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Click-to-Connect API

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Contact API

REST API

Nortel Confidential
Let's Decompose a Communications Enabled Application

When a stock reaches a threshold, notify Brad

First check to see if Brad is at his desk (Sametime)
If he IS, then send them an Instant Message with the details
If he IS NOT, call his cell-phone and play a recording with the stock details

Let's Decompose a Communications Enabled Application

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The possibilities are endless...

Customer Service

Contact Management System

Delivery Notification

GPS Location Based Services

Thankyou