

Jabber EIM Capabilities

The need for secure, real-time, synchronous communication between two or more people is driving adoption of the next generation of enterprise communication technology—enterprise instant messaging (EIM). In 2004, public instant messaging (IM) was brought into corporations by employees at nearly twice the rate as IT deployments. IT departments began to notice. Now the ratio has inverted with IT deployments leading user deployments by a factor of 2:1. This rapid growth in EIM is expected to continue with Osterman Research predicting that by 2010, 68% of the email user base within corporations will be using some form of IM.

The introduction of public IM software led to corporate IT departments asking whether the technology met corporate standards. What they found was troublesome. Most public services are not available 24/7/365 and there is little or no guarantee of service quality or scalable performance. They have little to gain from interoperability. Public services are laden with advertising, distractions, and diversions; they

allow access to personal contacts and interrupt workers. Perhaps most troubling are the security problems. Since they use personal, not corporate identities, employees can take intellectual property and business contact lists with them when they leave a company. They are increasingly susceptible to malicious software attacks and attempts to poach intellectual property. And they are

not compliant with e-discovery and regulations such as those specified by the Health Insurance Portability and Accountability Act (HIPAA), the Securities and Exchange Commission (SEC), or the Sarbanes-Oxley Act (SOX). Most companies would be hard-pressed to produce a paper trail of public IM communications that happened on their premises.

Large Enterprises

As a company grows, communication becomes exponentially more difficult to conduct and manage effectively. The possibilities for reaching the wrong people or people who are unavailable multiply with each employee added. Once the organization goes global, time zone delays and language difficulties enter the communications landscape. Each passing second that voicemail or email goes unanswered can make the difference between profit and loss.

Small and Medium Businesses

In small and medium businesses (SMBs), the value of information is just as high as in larger enterprises, but the issues are a little different. There may only be one person who can make an approval. It is vital to know whether or where that person is reachable. For a small business, the ability to connect in real time with business partners or suppliers can mean the difference between

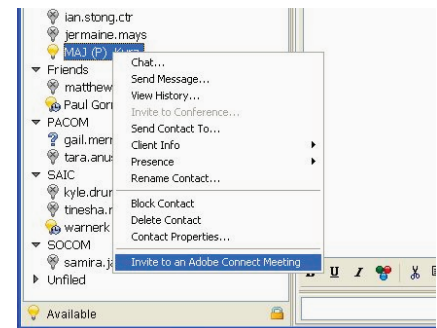
losing an opportunity, making payroll, and even staying in business. Just like larger organizations, SMBs need EIM solutions that are secure, reliable, and interoperable—but they also need solutions that require minimal IT support.

Government

Government entities have a mission-critical need to securely share information and interact across non-traditional organizational boundaries. The defense community coordinates with coalition nations as well as non-governmental organizations (NGOs) that serve as part of civil-military missions and contingency operations. Homeland Security and the intelligence community rely on the sharing of information and context to address the volume of raw data that comes into the various agencies. Disaster response requires massive coordination between various state and local agencies.

Case Study: Department of Defense Military-grade Real-time Communications

As a Department of Defense (DoD) combat support agency, the Defense Information Systems Agency (DISA) is responsible for the information technology capabilities of the DoD, including communications networks, hardware, software, and applications to serve the needs of the Secretary of Defense, Combatant Commanders, and other DoD components. When the DoD needed presence-based, real-time information sharing as a critical component of its Net-Centric Enterprise Services (NCES) offering for collaboration, they selected Jabber XCP for its scalability, security, and support of the XMPP standard, as well as for its rich client side offering. Key requirements were IM with persistent group chat and integration with web conferencing. With the number of worldwide concurrent users expected to reach hundreds of thousands, proven scalability was of paramount importance. Jabber XCP met all the requirements.



» NCES invitation to Adobe Connect

EIM—Benefits Any Organization

Workers in real-time environments where every second counts—traders, warfighters, emergency responders—have come to rely on EIM to keep them connected to one another, to colleagues, to virtual incident rooms, to headquarters. Highly mobile workers, such as field technicians, sales staff, and consultants are reachable and in turn, can quickly reach the resources they need to do their jobs. Customers can be linked up to the corporate EIM system as part of their service contracts and have the peace of mind that they can see who is available among the technical support staff. Executives were among the first to recognize the advantage of seeing who on their staff was available and reachable in real time; no longer was executive travel a black hole. Enterprises and government agencies of all sizes can reap the benefits of EIM.

According to Osterman Research, IM's use of presence and lack of spam give it significant advantages over email. Intellectual property protection is another concern with email over IM, given email's popularity and use as the de facto file-transfer mechanism in most organizations.

By not only showing a user's status, but also contextual presence—availability, location, device, role, approval level, and more—EIM ensures that the right information reaches the right person at the right time, reducing message latency and preserving the value of information.

The result is a constant, steady savings in time—time that would normally be lost to serial email and voicemail exchanges and waiting for responses.

Case Study: Akamai Jabber XCP Helps Prevent Web Traffic Jams

When companies receive complaints from customers about how long their websites take to load, they turn to Akamai for content peering (i.e., the task of optimizing networks and keeping websites up and running at usable rates). Customers rely on Akamai to keep their data moving and Akamai's employees rely on Jabber XCP to deliver round-the-clock customer support. Akamai implemented Jabber's presence-based EIM solution, web and mobile clients, and the AOL® Instant Messenger™ (AIM®) Gateway from Jabber, Inc. so that employees can see instantly who is available to help solve a customer's problem regardless of location or device. When working onsite with a customer, tech support personnel use mobile or web clients to communicate with their Network Operating Center and persistent group chat to brainstorm potential resolutions. The solution provides 24/7 tech support coverage for 24/7 websites.

Jabber EIM Solution Overview

At Jabber, Inc., we spent nearly a decade developing the Jabber Extensible Communications Platform™ (Jabber XCP™), the most robust presence platform on the market. And once we had the presence platform, the first application we built to run on it was EIM. Now enterprises can have the best of both worlds—the benefits of real-time communication delivered in a secure, commercial-grade software application.

Not only is EIM a presence-based application, it is an application that fills a gap in the spectrum of communication tools and choices available to enterprises and agencies.

Jabber XCP

Jabber XCP is the industry leading platform for messaging and presence-enabled applications and services including online gaming, web browsing, trading, nursing triage, emergency response, online video conferencing, private branch exchange (PBX) phone system integration, and EIM.

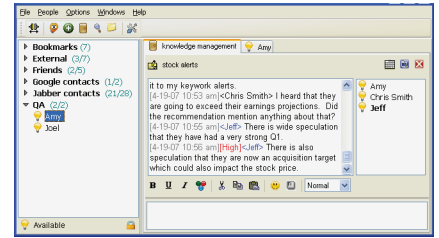
Like the other applications built on Jabber XCP, EIM includes all the advantages that come with using the most scalable, extensible, highly available, and secure presence and messaging platform in the industry.

Jabber XCP's EIM capabilities include:

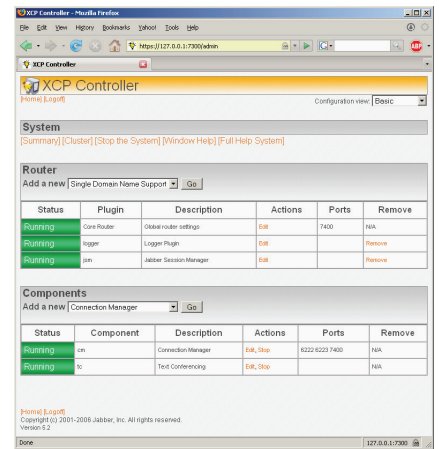
Presence. Presence is the foundation that enables real-time collaboration. With presence, users can see who is available, willing, and able to communicate.

Persistent group chat. Industry-leading, permanent, on-line, multi-user chat rooms to boost productivity and enrich the collaboration experience. These virtual conference rooms can be set up in an instant and are open at all times; presence ensures instant access to available team members.

Collaboration. Users can initiate a chat, phone call, web conference, or whiteboard session; even use file transfer to work together in near real time on a calendar, spreadsheet, or other application.



» Group chat room



» Jabber XCP administration console

JabberNow

And for SMBs, Jabber offers JabberNow™, a turnkey EIM appliance that provides secure and interoperable messaging solutions for small and medium businesses, government agencies, small financial services firms, supply chain partners, and more. JabberNow can be easily set up in about 30 minutes, so it is ideal for SMBs with minimal IT support. Because it minimizes the complexity associated with new technologies, JabberNow reduces management and administration costs. And because JabberNow is based on Jabber XCP, customers get many of the same features and benefits—persistent group chat, secure messaging, easy administration, to name just a few—in an easy-to-use format.

Jabber Clients

Jabber offers three different clients that can be mixed and matched to create a tailor-made EIM environment.

Jabber MomentIM

Desktop client. Jabber MomentIM™ was developed to give customers a robust, brandable, scalable, desktop EIM client to fully leverage and extend the capabilities of the Jabber XCP server. The component-based (COM-based) architecture allows customers or third party developers to create custom plugins and customize images, labels, sounds, short-cut keys, error messages, emoticons, and more.

Jabber Messenger for the Web

Web browser client. Jabber Messenger™ for the Web is a zero-footprint, web-based client that requires no desktop installation and takes up none of the user's storage space. The client software can be accessed anywhere, and run from within any standard web browser. Featuring standards-based, secure EIM and other presence services, this ultra-thin client is easily administered and consumes a minimum of bandwidth.

Jabber Messenger for Blackberry

Mobile client. Jabber Messenger for Blackberry brings feature-rich, secure EIM with presence functionality to mobile users, allowing them to communicate instantly and in real time with other wireless and wired users from a powerful yet lightweight front end. In addition to full presence capabilities, Jabber Messenger for the Blackberry includes Jabber's industry-leading persistent group chat for team collaboration.

To find out more about Jabber's client offering, please refer to the Jabber Clients brochure or <http://www.jabber.com/CE/JabberClients>.

“Our helpdesk and technical services team is a distributed organization operating in a demanding information environment. Since deploying JabberNow to the entire helpdesk we have had better and more frequent communication and collaboration that has tangibly improved our team's efficiency and productivity.”

—Wayne Wilson
Assistant Director for Technical Services
University of Michigan Medical School
Information Systems

Jabber XCP EIM Benefits

The benefits of EIM are closely related to the benefits of Jabber XCP upon which it is based.

The robust features of Jabber XCP can:

Federate across IM systems. Jabber was the first provider to enable inter operability across IM systems through its server-to-server capabilities. In addition to communicating natively with Google™ Talk users via Extensible Messaging and Presence Protocol (XMPP), Jabber XCP users can communicate with IM users in other communities through any combination of four gateways: AIM®, Microsoft®, IBM® Lotus® Sametime®, and Internet Relay Chat (IRC).

Support multiple protocols. Built on the widely deployed XMPP standard, Jabber XCP can communicate with virtually any protocol, including Session Initiation Protocol (SIP) for Instant Messaging and Presence Leveraging Extensions (SIMPLE), Instant Messaging and Presence Service (IMPS), and more.

Serve millions of concurrent users. To meet the demands of Fortune 100 enterprises, federal intelligence agencies, and leading telecommunications carriers and service providers, Jabber XCP has been proven to support more than a million concurrent active users. Jabber XCP performs outside the laboratory as well with enterprise customer installations in the hundreds of thousands of active users.

Record communications. Records are kept of all chats, messages, and conference room proceedings. Jabber XCP also works with many third party compliance tools available on the market.

Communicate safely and securely.

The most security-minded organizations, including government intelligence agencies and financial services firms, have entrusted their real-time communications to Jabber XCP. With a full range of security/authentication features, Jabber XCP protects against viruses, spam over instant messaging (SPIM), and other malicious software (malware) while also preventing intellectual property loss. Jabber XCP incorporates Kerberos secure authentication and a Federal Information Processing Standard (FIPS) 140-2 certified Secure Sockets Layer (SSL)/Transport Layer Security (TLS) stack. Client-to-server connections are encrypted over SSL/TLS.

Extend application capabilities.

Jabber XCP also extends presence and messaging into any application, system, device, or service. By using Jabber XCP as a single aggregated presence platform, phone systems, workflow back-ends, and many other systems, can all draw from a consistent, synchronized store of presence information. Because Jabber is committed to open and standards-based solutions, components can be added or modified via our Java and C++ software development kits (SDKs). In addition, the Jabber Professional Services team has the expertise to help customers tailor the server and clients to meet their specific needs.

Unify communication channels.

Standalone EIM is an application that can add tremendous value to an organization by streamlining communications. But Jabber XCP's real value becomes apparent when it is part of a unified presence-enabled solution, integrating with other applications such as conferencing (e.g., voice, video, and web), email, even devices, such as desktop phones.

Here are some real-world examples of aggregated presence and messaging solutions:

PBX integration. By integrating Jabber XCP with PBX systems, when end users see that someone is available, they can click-to-call directly from the Jabber client.

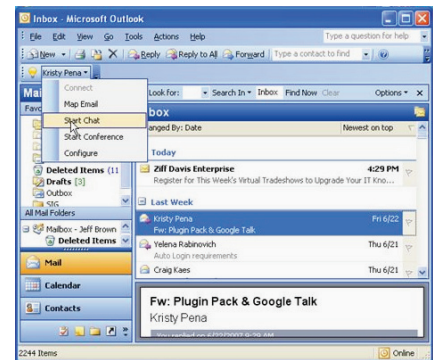
Collaboration and web conferencing applications. Jabber XCP users can see when potential conference participants are available and can initiate an Adobe® Acrobat® Connect™ Professional or WebEx™ web conferencing session with a simple right-click within the client contact list. Integration with Cisco® Unified MeetingPlace® is also available.

Outlook integration. The growing adoption of EIM combined with the existing install base of Microsoft® Outlook® demands an interoperable presence engine for a seamless user experience across both technologies. Jabber XCP's Outlook integration automatically updates presence changes, minimizing the time an employee spends managing these tools.

Portals and information dashboards.

With Jabber XCP integrated into corporate portals or information dashboards, real-time information from multiple sources can be streamed to end users to enable better decision-making based on up-to-the minute information and more real-time awareness.

Web 2.0 and social networks. This area of presence is exploding with new applications coming on the market every day: social browsing, online video conferencing, real-time group chat via presence-enabled mobile phones are just a few of the new applications and services being offered.



» Launch Jabber XCP from Outlook

Case Study: Early Warning Systems Fraud Detection Relies on Presence

Fraud costs financial institutions and retailers more than \$50 billion each year. In 2006, five of the nation's leading retail banks decided to form Early Warning Services, LLC, to help financial institutions and other businesses assess risk when establishing and servicing their customers. At the end of each business day all checks submitted that draw on other institutions are sent to Early Warning Services for analysis. The next morning, Early Warning Services sends a report alerting of any stop payments, checks that draw on closed accounts, accounts not on file, or accounts with insufficient funds. It's a high-volume business where speed is of the essence. It's also a delicate balancing act between identifying potential fraud while avoiding false positives. It's vital to be able to share information quickly. With Jabber XCP, risk professionals can stay in touch with one another and with other customers in real time.

EIM Now

At Jabber, our business is EIM-centric, not email-centric. Relying on a real-time, presence-based communication tool allows us to do more with the resources we have. No time is wasted in asynchronous communication.

Central to the way Jabber runs its day-to-day business is persistent group chat—permanent, topic-based group chat rooms that can be created and administered for collaborative communications on specific projects, technical issues, or emergency response situations—using the industry-leading group chat capabilities within Jabber XCP. Jabber MomentIM is installed on all desktops and is used for every day inter- and intra-office communication between employees, vendors, and customers. Sales representatives, technical support, consultants,

executives—all rely on Jabber Messenger for Blackberry or Jabber Messenger for the Web to stay connected in real time while traveling.

At Jabber, not only have we invested nearly a decade developing the most robust presence platform on the market, we developed a commercial-grade EIM application based on the Jabber XCP technology. As both users and developers of presence-enabled applications, including EIM, we have the expertise to help plan, design, execute, and launch the right solution for you.

Jabber XCP Options

A list of Jabber XCP options is included in our Jabber XCP product brochure or online at <http://www.jabber.com/CE/JabberXCP>.

JabberNow Options

JabberNow options are available online at <http://www.jabber.com/CE/JabberNowOptions>.

End-user and Administrator Features

For detailed EIM feature information see <http://www.jabber.com/CE/JabberXCPFeatures> or <http://www.jabber.com/CE/JabberNowFeatures>.

System Requirements

The Jabber XCP server is supported on Microsoft Windows®, Sun Solaris™, and Red Hat Linux platforms and integrates with many popular data bases and directory servers. For more information see <http://www.jabber.com/CE/JabberXCPFeatures>. JabberNow product details are available at <http://www.jabberstore.com/>.

