



Overview

MN.IT's Enterprise Unified Communication and Collaboration (EUCC) Lync is a robust messaging service that provides fast, real-time conversation and conferencing options for efficient communications within your own organization and between other agencies.

EUCC Lync is part of a larger suite of business productivity services that provides public sector organizations within the State of Minnesota with a remotely hosted instant messaging solution, based on Microsoft® Lync Server 2010.

Two geographically separated data centers

house a highly reliable infrastructure to provide this service. These data centers are connected to MNET (Minnesota's Network for Enterprise Telecommunication) ensuring that data originating from MNET is not transmitted over the public internet and that general internet outages do not affect your usage of the service.

Lync is fully integrated with Microsoft Office (e.g., Word, Excel and Outlook), and has clients available for Windows, Mac, and mobile devices (Windows, iPhone, and Android).

Enterprise-wide benefits

- State-of-the-art physical and logical security utilizes a layered security strategy that independently defends the various components of the service.
- Increased resiliency and redundancy with automatic failover between hardware platforms and disaster recovery services.
- Leverages a single infrastructure to communicate and collaborate within your organization as well as across organizations.
- A single, consolidated system offers cost efficiencies through reduced hardware and operating costs, with the ability to scale-up without capital investment.
- Your local Active Directory (AD) is synchronized to the Enterprise Active Directory (EAD), providing enhanced, secure, single sign-on access through a variety of devices and software from within a corporate network or from the Internet anywhere in the world.

Business Benefits

- Content Sharing: Desktop sharing, application sharing, polling, PowerPoint presentation, virtual whiteboard, and annotations.
- Empowered Users: "Be there without going there"; users can work independently from their computers anywhere.
- Highly-available Service: Resilient and redundant infrastructure within a datacenter delivers 99.9 percent service uptime.
- Increased Productivity: Share desktop application, find co-workers online and collaborate without leaving your office.
- Integrated Applications: View presence status and click to communicate from within Microsoft Outlook and Outlook Web App (OWA), Office SharePoint, and other Office applications.
- Seamless Communications: Move easily from instant messaging into ad-hoc online meetings that include audio, video, and screen sharing with just a few mouse clicks.
- Service Continuity: Two hours or less recovery time objective (RTO) in the event of a data center failure.
- Service Upgrades: Software upgrades and feature enhancements to the infrastructure as new versions become available.
- Timely Communication: Reply to an email with an IM or an audio call for quicker and more effective resolution of issues.

EUCC Lync Service Features

General	Instant messaging between two users or multiparty (up to 250 participants).
	Users can display their presence status—for example, “Available”, “Away”, “Do Not Disturb”, “Busy”, or Offline—to let others know their availability for communication.
	Presence integration with Outlook automatically updates presence when users are in a meeting.
	Presence integration with SharePoint.
	Audio and video conversations between two users or multiparty (up to 250 participants), utilizing Microsoft Lync certified web camera, speakers and microphones.
	File Transfer capabilities to send files between users with no maximum file size; however certain “executable” files types are prohibited (e.g., .exe, .vbs, .pst).
	Scheduled and ad hoc web conferencing for conducting online presentations to customers and colleagues including audio, video, screen sharing, and a virtual whiteboard.
	Contact Groups allow users to organize their contacts in a manner that is important to them.
	PC-to-PC and multiparty data sharing capabilities including desktop sharing, application sharing, PowerPoint presentation, virtual whiteboard, annotations, and polling.
	Enhanced access to instant messaging from within your corporate network or from the Internet, anywhere in the world, through a variety of devices and software.
	Customer managed instant messaging administration (add/change/delete users) enables your support personnel to resolve common tasks.
	Single sign-in capabilities through the Enterprise Active Directory (EAD).
	MN.IT’s Service Desk is available 24/7 to report technical support issues.
Geographically separated datacenters which are connected to Minnesota’s Network for Enterprise Telecommunication (MNET) via private connections.	
Client Support	Desktop clients: Microsoft Lync 2010 client or Microsoft Communicator for Mac 2011, with the latest service pack installed.
	Mobile clients: Android, iOS (iPad and iPhone) and Windows Phone.
	Secure access via a web: Internet Explorer 7 or later; Mozilla Firefox 3.x; Apple Safari 3.x.
	Microsoft Outlook Web App (OWA). Note: requires the use of EUCC Email.
Audits and security	Sarbanes-Oxley and SAS 70 Type II self-assessment and external audit support.
	Regularly scheduled security assessments.
Service-Level Agreements	99.9 percent uptime.
	Reported and evaluated monthly.

Contact us

For more information, please visit our website at mn.gov/mnit
or contact MN.IT Services Client Relations at 651-296-4466