

August 14, 2008

WEBMESSENGER: MOBILE OCS IN THE PALM OF YOUR HAND

COMPANY(S) MENTIONED:

AOL, Avaya, BroadSoft, CallWave, Cisco, Google, IBM, Jabber, Microsoft, Nokia, Nortel, Palm, RIM, Skype, Yahoo!, Web Messenger

PRODUCT(S) / SERVICE(S):

AOL AIM, BroadSoft BroadWorks, Google GoogleTalk, Jabber, IBM Lotus Sametime, Microsoft Office Communications Server 2007, Microsoft MSN, Microsoft Windows Mobile OS, Nokia Intellisync, Nokia e-Series phones, RIM BlackBerry, WebMessenger Mobile.

Wainhouse Research Score	3.0*
Our rating scale:	
Will affect all vendors/users	5.0
Will affect most vendors/users	4.0
Will affect some vendors/users	3.0
May affect a few providers/users	2.0
Will not affect providers/users	1.0

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OVERVIEW

Microsoft Office Communications Server (OCS) is rapidly becoming one of the most widely adopted unified communications solution worldwide. As companies deploy OCS, it is becoming increasingly clear that a mobile version of the Office Communicator client is needed for the mobile workforce. Microsoft has developed a version of Office Communicator, called Office Communicator Mobile, but it runs on Windows Mobile handsets only. Enterprises need a mobile OCS solution that runs on a variety of handset types. In this research note, we describe a new product from WebMessenger, a company that specializes in IM and presence solutions for mobile handsets. The company's WebMessenger Mobile software interfaces to Microsoft OCS (as well as with IBM Lotus Sametime and Jabber), and it provides federation between OCS and public IM services (including AIM, MSN, Google Talk, Yahoo! Messenger, and Skype). WebMessenger also offers persistent chat for mobile users. The important point for enterprises is that WebMessenger provides OCS functionality for Nokia, Windows Mobile, Palm, and BlackBerry devices, giving companies a single client-server OCS integration solution regardless of which mobile handset a user selects.

INTRODUCTION

As companies begin to adopt premise-based presence and instant messaging solutions, like OCS, they often need to provide these capabilities to mobile users who are not logged into their computers. Presence is fundamental to users of these solutions, and extending presence to the mobile phone can be extremely useful. Furthermore, business acceleration is beginning to occur as companies expand presence and IM capabilities up and down their

value chains, and federation with other companies and public IM services is becoming increasingly important.

When considering presence and IM solutions, enterprises want not just similar functionality, but the same functionality across devices and service providers. Microsoft, for example, provides a mobile version of Office Communications Server, but it presently only works on Windows Mobile devices. RIM, who is a Microsoft partner, is working on an OCS client for BlackBerry phones, but it is not yet ready. WebMessenger Mobile is a product that interfaces to OCS and the public IM providers while providing a single infrastructure and a consistent interface across multiple handset devices, simplifying an organization's mobile UC deployment.

As this research note was being written, WebMessenger was acquired by CallWave (Nasdaq: CALL). CallWave has integrated WebMessenger's technology into CallWave's upcoming FUZE service (slated for release later this year). In addition to the WebMessenger functionality, FUZE will enable mobile handset and desktop "high-definition" synchronized video collaboration with wide-band (HD) audio conferencing, local and international Internet calling via integration with Skype.