

## Mobility

### The Situation

To drive their businesses forward, managers need greater control over telephony usage and expenditure and to deliver greater mobility to their workforces.

Disparate systems that do not speak to each other reduce productivity, use up valuable time, increase costs and limit the flexibility with which staff may operate outside the workplace. That is where Corebridge mobility solutions come into play.

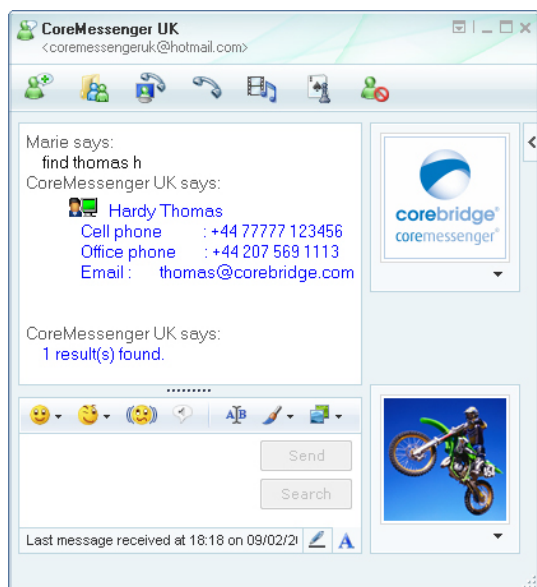
### Corebridge's Solutions

Corebridge mobility solutions give users complete remote access to corporate directories via their mobile phones, PDAs or BlackBerry devices, which improves productivity, enhances customer service, and gives greater access to information while on the move. The result of delivering 24-7 office telephony capabilities is improved efficiency, increased effectiveness and tangible cost savings.

The Corebridge mobility solution works via mobile phone Web interfaces or instant messaging services. There is no need to install new applications on users' PCs, assuming that you already have an instant messaging solution such as Microsoft Office Communicator, MSN Messenger or IBM Sametime already in place. Alternatively Corebridge mobility solutions' benefits can be accessed using any BlackBerry or other Internet-connected device.

### Mobility through Instant Messaging

CoreMessenger enables its users to interrogate the Corebridge server remotely via Instant Messaging services to access contact database records. Users logging on to IM can stay in touch with corporate directories when away from their offices, view missed calls and retrieve other call information.



### Remote directory search

Corporate applications can be accessed from any Internet connection or GPRS-enabled device allowing 24-7 access to all contact information. Access is available through a secure web interface or instant messaging service.

### In practice

When you need to call a client urgently but don't have the contact number in your mobile phone, with Corebridge Mobility you can access the corporate database and retrieve the contact's information.

Search a contact remotely on an organisation's server. Select a number which your office phone system will dial for you, minimising the company's call costs.

## Mobility through mobile devices

Using Corebridge routing, you can instruct an office phone system to divert calls to your mobile phone. Important calls can be dealt with wherever you are, mobile call costs are reduced, and all calls can be handled on one device whichever contact number is used to call you.

### Receiving calls remotely

When away from the office, employees can be notified on their mobile phones of incoming calls to their office numbers via instant messaging. Full caller identification means that users have the option of picking up, transferring, or leaving the call.



### Mobility for BlackBerry users

After installing Corebridge's application midlet on a BlackBerry, "Call by Corebridge" is added to the phone's address book.

### Initiating calls remotely

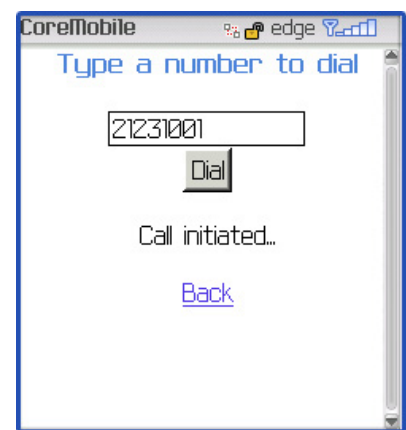
By selecting this option and dialling the desired destination number, the Corebridge server initiates a call to the call originator and also calls the target destination number, then joins these calls together. This gives companies the flexibility not only to route call traffic at cheaper call rates and avoid roaming charges, but also to log and record each mobile call.



### Address Book

Corebridge extends the address book on a mobile device to include all corporate contacts securely and without having to store these on the device itself.

On BlackBerry devices running software version 4.2 or later, remote calling by Corebridge can be initiated from the devices' call logs.



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