November 17-19, 2008
Gaylord Palms Resort and Convention Center
Orlando, Florida

gartner.com/us/net

$200 Early Bird Discount!
Register by September 22, 2008
(See details inside.)

Not just an event.
A management consultation.

Keynote Guest

Erik Brynjolfsson
Director of the MIT Center for Digital Business

Conference Chairs

Bernard Elliot
VP, Distinguished Analyst, Gartner

Eric Paulak
Managing VP, Gartner

Big thinking to address the big changes ahead.
Everything you need to navigate today’s new networking landscape.

Change is sweeping the networking world, from unified communications to application-fluent networking to an ever-more-mobile workforce.

Gartner Enterprise Networking & Communications Summit 2008 is here to help you make sense of these monumental changes and challenges.

Our analysts will provide the strategic road map and management consultation you need to optimize existing network and telecommunications investments and make the really big decisions with confidence.

As networking has evolved, so has our conference. This year’s Summit has a new name (reflecting a greater focus on communications), a new location (Orlando, Florida!), and four new tracks — not to mention more tactical advice and advanced sessions to sharpen your skills and prepare you for what’s next.

With all the confusion in today’s networking environment, it’s easy to be led along by vendors or swayed by end user demands, instead of proactively planning. At the Summit, you’ll receive a clear, unified vision of how to proceed — from an independent voice you can trust.

**CONVERGENCE**
Massive consolidation of communications is taking place before our eyes. Which approaches will win out?

**MOBILITY**
Five billion Web-enabled devices by 2012? Find out the implications for mobile Web development, social interaction and more.

Benefits of Attending

Join us to learn essential tools and strategies — from a distinguished roster of analysts, keynote presenters and guest experts — and get answers to pressing questions like these:

- What kinds of new applications does unified communications enable?
- How do you design a network today that will meet your future business needs?
- How can your network make your existing applications run better and more profitably?
- Where can you better spend your limited budget to ensure the best business value?
- How can you take greater advantage of mobile solutions to improve business performance?
- What technologies and leading-edge applications are emerging?
Save $200 if you register by September 22.

What Makes Us Different?

- **4 Tracks** focused on what’s most important to you, including new tracks on unified communications, mobility, enterprise network architecture and best practices
- **Over 50 Sessions** that give you an unbiased perspective on the networking and communications challenges ahead
- **4 Keynote Sessions** by industry visionaries that will not only inspire you, but help shape your future planning
- **Gartner Analyst One-on-Ones** for personalized advice on your specific issues, delivered in a private session with an esteemed Gartner analyst
- **Gartner Analyst-User Roundtables** to dig deeper into topics and trade insights with peers in an intimate group setting
- **4 Complimentary Pre-conference Tutorials** to jump-start your Summit experience
- **Over 30 Top Solution Providers** to consult with in a setting focused on learning, not hype
- **Industry-Leading Case Study Sessions** that offer lessons learned and best practices from companies that have been through it
- **Meaningful Interaction with Peers** from top organizations through a variety of outstanding networking opportunities
- **Numerous Advanced Sessions** highlighted in this year’s agenda

**HOT TOPICS**
- Unified Communications
- Remote Access
- Network Security
- Trends in Wired/Wireless
- Convergence
- Collaboration
- Conferencing
- Fixed Mobile Convergence
- The Impact of SOA on the Enterprise Network
- Security in the Cloud

“Since I work on the IT side and have network concerns channeled to me, it was great to get a solid perspective on networking and learn how to better interface with the network and application teams.”

—Thomas Green, Senior Manager Engineering IT, Fujitsu Network Communications

Who Should Attend

- CIOs and other senior IT executives
- Network management VPs, directors and managers
- Data and networking communications executives, directors and managers
- Voice and telecommunications executives, directors and managers
- System architects and planners
- Network architects and planners
- Network security architects and planners
- IT operations leaders
- Network operations leaders
- Systems operations leaders
- Contact center leaders
- Business and product line leaders
- Help desk and technical support leaders
- Mobile and wireless professionals

Save $200 if you register by September 22.
Erik Brynjolfsson, Director of the MIT Center for Digital Business

Managing in an Information-Rich Environment
Tuesday, November 18, 8:00 a.m.

Erik Brynjolfsson is the Schussel Family Professor at the MIT Sloan School of Management, Director of the MIT Center for Digital Business, Chair of the MIT Sloan Management Review and the Editor of the Information Systems Network. His research and teaching focuses on how businesses can effectively use information technology (IT) in general and the Internet in particular. He is frequently cited in the business press and was named one of five “E-Business Visionaries” by BusinessWeek and one of the two most influential academics by Optimize magazine. His work has been recognized with nine “Best Paper” awards from fellow academics and five U.S. patents.

In this keynote, Professor Brynjolfsson will demonstrate a new set of tools and techniques that make it possible to track information flows and information work in unprecedented detail.

Gartner Keynote Speakers

Bob Hafner, Managing VP
Steve Blood, Research VP
Matthew Cain, Research VP

Cisco vs. Microsoft: The Battle of the Behemoths
Monday, November 17, 8:15 a.m.

Who will win the unified communications battle? See how competing solutions from Cisco and Microsoft stack up, what challenges they face, and how you can leverage your investments with both vendors.

Eric Paulak, Managing VP

The Future of the Communications Industry
Wednesday, November 19, 11:10 a.m.

Having emerged from the single worst downturn in its 100-plus-year history, the telecommunications industry has many new challenges ahead. Learn about the principal drivers of change as well as the opportunities for investors and buyers of networks.

“A very informative and interactive conference. The presenter research and knowledge in their focus area was outstanding.”

— Scott Dashley, Network Manager, Great American Insurance

APPLICATION-FLUENT NETWORKING

Migration to Web-based applications greatly impacts your infrastructure. How can you use your network to improve application performance?

Build your own customized agenda online.

Use our convenient Agenda Builder tool to create your own personalized Summit schedule before the event. Go to gartner.com/us/net
Meet the Gartner Analysts

For over 25 years, Gartner analysts have been the trusted advisors to many of the world’s largest and most demanding organizations. Gartner analysts draw constantly from the real-life challenges and solutions experienced by more than 45,000 clients worldwide.

Summit Chairs

Bernard Elliot
VP, Distinguished Analyst
Focus Areas: Networking & Communications Equipment

Erik Paulak
Managing VP
Focus Areas: Networking & Communications Equipment

Analysts

Steve Blood
Research VP
Focus Areas: Networking & Communications Services; Networking & Communications Equipment

Matthew Cain
Research VP
Focus Areas: High Performance Workplace; Security & Privacy

Ted Chamberlin
Research Director
Focus Areas: Networking & Communications Services

Rich Costello
Research Director
Focus Areas: Networking & Communications Equipment

Debra Curtis
Research VP
Focus Areas: IT Operations

Mark Fabbi
VP, Distinguished Analyst
Focus Areas: Networking & Communications Equipment

Bob Hafner
Managing VP
Focus Areas: Mobile & Wireless; Networking & Communications Equipment; Networking & Communications Services

Michael King
Research Director
Focus Areas: Mobile & Wireless

Lawrence Orans
Research Director
Focus Areas: Networking & Communications Equipment

Jay Pultz
VP, Distinguished Analyst
Focus Areas: Networking & Communications Equipment; Networking & Communications Services

Phillip Redman
Research VP
Focus Areas: Mobile & Wireless

Neil Rickard
Research VP
Focus Areas: Networking & Communications Equipment

Leif-Olof Wallin
Research VP
Focus Areas: Mobile & Wireless; Networking & Communications Services

Greg Young
Research VP
Focus Areas: Security & Privacy

APPLICATION-FLUENT

NETWORKING

Migration to Web-based applications greatly impacts your infrastructure. How can you use your network to improve application performance?
Experience a unique mix of Gartner analyst presentations, keynotes, case studies, tutorials and solution provider sessions — all in one comprehensive program agenda.

**UNIFIED COMMUNICATIONS**
It’s already changing organizational structure, interaction and productivity, from e-mail to the contact center. What happens next?

**COST CUTTING**
Should your budget priorities be shifting? See what network and communication technologies to invest in and where you can shed costs.

“A wonderful opportunity to get the pulse of networking and find out where you are.”

— Jeffrey Spidle, Director, Lead Architect, Networks, CNA Insurance
## Agenda at a Glance

### Sunday, November 16

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>4:00 pm</td>
<td>Preregistration</td>
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<tr>
<td>4:15 pm</td>
<td>Pre-Conference Tutorials</td>
</tr>
<tr>
<td>5:30 pm</td>
<td>(T1) The Evolving Telepresence Market</td>
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<td></td>
<td>(T2) How to Source &amp; Build Networks Globally</td>
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<td>(T3) The Wireless Office — What are the Right Ingredients?</td>
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<td>(T4) Network Access Control: Step-by-Step Guide to Securing the Network</td>
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### Monday, November 17

<table>
<thead>
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<tbody>
<tr>
<td>7:00 am</td>
<td>Registration</td>
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<tr>
<td>8:00 am</td>
<td>Attendee Breakfast</td>
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<tr>
<td>8:15 am</td>
<td>(K1) Cisco vs. Microsoft: The Battle of the Behemoths - Gartner Analysts: Bob Hafner, Steve Blood, Matthew Cain</td>
</tr>
<tr>
<td>9:30 am</td>
<td>TRACK A: Enterprise Network Architecture</td>
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<td></td>
<td>TRACK B: Unified Communications</td>
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<td>TRACK C: Mobility &amp; Extended Workforce</td>
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<td></td>
<td>TRACK D: Best Practices</td>
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<tr>
<td>10:45 am</td>
<td>Solution Provider Sessions and Case Studies</td>
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<tr>
<td>11:45 am</td>
<td>Attendee Lunch and Solution Showcase Dessert Reception</td>
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<tr>
<td>2:15 pm</td>
<td>(A2) Improving Business by Adding Context to Your Network</td>
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<tr>
<td></td>
<td>(B2) Collaboration Scenario:</td>
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<tr>
<td></td>
<td>(C2) Securing Unified Communications A</td>
</tr>
<tr>
<td>3:30 pm</td>
<td>Solution Provider Sessions and Case Studies</td>
</tr>
<tr>
<td>4:45 pm</td>
<td>(A3) New Network Design Practices: Increase Business Alignment While Saving Money</td>
</tr>
<tr>
<td></td>
<td>(B3) Telepresence and Collaboration</td>
</tr>
<tr>
<td></td>
<td>(C3) Connecting Remote Workers at the Branch, at Home or on the Road A</td>
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<tr>
<td>5:45 pm</td>
<td>Solution Showcase Reception</td>
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<table>
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<tr>
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<tbody>
<tr>
<td>7:00 am</td>
<td>Networking Breakfast</td>
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<tr>
<td>8:00 am</td>
<td>(K2) Managing in an Information-Rich Environment - Erik Brynjolfsson, Director of the MIT Center for Digital Business</td>
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<tr>
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<td>Solution Provider Sessions and Case Studies</td>
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<tr>
<td>10:30 am</td>
<td>(A4) Green Networking</td>
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<td>(B4) Communication Enabling Your Business: Learning by Example</td>
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<td></td>
<td>(C4) The Mobile Scenario</td>
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<tr>
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<tr>
<td>1:30 pm</td>
<td>Solution Provider Sessions and Case Studies</td>
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<tr>
<td>2:45 pm</td>
<td>(A5) The Future of Network Security</td>
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<td></td>
<td>(B5) Mobility Drives Unified Communications Adoption and Wireline Replacement</td>
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<td></td>
<td>(C5) Mobile Device &amp; Workforce Management</td>
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<tr>
<td>4:00 pm</td>
<td>(K3) TBA Visit gartner.com/us/net for updates</td>
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<tr>
<td>5:00 pm</td>
<td>Hospitality Suites</td>
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### Wednesday, November 19

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>7:00 am</td>
<td>Breakfast with the Analysts</td>
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<tr>
<td>8:00 am</td>
<td>(A6) The Data Center Network: Making Virtualization Real</td>
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<td>(B6) Creating the Next Generation Enterprise Contact Center</td>
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<td>(C6) The Future of WLAN and Wireless Broadband Connections</td>
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<td>(O6) Security in the Cloud</td>
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<tr>
<td>9:15 am</td>
<td>Solution Provider Sessions</td>
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<tr>
<td>10:00 am</td>
<td>(A7) Let the Network Accelerate Your Apps: How to Become an Application Networking Hero</td>
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<td>(B7) Taming the E-mail Beast</td>
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<td>(C7) Fixed and Mobile as One: Bringing All the Voice Worlds Together</td>
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<td></td>
<td>(O7) The Future of the Network Manager: Where Do You Go from Here?</td>
</tr>
<tr>
<td>11:10 am</td>
<td>(K4) The Future of The Communications Industry - Eric Paulak, Managing VP, Gartner</td>
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<tr>
<td>12:00 pm</td>
<td>Closing Remarks</td>
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Sessions with the “A” icon are more advanced in their content. AGENDA AS OF 7/15 AND SUBJECT TO CHANGE.
Session Descriptions

Tutorials

T1. The Evolving Telepresence Market
High-end, immersive telepresence solutions have taken videoconferencing to a higher level of realism, simplicity and connectedness. In this presentation we assess the current video telepresence market and the industry movement from standard definition (SD) videoconferencing to high definition (HD) and telepresence solutions.
• What is the justification for an investment in telepresence technology?
• What are some of challenges telepresence presents for customers?
• Who are the key vendors to watch?
Rich Costello

T2. How to Source & Build Networks Globally
Network sourcing is growing with support for critical services in both fixed and mobile, voice and data. Many companies are looking beyond their borders to unify services globally. This presentation will look at the major players, key services to support, opportunities and business models and trends for network sourcing.
• How will the network service provider market evolve and how will this affect enterprises?
• How should enterprises work with service providers with emerging global capabilities?
• What are the best practices for procuring network services?
Ted Chamberlin

T3. The Wireless Office — What Are the Right Ingredients?
With an increasing number of enterprises considering an all-wireless office, this session will focus on the different types of wireless office architectures and the technical ingredients required to build it. Concerns about security, usability and investment timeframes will all be addressed.
• How will voice/video/data convergence affect wireless LANs during the next 5 years?
• What are the best practices in operating, managing and sourcing wireless LAN systems?
Michael King

Interest in NAC remains high, but many organizations are still watching from the sidelines. This session will help you overcome technological and operational obstacles, so you can begin 2009 with a plan for successful deployment.
• How can the Gartner seven-step NAC model help you secure your internal network?
• What is an identity-aware network and how can it enhance your NAC implementation?
• What are the various architectural approaches to NAC and which is best for your network?
Lawrence Orans

Keynotes

K1. Cisco vs. Microsoft: The Battle of the Behemoths
Microsoft and Cisco are early contenders in the unified communications battle. The vendors’ strategies and solutions couldn’t be more at odds, yet both are gaining huge mindshare with leading enterprises. Here we look at the challenges companies face and how their UC strategy should be organized to take account of this competition.
• How are Microsoft and Cisco working together, and where are they competing?
• How do the two solutions for unified communications stack up?
• How should IT departments adapt their organization to leverage the most from their investments with both vendors?
Bob Hafner, Steve Blood, Matthew Cain

K2. Managing in an Information-Rich Environment
The amount of information stored on hard disks is doubling every 14 months and technologies for sharing information are proliferating. However, the irony of the information era is that most managers actually have less information about what their own workforce is doing than their industrial age forebears. In this talk, Professor Brynjolfsson demonstrates a new set of tools and techniques that make it possible to track information flows and information work in unprecedented detail.
Erik Brynjolfsson

K3. TBA
For more information about this session, please visit gartner.com/us/net

K4. The Future of the Communications Industry
The global telecommunications sector generated more than 1.67 trillion USD in 2006 but has emerged from the single worst downturn in its 100-plus-year history. The U.S. market remains the largest telecom market but Asia is continuously gaining share. Key stakeholders in the industry face a challenging blend of stress and opportunities. Traditional network carriers as well as new players such as Google are shifting the basis from competition about pure access to content, entertainment and advertising. As a result, innovation leads to new business models. This session describes the main industry drivers and challenges, illustrates opportunities for investors and buyers of networks, and provides an outside-in view of the U.S. telco market compared to the rest of the world.
Eric Paulak
### Session Descriptions

#### Track A — Enterprise Network Architecture

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<tr>
<td>Everyone knows the network is going all IP, but it won’t happen by chance, and there are dozens of paths to get there. As IP becomes pervasive, traditional boundaries — such as those between LAN and WAN, and voice and data — are breaking down, but new distinctions and design priorities are emerging. This presentation takes a look at current network architectures, their maturity and the best migration path for enterprises.</td>
<td>Network design has often been performed in isolation. While it was traditionally possible to build a generic network, there are now too many options delivering a broad range of capabilities. Network architects now need to think about how users interact with the network before making technology decisions. This new approach will ensure much better business alignment by building a better network while providing significant savings.</td>
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<tr>
<td>• What current and future trends are driving network migrations?</td>
<td>• Why should enterprises think about revamping their network design practices?</td>
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<tr>
<td>• How will the LAN and WAN evolve into the “All Area Network” AAN?</td>
<td>• What are the new best practices that network architects should use to meet the needs of the business?</td>
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<tr>
<td>• What will be the new approaches to network architecture?</td>
<td>• What benefits are achieved by revamping network design?</td>
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<tr>
<td>Neil Rickard</td>
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<tr>
<th>A2. Improving Business by Adding Context to Your Network</th>
<th>A4. Green Networking</th>
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<tr>
<td>Gartner’s analysis of key areas of communications and software is indicating that a transformational wave of change — the broad adoption of context-aware computing — is beginning to occur, and the network is a key source of contextual information. New opportunities and risks triggered by this blending of communications and applications will require enterprise systems and network architects to adopt a new viewpoint known as context-driven architecture (CoDA).</td>
<td>Environmental issues are gaining priority in corporate and government agendas. In many cases this priority aligns with economic self-interest in reducing power and fuel consumption as well as corporate social responsibility. For enterprise networking, it is important not to focus exclusively on the impact of the network itself, but to expand the discussion to include how networking technologies can help reduce the environmental impact of IT and the entire organization.</td>
</tr>
<tr>
<td>• What are context and context-aware computing, and what new business opportunities and risks will they pose for enterprises in the coming three to five years?</td>
<td>• How can networking minimize the environmental footprint of the enterprise?</td>
</tr>
<tr>
<td>• What is context-delivery architecture, and what new information and delivery models will be required to deliver context-aware computing?</td>
<td>• How can networking help to reduce the environmental impact of enterprise IT?</td>
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<tr>
<td>• How will context evolve, and which enterprise strategies and vendor solutions that incorporate context awareness will be most successful during the next five years?</td>
<td>• How can enterprises minimize the environmental impact of their network?</td>
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<tr>
<td>Bob Hafner</td>
<td>Neil Rickard</td>
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<table>
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<tr>
<th>A5. The Future of Network Security</th>
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<tr>
<td>Encrypt, inspect, block and don’t slow it down and the network gets increasingly more difficult to secure. But as the network gets more application and user-aware, network security can take major steps forward. Beyond appliance litter and a parade of emerging vendors, here are steps that can better secure the network today and better leverage new network security capabilities without breaking the budget.</td>
<td></td>
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<tr>
<td>• How is the security infrastructure market evolving?</td>
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<tr>
<td>• What are the most effective technologies and best practices?</td>
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<tr>
<td>Greg Young</td>
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“Incredible. Very useful and strategic for our business and service delivery.”

— Jose E. Fonseca, Network & Telephony Services Supervisor, Carbones Del Cerron Ltd

Save $200 if you register by September 22.
Session Descriptions

Track A — Enterprise Network Architecture (continued)

A6. The Data Center Network: Making Virtualization Real

The data center network is in transition. The all-Ethernet data center is in sight, however this isn’t the Ethernet that is currently being deployed throughout the rest of the enterprise. Data center solutions must address the reliability, scale and performance of Fibre Channel and InfiniBand at the connectivity end of the spectrum. Higher up the stack, the network must become application-fluent in order to become the control point of a virtualized data center.

- How should enterprises redesign the physical network in their data center to exploit the full potential of current networking technologies?
- How can enterprises benefit from virtualization of the data center network?
- Which products should enterprises deploy to create the new generation of data center networks?

Neil Rickard

A7. Let the Network Accelerate Your Apps: How to Become an Application Networking Hero

Changing application architectures is a real challenge for application performance. Browser-based apps, Web services and cloud computing all put a huge burden on the infrastructure. Application-fluent network technologies can enhance productivity while reducing costs.

- What shifts in application architectures should network architects be concerned about?
- What network technologies should be considered to alleviate the inefficiencies in application environments?
- What vendors are best positioned to help enterprises build an application-fluent network?

Mark Fabbi

Track B — Unified Communications

B1. Unified Communications Scenario

The massive shift in enterprise communications lays the foundation for this scenario that assesses the convergence of voice, messaging, presence, IM, conferencing, client devices, mobility and its effect on business processes, organizational structure, and productivity. This new landscape requires IP-PBX vendors like Cisco and Avaya to interoperate with collaboration vendors like Microsoft and IBM.

- What will be the key UC technology trends through 2012?
- Which UC solutions will deliver the greatest value to enterprises?
- How should enterprises develop a UC roadmap?

Bernard Elliot


Social software in the enterprise is creating the potential to improve how people collaborate. However, many organizations struggle to understand how these capabilities can (or even should) be used effectively in a business context alongside traditional collaboration tools such as e-mail, instant messaging and teamware. This presentation puts the new and the old in context, and describes how best to take advantage of both.

- How can enterprises achieve business value from emerging social software possibilities?
- How will collaboration platforms change through 2012?
- How will new collaboration modalities influence and reinforce established collaboration infrastructures?

Matthew Cain

B3. Telepresence and Collaboration

Most telepresence videoconferencing sessions can be augmented by other modes of communications or data-oriented collaboration of various types. The telepresence vendors are internally developing this aspect of the market, as well as working with partners, in order to support collaboration and communications within their solutions.

- Are all the telepresence vendors’ collaboration capabilities the same?
- Will telepresence solutions integrate with Microsoft and IBM environments?
- Do the telepresence vendors have a UC roadmap for their solutions?

Rich Costello

“...
Session Descriptions

Track B — Unified Communications (continued)


Early examples of unified communications include business transformation achieved through communications-enabled business processes (CEBP). Here we look at the link between UC and CEBP, the business case and how IT organizations need to prepare.

- What is a CEBP methodology and how is it linked to unified communications?
- How should IT departments reorganize to better address the opportunities CEBP presents?
- What are the early examples of CEBP, and what are the business benefits?

Steve Blood

B5. Mobility Drives Unified Communications Adoption and Wireline Replacement

This presentation will look at the evolution of UC, where mobile-UC plays, what enterprises should plan on adopting, and key providers in this space.

- How will mobile users drive the uptake of UC in the enterprise and the replacement of wired telephony?
- How will Mobile-UC change the way businesses communicate and business processes operate?
- Who are the current and future leading vendors that support Mobile-UC?

Phillip Redman

B6. Creating the Next-Generation Enterprise Contact Center

The options for structuring customer interactions are changing dramatically. Yet most enterprises cling to outdated methods. Here we consider how the next generation of contact centers will leverage unified communications technologies, untethered workforces and customers, mobile and thin clients, extreme personalization, enterprise-wide customer operations, and new human interface technologies.

- How should UC investments be leveraged into the contact center?
- What technologies are driving change in the contact center?
- Which vendor approaches and practices will be most effective?

Bernard Elliot

B7. Taming the E-mail Beast

Companies are drowning in e-mail – users complain bitterly about e-mail overload, and legal and compliance personnel are petrified of the consequences of uncontrolled e-mail storage. This session will provide strategies for creating user inbox efficiencies, and gaining control of runaway e-mail storage.

- How can companies develop user training strategies that actually work?
- Which add-in tools can help control mail overload?
- How can alternative collaboration technology offload e-mail?

Matthew Cain

“Solid and comprehensive overview of the issues and technologies my job is all about.”

— David Hack, Technical Consultant, YRC Worldwide Technologies
Session Descriptions

**Track C — Mobility & Extended Workforce**

**C1. Losing Your Fear of Those Little Handhelds at the End of Your Network**

Mobile devices are no longer restricted to just telephony. The age of the smartphone is upon us. This session will help attendees understand trends in mobile devices and strategies to gain control over the technologies that straddle electronics and fashion.

- How will the technology of handheld devices evolve and mature during the next five years?
- How will the major hardware and software platform providers fare during the next five years?
- What are the most important items to address in any mobile policy document?

Leif-Olof Wallin

**C2. Securing Unified Communications**

Mobility requirements are driving the evolution of voice to unified communications, where your “phone” may be just a piece of software instead of a traditional office phone. This session will analyze unified communications trends and provide strategies for securing this evolving communications medium.

- Why is securing unified communications so difficult?
- What is the role of SIP in unified communications?
- What are the best practices for securing unified communications?

Lawrence Orans

**C3. Connecting Remote Workers at the Branch, at Home or on the Road**

This presentation looks at the best ways enterprises can enable remote working, ensure productivity and actually control costs.

- How should organizations implement and support mobile working solutions?
- What is the role of new remote access and mobility strategies and technologies?
- What are the leading products and services that help get remote access and mobility under control?

Eric Paulak

**C4. The Mobile Scenario**

Wireless mobility is a boardroom issue and a top 3 technical imperative for CIOs. Every organization needs a corporate wireless strategy. The mobile scenario is the starting point; it surveys the key business and technology trends that will define the future of mobility.

- What will be the key trends through 2012?
- How will network operators, device manufacturers and software companies address enterprises with wireless products and services?
- Which mobile/wireless solutions will deliver the greatest value to employees and customers?

Leif-Olof Wallin

**C5. Mobile Device & Workforce Management**

Using mobile devices in workforce management has been best practice in some verticals for more than 3 decades. This presentation analyses the components needed for successful workforce mobilization as the numbers of mobile users increase rapidly in many organizations.

- What are the best ways enterprises can enable mobile working, ensure productivity and actually control costs?
- How should technology portfolios be rationalized to maintain standards while meeting the varied needs of mobile workers?

Leif-Olof Wallin

**C6. The Future of WLAN and Wireless Broadband Connections**

This session will focus on the standards and capabilities of the next-generation networks, and how enterprises will utilize them.

- How will wireless LAN technologies and architectures evolve over the next five years?
- What technologies will have a disruptive impact on the market?
- How should network service providers manage that threat?

Michael King

**C7. Fixed and Mobile as One: Bringing All the Voice Worlds Together**

This presentation looks at current and future converged offerings, including enterprise mobile voice over Wi-Fi, and how the enterprise can pursue convergence.

- What are the wired and wireless technologies and services associated with converging voice and data, fixed and mobile?
- How will convergence evolve to support enterprise-unified communications and collaboration?

Phillip Redman
Session Descriptions

Track D – Best Practices

D1. Aligning Networking, IT and Business Needs
Computing, communications and applications are converging — faster and in different ways than expected. Distinctions between IT disciplines are rapidly blurring and IT infrastructure will be radically different over the next five years than it is today. How should you best transition to this new infrastructure and what is the role of the network? This session offers essential strategic guidance.
• How can networking be more tightly coupled to business needs?
• How should network managers address new business application demands?
• How does networking interrelate with IT infrastructure and cloud computing?
Jay Pultz

D2. Network Management Tools of the Trade — Trends and Best Practices
For organizations that are refreshing their network management toolkit, this session provides a tactical primer on the tools of the trade, plus strategic advice for network managers to help jump start their efforts to align with business requirements.
• What emerging technologies and business pressures are driving enterprise network management?
• Which vendors, products and technologies will shape the network management market?
Debra Curtis

D3. Improving Network Operations
Network management products may provide the tools the network group needs to operate the network, but the management team needs to structure the network operations organization and establish the strategies to efficiently use the tools and successfully operate the network. The management of this group also needs to get the next level — not just ensuring the network survives but that the network operations team evolves to a services mindset that actually contributes to the business.
• How are network organizational structures and staffing levels evolving?
• What strategies should be used to reduce network operational costs and improve staff efficiency?
Debra Curtis

D4. Prioritizing Communications Technologies: Where Should You Spend the Next $1M?
Budgeting for network and communications technologies has largely been upgrade driven — usually by advances in technology. Frame Relay to MPLS, Fast Ethernet to Gig, TDM voice to IP are all recent examples. However, many technologies are hitting a plateau of usefulness for the enterprise. While no one will likely fault automatic upgrades, money should be spent more wisely.
• What mistakes have we seen enterprise architects make when selecting network technologies?
• How should network architects assess their requirements?
• What technologies migrate to the top of the priority list for business impact?
Bob Hafner, Ted Chamberlin

D5. Building Real Redundancy in Your Network without Blowing the Budget
This presentation will outline the technologies, processes and solutions that will provide redundancy without bankrupting your network budget.
• What future trends will define your future network redundancy strategy?
• Where are the opportunities to enhance your network and where do the pitfalls lie?
• What are the costs and money-saving strategies that you can implement today and tomorrow?
Ted Chamberlin

D6. Security in the Cloud
Security in the cloud, Security as a Service, Managed Security Service Providers ... implementing security controls via vendor-owned and managed technology offers potential benefits with attendant risks. This session offers Gartner’s view on the present and future role that security plays as a service and the vendors that will deliver it.
• How is the security infrastructure market evolving?
• What are the most effective technologies and best practices?
Greg Young

D7. The Future of the Network Manager: Where Do You Go from Here?
We describe the future vision for networking, its implications to the I&O leader, and how you and your organization should best transition to meet the challenges and opportunities that future state provides.
• What key drivers lead to dramatic networking and communications changes by 2015?
• How should network managers develop a roadmap to ensure their future success?
• What management best practices should network managers adopt?
Jay Pultz
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