



NEXTPLANE CONVERSECLOUD INTRA-DOMAIN INTEROPERABILITY SERVICE

Problem Overview

The reality in the enterprise is that IT is increasingly supporting mixed collaboration environments with two or more collaboration platforms like, Cisco Jabber, Microsoft Teams, Microsoft Skype for Business, Cisco WebEx Teams, and Slack.

Our recent survey shows within most companies, 2 out of 3 end-users use different messaging platforms. When your Team Collaboration platforms can't communicate with each other, your business suffers. As environments become more mixed, seamless interoperability becomes more critical.

For collaboration to become seamless in a mixed environment your different messaging platforms need to interoperate while sharing the same domain name (such as contoso.com). However, they cannot even exchange basic chat and presence messages because each platform will consider their domain's traffic as local traffic, and route the messages to the other ones.

Alternatives to Intra-domain interoperability

One way to address the problem is to assign a different domain name to each messaging platform. For instance, put WebEx Teams on WebEx.contoso.com and Microsoft Skype for Business on s4b.contoso.com. This can be disruptive to internal communication, as well as external communication, since end-users' messaging addresses will be different than email addresses. In other words, end-users need to know their colleagues precise IM addresses, such as john.doe@webex.contoso.com, before being able to add them as a contact.

The second option is to create guest accounts or guest access on TC platforms. However, managing guest accounts across multiple TC platforms can become an administrative and security nightmare. For example, since end-users send guest invites, IT has no way of knowing the owners of guest accounts on each platform, or if necessary, to be able to revoke them. Another issue is restricting guest account access control to channels, teams, or spaces, where guest users can participate in sensitive group conversations and download share files.

Also, UC platforms such as Microsoft Skype for Business or Cisco Jabber do not provide guest access capabilities.



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There Is a Better Way

NextPlane ConverseCloud universal interoperability hub enables companies to overcome the problem of routing internal messages, in a mixed environment, when all the messaging platforms, regardless of UC or TC, share the same domain name. The NextPlane patented approach allows federated UC or TC platforms' traffic to be differentiated from their local traffic even if they share the same domain name. Once traffic is identified as "not local," it is routed to the ConverseCloud Interoperability Service, and from there, ConverseCloud sends it to the correct destination.