



Enterprise meets Telco: Presence

Joe Hildebrand
CTO
Jabber, Inc.



Presence makes things harder

Lots of state

- > Access control
 - Who do I allow?
 - Who does policy allow?
- > Subscription
 - Who is interested?
 - Might be implicit (groups)
- > Connections
 - 1+ per device
 - SSL/TLS for each
- > Composition
 - Depends on protocol
 - Lots of CPU if server-side

Where is presence?

- > Inside enterprise
 - Can be complex
 - Telco trusted access?
- > At telco
 - SLA?
 - How to get at directory?
 - Certs?
- > Both?
 - No.
 - Synch latency matters
- > Hybrid
 - Access proxy at telco
 - Core at enterprise



The Power of Presence™



Presence makes things easier

- **Server-validated identity built in**
- **Which people do I trust?**
 - > Maps on to IM relationship
 - Is the caller on my roster?
 - Is the caller in a group I give higher access to?
 - > Personal policy applies to presence, IM, and voice
- **“Difficult” corporate policy the norm; reuse it**
 - > Ethical boundaries
 - > Search entitlement
- **Where should this call be routed?**
 - > Am I marked “Do Not Disturb”?
 - > Where am I in the world? Is it 2AM there?
 - > Pick the most available person from this list