

Hello. It looks like you're using an ad blocker that may prevent our website from working properly. To receive the best experience possible, please make sure any blockers are switched off and refresh the page.

If you have any questions or need help you can email us

will weave in features commonly found in their Outlook e-mail software.

Jan. 01, 2005

Instant Messaging (IM) has historically been looked at with some level of disdain in a corporate environment for some good reasons:

Disruption. Mass adoption of IM is younger than any other means of communicating. Therefore, the etiquette for IM is not as evolved. Furthermore, the potential for increasing workplace productivity by an 'always on 24x7 availability' for work purposes can be significantly hampered by 'an always on 24x7 availability' for social and personal communication. Your 'buddy list' can misuse your presence to interrupt.

Security. IM is yet another entry point to your private network from the public network. Thus, viruses and other intrusion vulnerabilities are potential problems.

Informational propriety. The casual nature of this medium increases the likelihood of leakage of confidential information or comments subject to legal liability. This issue is particularly important in industries where communication is regulated like the financial and healthcare fields.

Lack of standards and interoperability. The three major services (AOL, Yahoo! and MSN) and many smaller services do not interoperate. Like the early days of e-mail, I must use an AOL client if I want to send

a message to someone on the AOL

Hello. It looks like you're using an ad blocker that may prevent our website from working properly. To receive the best experience possible, please make sure any blockers are switched off and refresh the page.

If you have any questions or need help you can email us

Ownership of digital identity. With the consumer IM options, the IM identities of your employees and, by extension, of your company is lost. The services probably know too much about your people. And your control of the process is nearly non-existent. The reason is that the services use servers and software to communicate, which you have no control over.

Many of these historical concerns are being addressed. In mid-October, Microsoft announced enhancements to its corporate IM service that will weave in features commonly found in their Outlook e-mail software.

If you're like me, IM was something the kids did with their friends, but that all changed several years ago when I wanted a quick answer to a question but the person with the answer was on the phone. Now, with IM enabled office wide, I can still 'chat' with my coworkers even if they're on the phone. That makes us both more efficient.

I love the code-naming used by our

Hello. It looks like you're using an ad blocker that may prevent our website from working properly. To receive the best experience possible, please make sure any blockers are switched off and refresh the page.

If you have any questions or need help you can email us

connects your Outlook and Exchange information. Istanbul further connects to common desk phones and serves up an alert when someone calls. People can then route the call to their cell phone or voice mailbox.

Istanbul is a feature within Microsoft's Live Communications Server 2005 (LCS), software that initially launched (Live Communications Server 2003 and then 2004) as a way for companies to offer secure IM to their employees.

With Istanbul, Microsoft is taking another step toward incorporating IM 'presence' into its other popular products such as Outlook and Microsoft Office. Presence technology is designed to let people channel many communication types to their phone or Internet device of choice. It can tell other contacts where those same people can be reached when they're offline or whether they can be reached at all. Future applications will include Internet voice calling (VoIP) and the ability to set up live meetings with other

contacts using LCS. And, LCS 2005

Hello. It looks like you're using an ad blocker that may prevent our website from working properly. To receive the best experience possible, please make sure any blockers are switched off and refresh the page.

If you have any questions or need help you can email us

And what about search darling Google?

Although few people seem to realize it, Google already owns an IM client called Hello that it picked up this summer with its acquisition of photo-sharing service Picasa.

I can hear you now: This doesn't apply to accounting firms. But you might be interested to learn that your fellow accountants considered this important enough to include as one of the 'Top 10 Technologies' for 2005 (see page 4). It came in at number six, up from number 10 in 2004. Here's what Anne Stanton, president of the Norwich Group, had to say about IM:

'Instant Messaging and Secure Instant Messaging usage continues to proliferate at businesses in 2004. IM is an interruption and a software package that can instantly indicate if someone is online. There are times when an interruption is just what is called for, and, if you are doing business globally or among multiple offices, the online

indicator can truly help with efficiency

Hello. It looks like you're using an ad blocker that may prevent our website from working properly. To receive the best experience possible, please make sure any blockers are switched off and refresh the page.

If you have any questions or need help you can email us

if we want to be.

You'll remember that what is now LCS was included with versions of Exchange 2000. With the release of Exchange 2003, the IM server application was stripped out and is now purchased separately. Irrespective of the motivation behind this move, you should take a serious look at this technology.

Mr.

Goodfellow is a partner of BKR Fordham Goodfellow, LLP, and manages its wholly-owned subsidiary One Tech, LLC. He can be reached at 503-648-6651 ext. 115 or brentg@onetechllc.com.

Technology

CPA Practice Advisor is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors.

© 2024 Firmworks, LLC. All rights reserved