

MITEL

## Teleworker Solution – Daisy Chaining

### Extending Teleworker Functionality Across the Enterprise

Mitel® Teleworker Solution users are aware just how Teleworker Solution extends the corporate network to virtually any location. How it provides a low-cost plug and work solution, and seamless transparency with head office regardless if the user is at home or in a hotel room. Now, imagine if you could extend this same head office Mitel Teleworker Solution functionality to all your remote regional offices regardless if they have separate Teleworker Solution servers and phones in place. The result? A single, holistic Teleworker Solution shared by all, regardless how geographically dispersed the regional offices may be. This is the intrinsic benefit of daisy chaining.

#### From head office only ...

In a head office only application, the standard teleworker configuration is to have a Teleworker Solution phone connected to a Teleworker Solution server, which connects to a Mitel 3300 IP Communications Platform (ICP) or Mitel SX-200 IP Communications Platform (ICP).

#### ... to daisy-chained application

In a daisy-chained application, a single Teleworker Solution is available ubiquitously across the enterprise, without any degradation of teleworker feature access and functionality. This is accomplished by deploying a phone that connects to a Teleworker Solution server, which connects to another Teleworker Solution server that is connected to the ICP. In fact, there is no limit on the daisy chain depth other than practical considerations (i.e., delay).



it's about **YOU**

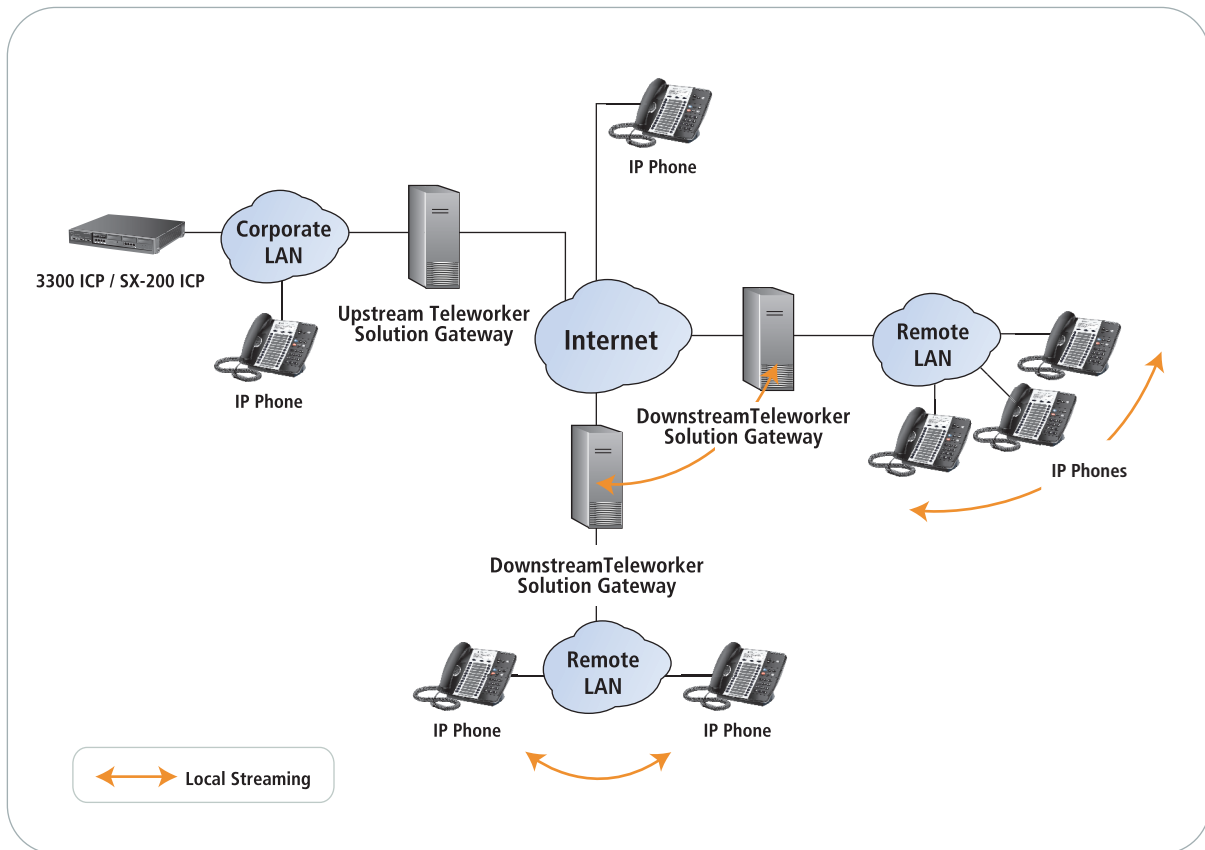
### Why do I need daisy chaining?

#### Large remote office deployment

The purpose of daisy chaining is to take advantage of remote offices that are using many Teleworker Solution phones. With many phones behind the downstream Teleworker Solution server (the server closest to the phone), the upstream server will utilize the local streaming feature for calls within the group.

The immediate benefits to be gained include increased bandwidth availability, enterprise wide access to full-feature network functionality, and service deployment that is not impeded by geographic time zone disparities between head office and remote locations.

### Linking remote Teleworker Solution servers for enterprise functionality

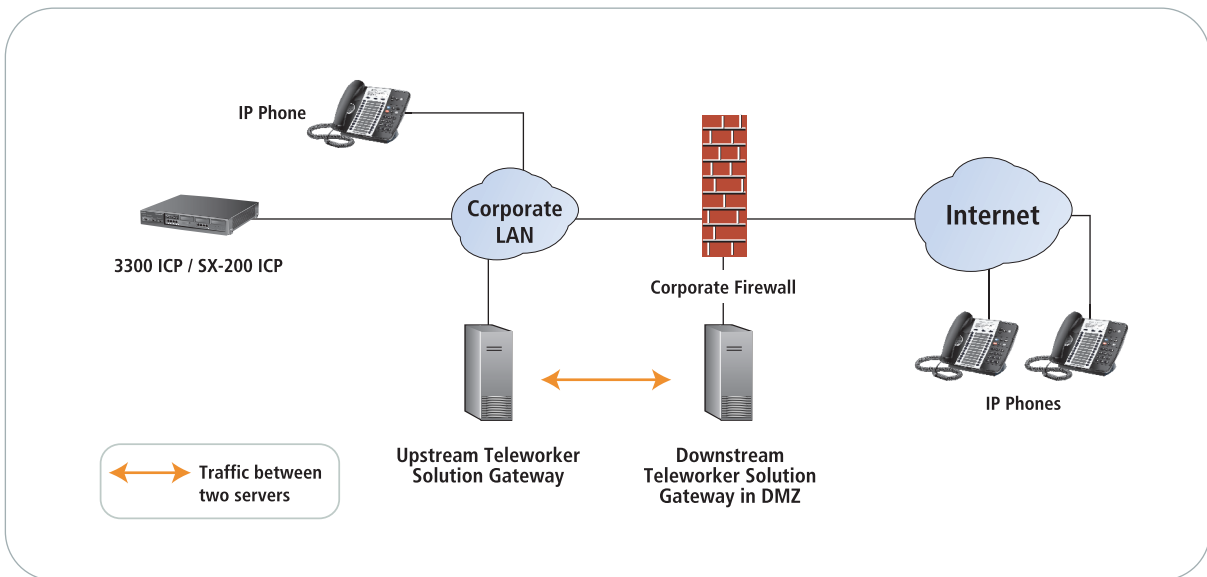


### Firewall Security Concerns Abated

Daisy chaining doesn't mean you have to relinquish the fire wall security of your particular LAN, either. Remote LANs can still have significant control over what traverses their firewalls. You can deploy a Teleworker Solution server in your LAN daisy chained to a Teleworker Solution server in your demilitarized zone (DMZ). The DMZ being a collection of computers utilizing packet-filtering routers

and gateways. A firewall (f/w) that allows strict traffic control between the DMZ Teleworker Solution server and the LAN Teleworker Solution server can be easily implemented. The only caveat being that the firewall must be configured with somewhat looser rules, allowing certain user data protocol (UDP) and transmission control protocol (TCP) connections to most of your internal network.

### Maintaining firewall integrity on each LAN



### Geographic Community of Interest

If you are hosting a number of Teleworker Solution phones that share a community of interest (COI) – a grouping of telephone users that call each other with a high degree of frequency – there could be a lot of latency (excessive and bothersome voice delays) on the Teleworker Solution connection in a largely dispersed daisy chained environment. This, for example, could be due to long distances or a multitude of hops (i.e., hosting Teleworker Solution phones in Asia from North America), and the back hauling (taking voice traffic beyond its destination and back) of the voice streams to the Teleworker Solution server.

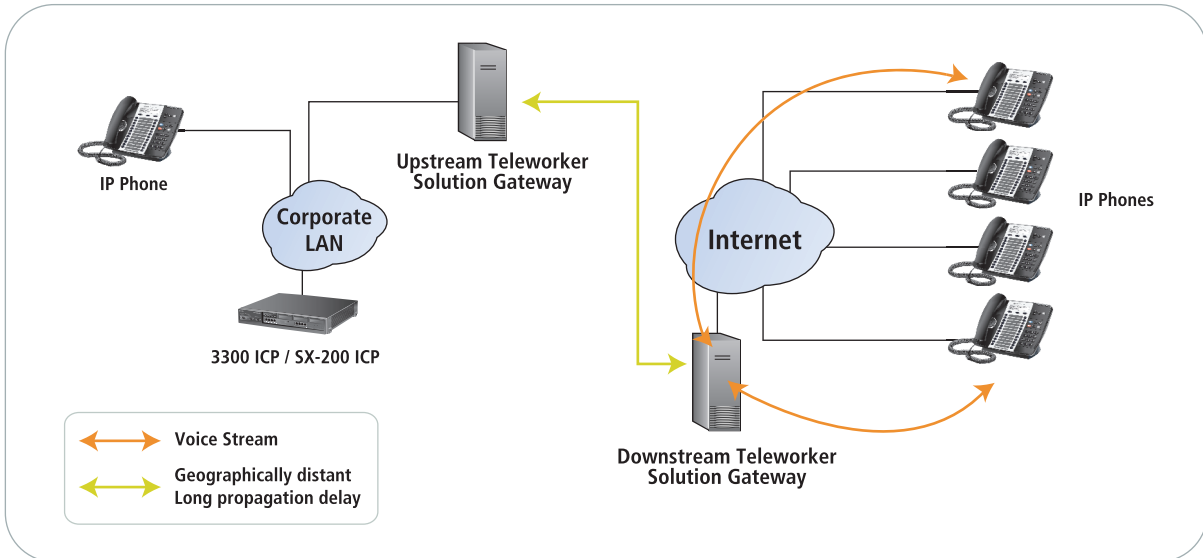
This is easily corrected by deploying a downstream Teleworker Solution server “closer” (in the Internet sense of the word) to the Teleworker Solution phones.

upstream Teleworker Solution server will then use the “local streaming” capability to keep the voice streams at the downstream Teleworker Solution server and thus avoid excess delay.

### In conclusion

Daisy chaining a Teleworker Solution is especially beneficial to large enterprises that are geographically dispersed across continents and time zones. By daisy chaining, remote offices with multiple Teleworker Solution phones have access to the same, full-feature functionality of the network without having to contend with latency issues. In addition, each geographic community can still retain its own firewall security and autonomy, while gaining full bandwidth access and instant 24/7 service deployment access.

### Overcoming issues of latency affecting COI



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