MITEL

Teleworker Solution

In the face of rising energy prices, globalization, and increased competition, there has been a quiet revolution in the way companies are revisiting the notion of teleworking. Recent advances in voice and data communications are re-defining the very nature and form of work. Traditional work day activities are no longer tied to a specific time or location. In this new corporate scenario, employees across internal departments can now work collaboratively and access in-house knowledge distributed across remote locations – be it from home or across the globe.

Reducing overheads, increasing productivity and efficiency of remote employees, and reducing carbon emissions are the core business benefits that stem from flexible teleworking. The Mitel® Teleworker Solution is a plug-and-work solution that gives remote and mobile employees seamless secure access to the full set of "in-office" Mitel Unified Communications capabilities wherever they are, using any Mitel IP desktop or soft phone. Employees have the flexibility to Hot Desk in to their corporate extension or have a completely separate telework number.

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The Mitel Teleworker Solution is enabled by the Mitel Border Gateway. To ensure the deployment of secure external workspaces, the Mitel Border Gateway (MBG) ensures superior voice quality and provides comprehensive threat protection, strict access control, and privacy in a single consolidated server.

The Mitel Border Gateway (MBG) delivers the following co-resident services:

Teleworker Service – Turns any Mitel IP desktop or soft phone device into teleworker mode;

SIP Trunk Proxy Service – Can serve as a SIP-aware firewall at the edge of the company network and eliminates the need for third party firewall devices, simplifies configuration and deployment;

Application Web Proxy Service – Enables trusted connectivity between company LAN and the Public Internet to provide secure access for Mitel Unified Communications applications.

Generating Operational Cost Efficiencies with Telework

As companies look for ways to generate cost efficiencies, telework is a viable option to aid in reducing mobile, long distance and real estate costs. Along with offering voice prioritization and full phone feature parity to a wide range of standard Mitel IP phones, the Teleworker Solution enables full Mitel Unified Communications over IP networks.

Scalability

One Teleworker Solution gateway supports up to 2,500 clients. Up to 500 simultaneous calls are possible per Mitel Communications Director. The number of Teleworker Solution users can be increased easily and efficiently through the purchase of additional license packs. Licenses are available in packs of one, 10, 50 or 100.

Security

The Teleworker Service on MBG provides high grade security with authentication and encryption of signaling and media via secure embedded 128 bit AES encrypted voice and SRTP. It also manages IP network traversal, as a result no separate VPN required.

The Mitel Border Gateways (MBG) can be daisy chained to allow one MBG to be connected directly to another MBG to reduce the number of ports open between the demilitarized zone (DMZ) and the company LAN. The daisy chained configuration can be useful in larger, more complex network environments when there might be one Mitel Border Gateway in the DMZ and another being used internally, or for installations that require more than 1,000 teleworkers. The Mitel Border Gateway can also be clustered with up to five nodes or 12,500 clients to provide additional security.

Enhanced Voice Quality

A large adaptive jitter buffer in the Mitel IP phone and the Mitel Border Gateway accommodates poor quality IP connections.

Local Streaming

The Mitel Teleworker Solution streams voice conversations directly from one Teleworker phone to another without the voice path going back to the Mitel Border Gateway – when the voice path is contained within a remote office location (point-to-point). The Mitel Border Gateway will support up to 20 IP phones behind a single NAT router. This is an ideal solution for remote branch offices working over a small Internet link.

Reporting

HTML reports provide systems administrators with key information on teleworker usage statistics. This information can be used to assist in the provisioning of additional teleworkers, monitoring bandwidth usage during peak periods, or simply for cost analysis purposes.

Telework as a Business Continuity Strategy

The Mitel Teleworker Solution provides companies with a back up strategy to continue business operations by enabling employees to continue to work from geographically remote locations; that distribution provides a certain degree of resiliency. Teleworking enables continuity of operations during local weather disturbances or traffic congestion which prevents employees from being able to reach a central office location. It can also come in to play as a back up strategy in rare disaster / emergency health situations like a hurricane or an influenza pandemic.

Local Access

With the Mitel Line Interface Module connected to a Mitel 5224 or 5300 series IP Phone, teleworkers can enjoy the benefit of local analog line access from their Teleworker IP phone. The Line Interface Module provides PSTN fail-over should the link between the Teleworker phone and Mitel Border Gateway fail. The Line Interface Module also enables a user to select a local analog line via the Mitel IP Phone for local, emergency or personal outgoing calls. Incoming calls to this analog line can also be received via the Mitel IP Phone.

Multiple ICP Support

In a network environment where multiple Mitel Communication Directors (MCD) are deployed across the company, only one Mitel Border Gateway is required. In the event of primary MCD failure, the Mitel Border Gateway (MBG) will automatically fail-over to a secondary MCD. In the unlikely event of the primary MBG server failing, clustering can provide resiliency.

Experience the Zero Commute

In combination with the Mitel Teleworker Solution, the Mitel Unified Communicator Advanced (soft phone, audio and video web conferencing, IM, high definition web conferencing) not only provides companies with a means to gain cost efficiencies but also provide a mechanism to lower their day-to-day carbon footprint in terms of decreased employee commuting and corporate travel. Since telework is a zero commute activity, it also helps in alleviating heavy traffic congestion during peak hours.

Studies indicate that employees who telework tend to log-on at the same time they would normally leave for work and logoff when they would normally arrive home. Additionally, they suffer fewer disruptions at home and are able to messages in the evening or before returning to the office. In a business with 10 teleworkers, each could potentially generate an additional two hours of work per week, resulting in over 1,000 hours, or one month, of increased productivity in a single year.[1]

Telework as a Tool to Recruit and Retain Key Talent

Increasing fuel costs combined with worsening traffic has begun to prompt employees to look to their companies to provide relief and in some cases think about changing jobs to improve their commutes. The Mitel Teleworker Solution delivers companies increased flexibility to hire hard to find out of region talent, thus lowering HR and labor costs. Mitel Teleworker provides support for the Mitel Contact Center soft phones, enabling remote gents to connect securely to the Mitel Contact Center via the internet.

Seamless Integration

The Mitel Border Gateway and the Mitel Application Suite integrate seamlessly with the Mitel Communications Director (MCD) that provides call control, extensive features and supports a wide range of innovative desktop devices and advanced applications like the Mitel Contact Center Solutions that allow businesses to deploy and manage sophisticated contact centers, Mitel Your Assistant Softphone and Mitel Unified Communicator® Advanced that provide features like instant messaging, presence and softphone to fully enable the collaborative and mobile worker.

The Mitel Border Gateway also provides support for the 200 ICP (teleworker service only) and the Mitel 3600 Hosted Key System.

MBG works in collaboratively with the Mitel® Applications Suite. MAS is a robust communications solution that unifies business-critical applications into an easy-to-use, cost-effective solution. MAS simplifies communications while increasing productivity, enhancing customer service and collaboration as well as reducing total cost of ownership. MAS delivers capabilities like unified messaging, speech-enabled auto-attendant, mobility, teleworking and sophisticated audio and web conferencing.

[1] The Telework Coalition (2006). "Telework Benchmarking Study: Best Practices for Large Scale Implementation in Public Sector and Private Organizations"

Intelligent Evolution

Mitel provides you with software only and platform based solutions that can be implemented through Intelligent Evolution. This means that you can evolve, update, and migrate your communications solutions over time and at your own pace, without disrupting or replacing your existing infrastructure.

Mitel Strategic Partners

Mitel and our partners develop integrated and innovative solutions, levering technology from industry leaders, such as Microsoft®, VMware®, HP ProCurve, and Sun Microsystems™. Mitel makes it a priority to build long-term relationships with other companies to create better solutions for our customers.

Doing Business with Mitel

With Mitel it's about the relationship. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns.

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