delivering a

seamless

enterprise experience

Nortel Networks Survivable Remote Gateway

Features and benefits

- Provides a seamless, consistent user experience across the enterprise, enabling users in branch offices to operate in exactly the same environment as if they were located at the central site

- Offers a survivable solution that preserves calling capabilities if the branch office loses its link to the central site

- Supports distributed PSTN trunking, saving money by improving utilization of phone lines across the enterprise, and increasing efficient use of telephony resources

- Consolidates IP routing and security services into a single converged device, eliminating the need to buy additional equipment

- Reduces operating costs by managing branch offices from the central site, and extending voice mail, attendants, call center agents, and other services across the enterprise

As the multi-site enterprise becomes the dominant business model, network managers are being challenged to provide a consistent interface for telephony applications across the network. By deploying the Nortel Networks Survivable Remote Gateway in the branch office environment, the powerful call control capabilities and rich feature set of the Nortel Networks Succession* 1000 can now be extended over the IP network from the central site.

This innovative distributed approach eliminates the borders between branch offices and the central site, creating a seamless telephony experience regardless of physical location. IP telephones for branch office personnel are provisioned by the Succession 1000 at the central site, delivering ubiquitous access to key applications such as CallPilot* and Symposium* Call Center.

Designed for small branch offices of up to 50 users, the Survivable Remote Gateway is ideal for enterprises with an investment in Succession 1000-based IP Telephony who want to cost-effectively extend those services to the branch offices in multiple locations. Personnel at the branch offices will enjoy seamless service access, enabling them to closely collaborate with people at the main office.

Even if network services from the central site are interrupted, business continuity at the branch office is supported by the Survivable Remote Gateway shifting to "local mode." All local users and analog devices can call each other and access local PSTN lines connected to the Survivable Remote Gateway. Local PSTN trunking also supports full emergency 911 capabilities, enabling emergency personnel to immediately identify the alert location and provide an immediate response.

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A consistent solution across the enterprise

Businesses or organizations with multiple branch offices can face daunting administrative challenges. When each branch office is using different software and phone systems, complex problems in training, application support, capital expenditures, and network management can result. By leveraging the synergy between the Survivable Remote Gateway and the Succession 1000, your organization can implement a consistent solution across the enterprise that delivers multiple operational efficiencies.

Since the user experience is consistent across the enterprise there is no training required when personnel transfer from branch to branch, and they can continue to use their existing phone number and handset. In fact, since moves, adds, and changes are administered from the central site, their user profile can be easily transferred to the new location or accessed remotely from anywhere on the network.

Ideal for teleworkers and mobile road-warriors, this innovative approach features a Virtual Office feature that enables users to utilize their specific desktop interface regardless of which location on the network they work in on a particular day.

Future releases will allow the Survivable Remote Gateway to be supported with other call servers, including the Multimedia Communications Server 5100 and the Communications Server 2100.

Resilient, survivable telephony

Even if the link between the Survivable Remote Gateway at the branch office and the Succession 1000 at the central site is severed, your business will keep right on going. Interpersonal dialing within the remote site will be unaffected, and all employees will have access to the local PSTN lines to place outgoing calls. There is even one-touch access to voicemail over the PSTN!

As soon as the Survivable Remote Gateway determines that the link to the Succession 1000 has been re-established, the full system gracefully comes back online. IP clients that are inactive are shifted back to normal mode, and IP clients with calls in progress are left undisturbed.

Cost-effective calling via distributed trunking

Distributed PSTN trunking helps contain costs by improving utilization of network services across the enterprise. Calls can be directed across the Succession 1000 and Survivable Remote Gateway network to provide true least cost routing. This can translate to substantial savings on toll calls, and opens markets across the country, and across the globe, to toll savings for anyone on the corporate IP Telephony network.

Built-in IP router lowers equipment costs

Utilizing the hardware of the proven Nortel Networks Business Communications Manager, the market-leading small-site IP Telephony solution, the Survivable Remote Gateway features powerful built-in IP routing and data services. The Survivable Remote Gateway can either provide local IP routing capabilities, or seamlessly coexist and interoperate with an existing router if one is already present on the network. By using a single converged device, branch offices can enjoy a streamlined solution that simplifies network management and eliminates multiple support contracts.

Centralized management reduces operating costs

One of the central benefits to the architecture created by the Succession 1000 and Survivable Remote Gateway solution is the ability to manage branch offices from the

central site. After the initial wizard-based system configuration, experienced network administrators can activate user features, update software, and perform moves, adds, and changes remotely. In addition, software expenditures and licenses are more easily tracked, because these tasks are consolidated at the central site.

Performance of branch office personnel is enhanced by freeing employees to focus on tasks that are within their areas of expertise, instead of having to manage the network. Management can be provided by authorized personnel from either the central site or from any Web-enabled workstation. The total cost of network ownership is reduced by eliminating the need for local network management personnel.

Additional benefits

Increasing profitability with virtual call centers

Complete feature transparency across the network delivers several key benefits, including the ability to extend Symposium call center membership to personnel at the branch offices. This approach provides additional increases in flexibility, allowing call volume to be evenly distributed across the different branches. Plus, certain agents with special skillsets can now be made available to a greater range of callers, increasing customer service and maximizing employee efficiency. Future releases will allow the Survivable Remote Gateway to be supported with other call servers, including the Nortel Networks Multimedia Communications Server 5100 and Communications Server 2100.

CallPilot access

The premier communications suite for the enterprise business environment, Nortel Networks CallPilot delivers access to unified messaging services from anywhere in the world, including e-mail, voicemail, and faxes. Personnel can access the service from their Web browser, e-mail client, or from any telephone, using the flexible integrated interface to increase their personal productivity and availability.

All Nortel Networks IP phones support the following features:

- Intuitive navigation cluster provides fast menu, sub-list, and call log scrolling, as well as one-touch dialing and quick access to system features

- Message-waiting/visual-ring indicator offers visual notification of incoming calls and messages

- Voice compression optimizes bandwidth and audio quality requirements

- Audio control center enables users to toggle quickly between the handset or headset and the speakerphone without audio interference

- Volume bar provides fingertip control of audio and ringer volume settings, and LEDs clearly display handset/headset/speakerphone/mute settings

- Local tone generation conserves valuable network bandwidth

- Dynamic IP addressing with a standard DHCP server reduces management costs by offering a flexible, simplified solution for handling adds, moves, and changes

- User-friendly design supports the full range of potential users, including hearing-impaired users

IP phones

An IP Telephony solution is only as useful as the underlying software and client devices that your people use. With over 100 years of experience in creating solutions designed to help businesses improve productivity, reduce operational expenses, and improve customer service, Nortel Networks is your IP Telephony vendor of choice.

Nortel Networks currently offers three models of IP phones:

- **i2002 Internet Telephone**— Designed for all types of office applications, this multi-line phone offers an integrated LCD display screen and is well-suited for moderate call volumes.

- **i2004 Internet Telephone**— Ideal for managers, executives, and office administrators, this multi-line phone features a large LCD display screen capable of displaying a maximum amount of information, and is well-suited for high call volumes.

- **i2050 Software Phone**— Created for a broad range of workplaces and mobile users, this software-based solution transforms your laptop or desktop PC into a converged voice/data communications platform.

Delivering a consistent telephony experience across the enterprise

The Nortel Networks Survivable Remote Gateway eliminates the borders between branch offices and the central site, creating a seamless telephony experience regardless of physical location. Ideal for enterprises with an investment in Succession 1000-based IP Telephony, the Survivable Remote Gateway provides a cost-effective approach for extending key applications such as CallPilot and Symposium Call Center to multiple branch offices.

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Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Wireless Networks, Wireline Networks, Enterprise Networks, and Optical Networks. As a global company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the web at:

www.nortelnetworks.com

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