Mitel MiVoice Border Gateway

Creating Secure Workspaces for Mobile And Remote Employees

The traditional office is transforming. Businesses require their employees to be mobile and work from flexible locations and on different devices. To ensure enhanced productivity, companies can build upon their Mitel® IP-PBX investment and extend unified communications capabilities to remote workers via IP phones, soft phones and Wi-Fi / dual-mode phones. Opening up the company's internal network to allow employees to connect from anywhere, any time (from hotspots, hotels and home offices), however, raises security and Internet voice quality concerns.

Comprehensive solution for reliable, secure networks

To deploy secure internal and external workspaces, the Mitel® MiVoice Border Gateway ensures superior voice quality and provides comprehensive threat protection, strict access control, and privacy in a single consolidated server. MiVoice Border Gateway allows remote employees to work and collaborate securely by facilitating a complete in-office unified communications experience without being physically in the office.

MiVoice Border Gateway delivers the following co-resident services on a single platform:

- Teleworker Service – Turns Mitel MiVoice IP phones or soft phone devices into teleworker communications devices

- 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 the company LAN and the public Internet to provide secure access for Mitel unified communications applications

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Powering connections

- Remote Management Service – Enables system administrators of Mitel solutions to access Mitel web management interfaces from outside the organization's corporate LAN

- Secure Recording Connector – Enables both Mitel and third-party call recording solutions to securely record IP endpoint and teleworker extensions

- IPv6 Application Layer Gateway – Provides an application layer gateway between IPv4 and IPv6 networks

- WebRTC Gateway - Provides a WebRTC to SIP gateway connection for Mitel IP-PBXs. It allows companies to provide both anonymous and subscribed connections to their Mitel call managers through WebRTC-enabled browsers.

Secure, reliable and scalable remote workspaces

MiVoice Border Gateway enables companies to extend their voice network to virtually any location, thereby enhancing remote employees' productivity and effectiveness. The Teleworker service can be implemented quickly and easily using a wide range of standard MiVoice IP phones and SIP devices. For users who prefer a softphone, the Mitel MiCollab Client Softphone, the MiContact Center Softphone and the Counterpath® Bria SIP soft client are supported. Once set up and plugged into a broadband connection, the phone automatically registers as an office extension and reflects its own local time. Large adaptive jitter buffers in the phone provide superior voice quality.

MiVoice Border Gateway delivers the core underlying infrastructure for a reliable, secure network with continuous availability. It supports a fully meshed cluster of nodes, which serve as a single, large, Teleworker server, providing scalability up to 25,000 employees and high availability (up to 5,000 users per server in a cluster of up to five active servers, with one additional server for redundancy/failover). It creates secure external workspaces by providing high-grade security with signaling and media authentication, and encryption via secure embedded 128 bit AES encrypted voice and SRTP. It also manages IP network traversal, without requiring an additional separate VPN.

Complete in-office experience

MiVoice Border Gateway's Application Proxy Service connects corporate LANs and the public Internet to provide trusted access for Mitel unified communications applications. For example, the Application Proxy Service allows employees to collaborate with external colleagues and customers using Mitel's MiCollab audio, web and video conferencing service through a secure, controlled internal LAN connection.

Seamless integration

MiVoice Border Gateway works with MiCollab to securely connect its unified communication and collaboration solutions, so remote employees can enjoy a complete in-office unified communications experience from any location.

MiVoice Border Gateway integrates seamlessly with the Mitel MiVoice Business unified communication platform to support its full range of services. It also supports MiVoice MX-ONE and MiVoice 5000 with remote MiCollab Client functionality and the Teleworker Services. MiVoice Border Gateway supports Teleworker Services and SIP Trunk Proxy services on the MiVoice Office 250 (the MiVoice Office 400 is currently unsupported).

Secure management access

MiVoice Border Gateway's Remote Management Service allows Mitel channel partner system administrators to remotely perform routine functions on Mitel solutions. This not only means quicker service for the business, but lower costs associated with maintenance and management. MiVoice Border Gateway supports remote access to MiCollab, and Mitel IP-PBX web management interfaces via the Remote Management Service. Access is controlled by the end customer and restricts remote administration access to Mitel web management interfaces.

Securely recording IP devices

Call recording is becoming more important globally. Businesses across many sectors are required to record calls for a variety of reasons, including:

- Government regulation and compliance mandates

- Business protection from litigation

- Customer service agent performance monitoring and management

MiVoice Border Gateway integrates with MiVoice Call Recording, and with a wide range of third-party call recording solutions to provide secure recording of MiVoice IP phones and Teleworker extensions.

Intelligent evolution

MiVoice Business Gateway can help businesses address issues caused by having IPv4 and IPv6 infrastructure on the same network.

MiVoice Border Gateway can reside at the border between an IPv4 and IPv6 network for the business, providing an interconnection between components running in an IPv4 "island" with an IPv6 network.

Organizations can evolve, update and migrate their communications solutions over time and at their own pace, without disrupting or replacing existing infrastructure.

The flexibility of WebRTC

MiVoice Business Gateway acts as a WebRTC to SIP gateway, allowing calls that originate from WebRTC browsers to be handled by Mitel IP-PBXs just like any other SIP call. Mitel also offers a software development kit (SDK) that enables customers to build WebRTC functionality into their websites. It can be used to allow anonymous users – such as a customer visiting a website who want to talk to someone before purchasing – to click on a button and talk to a representative using their computer's microphone and speakers. These calls can be managed through MiContact Center just like any other customer interaction. Additionally, the MiVoice Business Gateway can allow named subscribers to use a browser like a Teleworker, allowing them to access the corporate phone system remotely from any computer. WebRTC is currently supported on the Mitel MiVoice 5000; other Mitel IP-PBXs will be supported in future releases