

Mitel MiVoice Border Gateway

Creating Secure Workspaces for Mobile And Remote Employees



Enable an in-office communications experience without being physically in the office.

The traditional workplace has transformed. Employees require the workplace to be flexible, to enable them to be mobile and work from remote locations and on different devices whenever they need to.

Easily build upon your Mitel® communications investment and extend unified communications capabilities to remote workers whether it's via IP phones, soft phones, or Wi-Fi / dual-mode phones easily with the Mitel MiVoice Border Gateway - the

session border controller built specifically for your Mitel communications infrastructure.

Designed to help ensure the productivity of your workforce, while maintaining the security of your business, MiVoice Border Gateway provides remote or mobile employees with a secure, encrypted voice connection to your company's internal network enabling them to easily connect from anywhere (hotspots, hotels, or home offices), at any time.



Powering connections

When You Need More, Mitel Delivers

To deploy secure internal and external workspaces, the 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 located 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 phones into teleworker communications devices
- **SIP Trunk Proxy Service** – Can serve as a SIPaware firewall at the edge of the company network and eliminates the need for third-party firewall devices, simplifying 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
- **Secure Recording Connector** – Allows both Mitel and third-party call recording solutions to securely record IP endpoint and teleworker extensions
- **WebRTC Gateway** - Provides a WebRTC to SIP gateway connection for Mitel IP-PBXs allowing you to provide both anonymous and subscribed connections to your Mitel call managers through WebRTC-enabled browsers
- **Remote Management Service** – Permits system administrators of Mitel solutions to access Mitel web management interfaces from outside the organization's corporate LAN

Secure, Reliable Remote Workspaces

MiVoice Border Gateway enables your organization to extend the voice network to virtually any location through its Teleworker service* that creates secure external voice connections using high-grade 128 bit AES security for all communications signaling and media authentication, all without requiring an additional VPN service.

The Teleworker service can be implemented quickly and easily supporting a range of MiVoice IP phones that when once set up and plugged into a broadband connection, automatically register with the communications system as an office extension. Furthermore, large adaptive jitter buffers built into Mitel MiVoice IP phones help ensure a superior voice quality experience. And for those users who prefer a softphone, the Teleworker service can be used with Mitel's MiCollab and MiContact Center softphones or Counterpath's® Bria SIP soft client.

With support for a fully meshed cluster of nodes, (which serve as a single, large teleworker server), up to 50,000 devices in total, and high availability (with up to 10,000 users per server in a cluster of up to five active servers, and another server for redundancy/fail over) MiVoice Border Gateway delivers the core underlying infrastructure for a reliable, scalable, secure network with continuous availability.

**Supported by MiVoice MX-ONE, MiVoice Business, MiVoice 5000, and MiVoice Office (250 & 400) platforms*

Trusted Application Connections

MiVoice Border Gateway's Application Web Proxy service connects corporate LANs and the public Internet to provide trusted access for Mitel unified communications applications. For example, to allow 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.



Securely Record 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 associated with the MiVoice Business and MiVoice MX-ONE platforms.

Add The Flexibility of WebRTC

MiVoice Border Gateway acts as a WebRTC* to SIP gateway, allowing calls that originate from WebRTC browsers to be handled by Mitel communications platforms 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 Border Gateway can allow named subscribers to use a browser like a Teleworker, allowing them to access the corporate phone system remotely from any computer.

**MiVoice Border Gateway WebRTC subscriber mode is supported on all MiVoice platforms except MiVoice Office 250 and MiVoice Connect; anonymous mode is supported on MiVoice MX-ONE, MiVoice Business and MiVoice 5000*

Secure Management Access

MiVoice Border Gateway's Remote Management Service allows Mitel 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.

Access is controlled by the end customer and restricts remote administration access to Mitel web management interfaces.

MiVoice Border Gateway supports remote access to MiCollab, and Mitel IP-PBX web management interfaces of the MiVoice Business platform via the Remote Management Service.