

MITEL

## Teleworker Solution



Businesses of all sizes lose money every year in employee absenteeism and turnover, not to mention commuting time and other overhead costs. The Mitel® Teleworker Solution is a plug-and-work solution that gives remote workers, road warriors and day-extenders seamless access to the voice and data capabilities of the office. This not only increases employee productivity and retention, it also decreases overhead expenses and long-distance call charges.

### Increased productivity

Market reports and customer feedback show that employee productivity rates tend to increase with the Teleworker Solution. For example, a business with 10 teleworkers, each generating an additional two hours of work per week, results in over 1,000 hours or one month of increased productivity in a single year.

### Reduced real-estate costs

Part-time teleworkers require limited access to corporate facilities while full-time teleworkers require little or no access. With the Teleworker Solution, office space can be shared or eliminated altogether, reducing real estate and overhead expenses.



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### Reduced call charges

Along with voice prioritization and full phone feature parity to standard Mitel 5215 and 5220 IP Phones (Dual Mode) the Teleworker Solution enables full voice and data collaboration over IP networks. This reduces or eliminates long-distance call charges.

### Local access failover

With the Mitel Line Interface Module connected to a 5220 IP Phone (Dual Mode), teleworkers can enjoy the benefit of local line access from their Teleworker Solution phone. In the event of a broadband connection failure, local line connectivity is achieved.

Feature	Description	Benefits
Multiple ICP support	In a network environment where multiple ICPs are deployed within the enterprise, only one Teleworker Solution gateway is required.	Reduces capital costs and increases network simplicity.
Network resiliency	In the event of primary Mitel 3300 Integrated Communications Platform (ICP) failure, the Teleworker Solution will automatically fail over to a secondary 3300 ICP.	No interruption in service.
Line Interface Module	The Mitel Line Interface Module provides PSTN fail over should the link between the Teleworker Solution phone and Teleworker Solution gateway fail. The Line Interface Module also enables a user to select a local analog line via the 5220 IP Phone (Dual Mode) set for local, emergency or personal outgoing calls. Incoming calls to this analog line can also be received via the 5220 IP Phone (Dual Mode).	Uninterrupted access to voice communications. Access to local emergency services in the event of an emergency. Cuts down on long distance PSTN calls when only local calling is required.
Teleworker Network Analyzer	The Teleworker Solution comes with a simple-to-use Teleworker Network Analyzer that allows end-users to test network connectivity. This helps determine if ISP connectivity issues with an independent third party (such as a local ISP) are slowing down data transmission.	Reduces unnecessary calls to enterprise IT departments.

Feature	Description	Benefits
Scalability	<p>One Teleworker Solution gateway supports up to 500 clients. Up to 128 simultaneous calls are possible per 3300 ICP. 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 4, 20, 50 or 100. Teleworker Solution gateways can also be daisy chained to allow one Teleworker Solution gateway to be connected directly to another Teleworker Solution gateway.</p>	<p>This configuration can be useful in larger, more complex network environments when there might be one Teleworker Solution gateway in the demilitarized zone (DMZ) and another being used internally, or for installations that require more than 500 teleworkers.</p>
Voice First Application Video Support	<p>Remote 5220 IP Phone users are now able to simply and easily establish video conferences by pushing a button on their Teleworker Solution phone. This feature is available in conjunction with the VCON Media Exchange Manager (MXM) video conferencing solution.</p>	<p>Remote users can now easily take part in video conferences with any other video-enabled user on the network.</p>
Reporting	<p>HTML reporting is provided, enabling the system administrator or IT manager to obtain important and useful information on Teleworker Solution usage.</p>	<p>This can be used to aid the provisioning of additional teleworkers, monitoring bandwidth use at peak periods or simply for cost analysis purposes.</p>
Local voice streaming	<p>Teleworker Solution phone can now stream voice conversations directly from one Teleworker Solution phone to another without the voice path going back to the Teleworker Solution gateway, when the voice path is contained within a remote office location (point-to-point). The Teleworker Solution gateway will support up to 20 IP phones behind a single NAT router.</p>	<p>This is an ideal solution for remote branch offices working over a small Internet link.</p>

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Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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GD 8243 PN 51007150RB-EN