



MITEL

Teleworker Solution

Businesses of all sizes lose money every year from employee absenteeism, turnover, and other overhead costs. Workers lose money from the high costs of commuting. 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, wherever they are. Offering the flexibility of teleworking with the Teleworker Solution not only increases employee productivity and retention – saving employees money, it also decreases overhead expenses and long-distance call charges. A win-win situation.

Increased productivity

Market reports and customer feedback show that employee productivity rates tend to increase with the Teleworker Solution. It was found that employees who teleworked tended to logon at the same time they would normally leave for work and logoff when they would normally arrive home.

Plus, they suffered fewer disruptions at home and were able to logon and check emails 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.



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 easily shared or even eliminated altogether – reducing real-estate and overhead expenses.

Reduced call charges

Along with offering voice prioritization and full phone feature parity to a wide range of standard Mitel IP phones, the Teleworker Solution enables full voice and data collaboration over IP networks. This reduces or eliminates long-distance call charges.

Local Access

With the Mitel Line Interface Module connected to a Mitel 5224 IP Phone, teleworkers can enjoy the benefit of local line access from their Teleworker Solution IP phone. In the event of a broadband connection failure, local line connectivity is still achieved – eliminating work disruptions.

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 IP Communications Platform (ICP) failure, the Teleworker Solution will automatically fail-over to a secondary 3300 ICP.	No interruption in service.
Teleworker Server Resiliency	In the unlikely event of the primary Teleworker Solution server failing, a secondary “hot start” server can provide resiliency	Minimal interruption to service.
Line Interface Module	The 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 5224 IP Phone for local, emergency or personal outgoing calls. Incoming calls to this analog line can also be received via the 5224 IP Phone.	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.

Feature	Description	Benefits
Support for Mitel Your Assistant™*	The Teleworker Solution supports the direct connection of the Mitel Your Assistant Softphone Option and Mitel Your Assistant Collaboration Option*. Your Assistant can now interconnect to the 3300 ICP through the Teleworker Solution server. Full Your Assistant functionality, including Your Assistant Softphone Option and Your Assistant Collaboration Option, presence and availability, and automatic call distribution (ACD) features are supported in a non-VPN environment.	Your Assistant and Your Assistant Softphone Option can now be used remotely without the need of a VPN connection back into the corporate office*. *Your Assistant, Release 3.2 is required
Support for Mitel Contact Center Softphone	Mitel Contact Center Softphone Version 5.3 is supported, enabling remote agents to connect securely to the Mitel Contact Center via the Internet.	Increased flexibility for Contact Center agents, enabling agents to log in regardless of their geographic location.
Scalable	One Teleworker Solution gateway supports up to 1,000 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 five, 25, 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.	The daisy chained 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 1,000 teleworkers.

Feature	Description	Benefits
Reporting	HTML reporting is provided, enabling the system administrator or IT manager to obtain important and useful information on Teleworker Solution usage.	This can be used to aid the provisioning of additional teleworkers, monitoring bandwidth use at peak periods, or simply for cost analysis purposes.
Local Voice Streaming	Teleworker Solution 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.	This is an ideal solution for remote branch offices working over a small Internet link.

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