

Secure remote worker

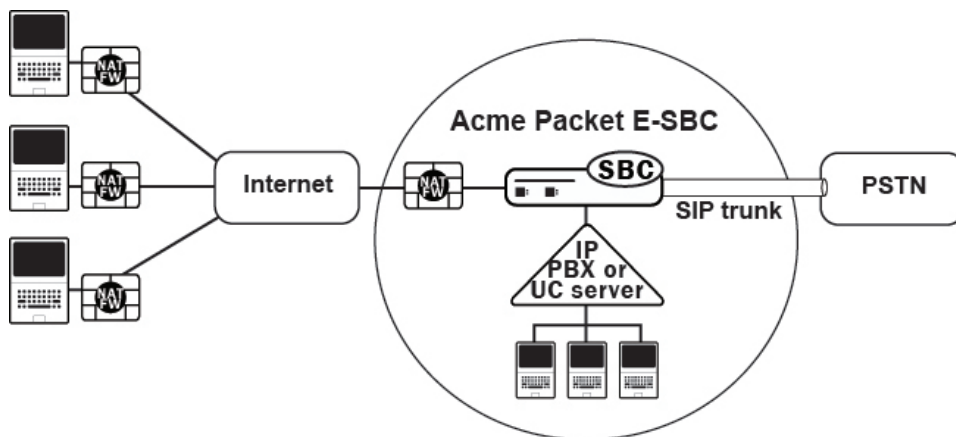
application note

Deliver enterprise communications via the Internet

Laptops, wireless connectivity and broadband Internet access make it easier than ever for today's information workers to conduct business anywhere, anytime. To be fully productive though, employees must have reliable and convenient access to all their corporate communications services so they can collaborate with colleagues and stay engaged with customers from home or on the road. By extending corporate voice, video and Unified Communications (UC) services to Internet users, businesses can improve worker productivity, implement flexible telecommuter programs and work-from-home business continuity plans, and eliminate costly home telephone and mobile phone expenses.

But opening IP-PBXs and Unified Communications systems to the Internet raises a variety of security, interoperability and reliability concerns. Businesses are worried about exposing corporate resources and information to Internet hackers and eavesdroppers, maintaining acceptable voice and video quality over the Internet, and encountering interoperability issues when interfacing with firewalls and public network services.

Acme Packet enterprise session border controllers (E-SBCs) are specifically designed to deliver the strong security, easy interoperability and reliable communications required for interactive IP communications – voice, video and multimedia – over the Internet.



Acme Packet E-SBCs deliver strong security, easy interoperability, and reliable communications for users accessing IP communications over the Internet

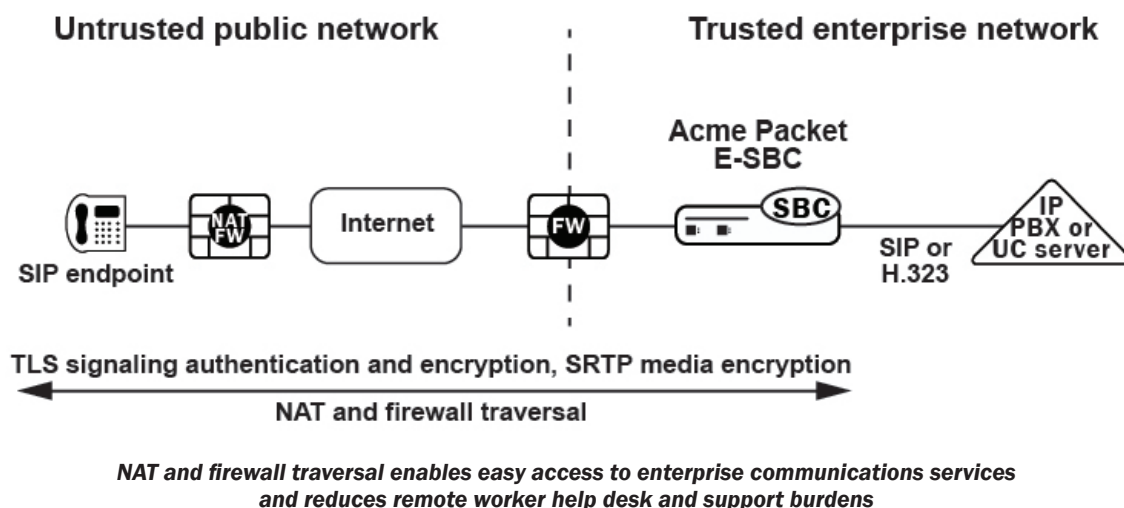
Acme Packet E-SBCs protect corporate network resources and user information from attack and abuse, provide seamless interoperability with firewalls and public IP services, and ensure high call quality and service availability for Internet users. Key features include:

- **Strong security:** Acme Packet E-SBCs provide granular access control functions to prevent fraud and service theft; IP address and topology concealment to safeguard privacy and confidentiality; DoS/DDoS prevention as well as virus, worm and IP telephony spam protection to ward off malicious attacks; and signaling and media encryption to prevent eavesdropping, hijacking and impersonation. E-SBCs support Transport Layer Security (TLS) and Secure Real-Time Protocol (SRTP) to ensure privacy and confidentiality without the complexity or overhead of conventional VPN solutions.
- **Easy interoperability:** Acme Packet E-SBCs offer extensive signaling and media control features to help businesses overcome interoperability challenges that commonly occur when interfacing with public IP services and traversing NAT and firewall boundaries. Teleworkers can connect to the corporate network without reconfiguring home routers or firewalls, and nomadic workers can easily and securely connect to the corporate network from hotel rooms or public Wi-Fi hotspots without modifying laptop network settings. Acme Packet E-SBCs also enable interoperability between low-cost third-party SIP endpoints and IP PBXs from Cisco, Avaya, and many others. This capability provides enterprises with a broader range of endpoint choices (beyond those available from their IP PBX vendor).
- **Reliable communications:** Acme Packet E-SBCs provide rich QoS monitoring features and comprehensive call admission control capabilities to ensure call quality and service integrity and provide Internet users PSTN-like experiences.

Acme Packet E-SBCs also help businesses reduce costs and improve workforce productivity.

- **Lower costs:** Remote workers connect to the enterprise network over the Internet, and use the corporate telephony network for internal calls and corporate PSTN trunks for external calls, eliminating separate home telephone or mobile phone bills.
- **Higher productivity:** Internet users have complete access to all enterprise communications services so they can fully engage customers and coworkers - even participate in HD video conferences - as if in the office.

Acme Packet E-SBCs enable secure and reliable IP telephony and Unified Communications for telecommuters, nomadic workers, and offshore or outsourced personnel. By extending corporate communications services to Internet users, enterprises can reduce operating expenses, attract personnel from more locations, boost workforce productivity and customer service, and maintain normal business communications during emergency office closings. The extensible product family meets the needs of a broad range of applications and organizations - from small businesses to large enterprises - in any industry or market segment.



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