S ShoreTel®

ShoreTel Edge Gateway

BRILLIANTLY SIMPLE CONNECTIVITY AND SECURITY FOR YOUR REMOTE WORKERS

Employees who work remotely can face technical and logistical challenges, when trying to work seamlessly with office colleagues. ShoreTel Edge Gateway effectively mitigates these challenges providing teleworkers secure access to ShoreTel Connect ONSITE.

With ShoreTel Connect ONSITE, your company owns, maintains and controls your business communications network. Call control is distributed across your WAN via the ShoreTel Connect voice switches—scalable, solid state appliances that install with plug-and-play ease.

The modular design distributes system intelligence across your entire network, ensuring superior reliability and ease of management—no matter how many locations you have, anywhere in the world—including seamless connectivity includes your remote and teleworkers.

Overcoming teleworking business communications challenges

When it comes to remote employees, security is a top concern. But a home or remote working environment can more easily be subject to a threat. Subsequently, it has been necessary for VPNs, firewalls, and anti-virus programs to protect a company's sensitive data.

But while traditionally a necessity, VPNs and the third-party components that usually comprise a secure corporate network can be cumbersome for a remote worker to manage, and distracts from the job at hand. Yet, given the growth of unified communications, securing business communications is more vital than ever.

Further, voice communications with remote workers has typically been of poorer quality. This is largely due to the limitations of TCP—Transmission Control Protocol—as the basic IP communications language.

BENEFITS
- A consistent user experience for your office-based and remote employees
- Removes the complexity of securing remote endpoints, including the elimination of a VPN requirement
- Improved voice quality via RAST protocol

If only your remote employees could have a technology solution that is:

- Fully integrated within your corporate network
- An improvement in voice quality by changing protocol
- Just as secure as your company office locations
- Centrally administered
- Not dependent on a VPN

Simple, right?

Enter the Edge Gateway

Actually, it is simple. That is, if you have ShoreTel's Edge Gateway.

The Edge Gateway is the remote access solution available for ShoreTel Connect ONSITE customers. It provides seamless and secure connectivity to the ShoreTel solution for companies with remote and teleworkers.

Fully integrated with ShoreTel Connect

Edge Gateway is fully integrated with endpoints and features of ShoreTel Connect ONSITE. Your remote employees have full access to all unified communications capabilities that the ShoreTel Connect App enables.

Conferencing/collaboration, instant messaging, Outlook integration, call management, and softphone media are all available at your fingertips, with the same experience whether your employees are at headquarters, or at home.

RAST for improved voice quality

By establishing a RAST tunnel to the Edge Gateway, IP400 series phones can provide the exact same functionality as if they were inside the corporate network.

Previously implemented for mobility clients, RAST is now effectively extended to IP phones from remote access, and provides an improvement in voice quality.

This protocol uses an encrypted tunnel that employs UDP to transport media packets to improve voice quality in less than ideal Internet conditions. This protocol falls back to TCP for media transport if UDP fails. TCP is used for signaling traffic.

Centrally managed via ShoreTel Connect Director

The Edge Gateway is a virtual appliance managed through ShoreTel Connect Director. For advanced troubleshooting, Director can pass through to the Edge Gateway admin portal.

Your remote workers are on secure endpoints

All traffic to and from the Edge Gateway is encrypted to provide the customer peace of mind.

Access to the ShoreTel Connect endpoints is highly secure. The Connect App links to both the reverse proxy and TURN servers in the Edge Gateway to offer a seamless remote experience.

Reverse proxies are intermediate proxy servers that provide internal server resources to requesting clients outside the corporate network. Outside clients interact with the proxy server as if it were the requested server and thus have no contact to the actual server providing the resources.

And none of the Edge Gateway supported endpoints require the installation of a VPN client in to work effectively and securely across your company's private network.

This is security made simple.

Built for the future with WebRTC support

WebRTC is an API definition that supports browser-based apps for media communications and file sharing. The Edge Gateway implements WebRTC, with the ShoreTel Connect web collaboration app utilizing WebRTC for real time communication with a compatible web browser.
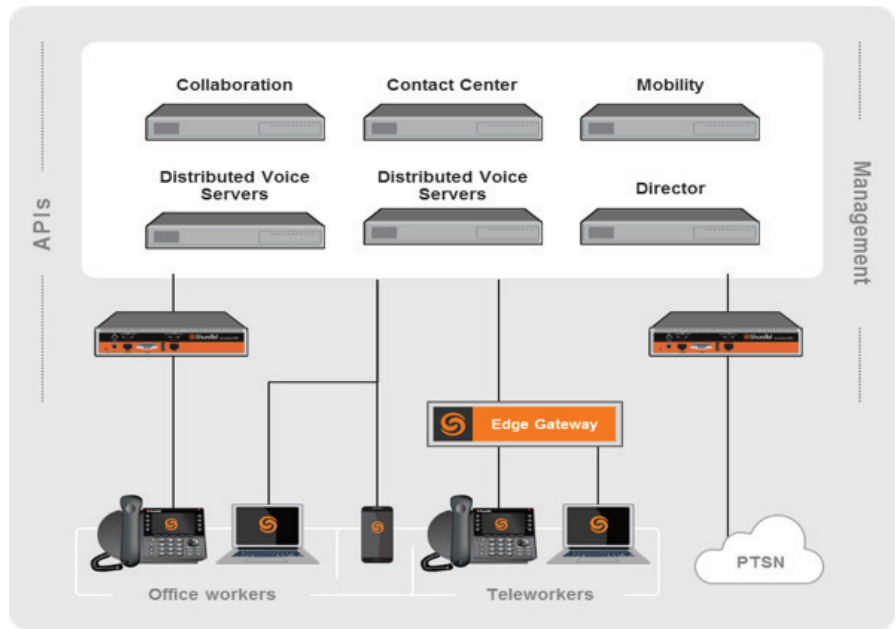
Deployment and Licensing

IT best practices dictates that the Edge Gateway is deployed in the customer's DMZ, behind the external firewall. The Edge Gateway has two interfaces, one internal and one external. The internal one has one IP address whereas the external one has three IP addresses, one for each: RAST, Reverse Proxy, and TURN server. These three addresses must have same network mask and gateway.

If you are a ShoreTel Connect ONSITE customer that has already deployed a ShoreTel Collaboration Service Appliance in their DMZ, you do not need to move the service appliance. Just add an Edge Gateway next to it in parallel. If you are new to ShoreTel, the Edge Gateway should go in the DMZ and the service appliance should go behind it in the corporate network.

The Edge Gateway itself is a free add-on to your company's ShoreTel Connect ONSITE solution. You can run reverse proxies and use Connect apps remotely without purchasing any licenses. Licenses are required when you want to use softphones or desk phones remotely.

Licenses are included with ShoreTel Connect ONSITE Standard and Advanced bundles. You can also buy remote media licenses a la carte. These are useful when you want to support guest users of the ShoreTel Connect web collaboration app.

Companies can trust ShoreTel Connect ONSITE to provide secure connections to remote and teleworkers. The ShoreTel Edge Gateway provides VPN-free access via the WebRTC API and the Connect web collaboration app.

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

Want to know more? Talk to an expert.

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