

SCS

Software Communication System



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Solution Brief

Nortel Secure Router 4134 with Software Communication System (SCS)

All-in-one voice, data and unified communications solution for enterprises

Unified communications simplifies how people connect with each other, and with applications, reducing the challenge of dispersed workforces and numerous devices and systems. Presence and real-time communications can be unified into a single system that enables more effective collaboration, faster decision-making, and ultimately, accelerated business processes.

But as companies look to reduce their overall total cost of ownership and simplify their IT networks, a new type of solution is required to meet their communications requirements. One that is cost-effective and easy to use, support and manage. One that can save organizations not only upfront CAPEX costs but also ongoing maintenance

costs and real-estate and power consumption costs by integrating multiple functions into a single platform.

Introducing the Secure Router 4134 with SCS solution

Nortel's solution combines two of its most innovative products — the Secure Router 4134 and its Software Communication System (SCS) — into a tightly integrated system that addresses the complete communications needs of offices (single or multi-site) of up to 250 users. The combination eliminates the need for multiple devices and greatly reduces the start-up and ongoing operational costs associated with deploying a unified communications solution across one or more enterprise sites.

Savings through consolidation

Nortel's Secure Router 4134 is a modular, multi-service platform that integrates functions such as WAN routing, PSTN gateway, Ethernet switching and security into a single device. Nortel's approach embeds SCS software on a dedicated processor module that runs inside the Secure Router 4134 chassis — combining unified communications, IP telephony, media gateway and data services into a single easy-to-manage package. Nortel's SCS software comes pre-loaded on the Secure Router 4134 Server Module, which runs the complete set of SCS unified communications functionality as though it were running on a separate PC server.

This combined solution can provide significant savings as compared to purchasing a gateway, router and the



server independently. In addition, services costs including implementation and yearly maintenance expenses can be significantly reduced by streamlining the amount of hardware required.

Simplifying the network

By consolidating multiple networking appliances and the server onto a single device, network operators can also simplify their network. Advantages include simplified software upgrades, faster troubleshooting due to less device inter-connection, reduced power consumption to help organizations achieve their Green IT goals and less real-estate requirements by having all functions integrated within a single platform.

Simplifying deployment

The Nortel Secure Router 4134 with SCS solution delivers all the components you need to support unified communications in offices with fewer than 250 users. This includes full unified communications call server functionality, FXO, FXS and/or T1/E1/PRI gateway connectivity options, data networking, security and a full-featured softphone client with a choice

of IBM® Lotus Notes®/Sametime® or Microsoft Outlook application plug-in and optional Nortel phones.

Solution components at a glance

SCS Unified Communications Software

SCS is an easy-to-use, easy-to-manage software-based unified communications system based entirely on open standards. SCS not only provides a robust suite of VoIP capabilities, it also provides robust unified communications (UC) capabilities, including secure presence and instant messaging, integrated voice conferencing, unified messaging, single number reachability (i.e., Find Me/Follow Me), desktop-based video conferencing, and tight integration with Microsoft™ Outlook and IBM™ Lotus Notes™/ Sametime. For more information, see www.nortel.com/scs.

Secure Router 4134 multi-service platform

The Secure Router 4134 modular design supports a range of advanced network services — including voice

(PSTN) gateway, IPv4/IPv6 routing, high-performance wide-area networking (WAN), Ethernet switching, Power over Ethernet, and IPSec VPN and firewall security — in a single integrated device. Its voice gateway services include the ability to connect to the PSTN as well as support TDM-based telephony devices via T1/E1 PRI, FXS and FXO interfaces. For more information, see www.nortel.com/sr4134.

Secure Router 4134 Server Module with SCS

This x86-based co-processor module is pre-loaded with Nortel's SCS server software and occupies a medium module slot within the Secure Router 4134 chassis. The pre-loaded SCS software is the standard SCS version — not customized in any way. This allows users to take advantage of all the SCS unified communications services in the same manner as if the SCS software were installed on a standalone PC server. SCS users can further utilize the underlying networking functions of the Secure Router 4134, including its SIP-PSTN gateway, IP routing, WAN and security features.

Features	
SIP-based call server and unified communications	<ul style="list-style-type: none"> Enterprise-grade, robust, scalable and full-featured SIP-based call server Unified messaging/voicemail Secure presence and instant messaging Audio and video conferencing Auto attendant and contact center
PSTN gateway	<ul style="list-style-type: none"> Voice gateway with T1/E1 PRI, FXO, FXS options to connect to the PSTN or to analog telephony devices Up to 128 voice (DSP) channels
Robust routing	<ul style="list-style-type: none"> Advanced routing (IPv4/IPv6, BGP, multicast) Low-latency, high-packet throughput ideal for VoIP and multimedia transport
Integrated security	<ul style="list-style-type: none"> IPSec VPN services Stateful packet inspection firewall
High reliability	<ul style="list-style-type: none"> Highly reliable platform with built-in redundancy, including hot-swap modules, dual redundant power, WAN-link failure protection and VRRP

SCS End-User License

The SCS user license includes a fully-integrated set of unified communications features bundled and available for a single fee. Users receive all SCS features and applications with their license — no application add-ons or additional license fees are required. The Secure Router 4134 Server Module with SCS includes an option of 50 bundled SCS user licenses. Additional SCS licenses (up to 250) can be separately purchased and added to the Secure Router 4134 with SCS system.

Unified communications capabilities

The SCS per user license gives users access to all of SCS's unified communications features, including:

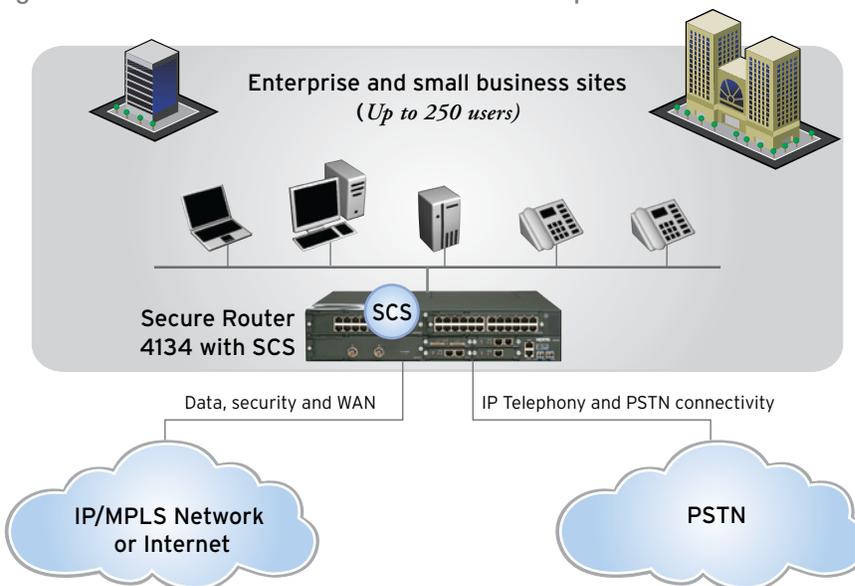
Softphones and plug-ins

With each SCS solution, end-users have their choice of advanced softphone (Nortel IP Softphone 3456) or application plug-in (Nortel Plug-in 3457 for IBM Lotus Notes or Sametime or Nortel Plug-in 3458 for Microsoft Outlook). The softphone incorporates integrated presence, instant messaging, video conferencing, voice/video call recording and more. The plug-ins enable users to make and receive calls directly from their application, even recognizing phone numbers within emails and providing click to call capabilities.

Presence and instant messaging

Accelerate communications, collaboration, response times and decision making with secure presence and Instant Messaging (IM). IM features include the ability to create unique privacy rules per contact, send messages to groups, manage multiple conversations with tabs, and keep a

Figure 1. All-in-one unified communications for enterprises



All-in-one unified communications for enterprises

Complete unified communications and data networking solution for enterprise sites of up to 250 users. Combines voice — call server, conferencing, collaboration applications and PSTN gateway — with data and security in an integrated, easy-to-manage platform.

Multiple SCS systems — either Secure Router or PC server-based — can be connected across multiple sites to build a larger converged network across an enterprise.

record of both voice and video conversations. SCS even integrates with leading IM platforms like GoogleTalk and others.

Integrated audio conferencing

Sophisticated, secure, on-demand audio conferencing is available and accessible through an easy-to-use web-based portal; every user gets a personal conference bridge with intuitive, graphics-based chair controls. Best of all, no extra licensing fees or extra hardware are required.

Integrated video conferencing

Provided through the advanced softphone, every user has multi-party (up to six participants) video calling right on their desktop. And if you need to record a call, both audio and video call recording capabilities are also included.

Voicemail and Unified Messaging (UM)

Voicemail and Unified Messaging come included for every user, enhancing response times with a powerfully simple unified messaging system that's integrated with user desktops. Unified messaging sends voicemail to your chosen email address and allows users to pick up messages however they prefer — by hard client, softphone, Web portal or email. Every user automatically gets a message box, at no extra cost.

Single number reachability

Find Me/Follow Me is an advanced call forwarding capability that keeps mobile and on-call employees accessible. With a few clicks, users can make multiple devices ring simultaneously, point to a different device if they don't pick up the first one, and even set up time of day and day-of-week parameters.

Corporate and personal auto attendant

Imagine having a 24/7 answering service for every employee. That's our personal auto attendant feature. With its individual mailbox customization, you can instruct callers to press 1 to reach your cell, 2 to reach a colleague, 3 to leave a message and so on. With our corporate auto attendant, you can fine-tune up to 100 customizable attendants to suit your business based on day, night and holiday schedules, or let customers dial by extension and name.

Contact center

A basic and informal yet effective contact center is the ideal solution for businesses with up to 50 agents. Easy to configure and use, it offers up to 50 queues per server, several lines per queue, a choice of call-routing algorithms and support for overflow queues during peak periods.

Call detail recording (CDR)

The system can collect Call Detail Records (CDRs) for all calls and store them in a database on the server. It can export CDRs to popular reporting software applications, such as Crystal Reports and Microsoft Excel. The end result is a complete set of records that are easy to access, browse, export and customize.

Secure Router 4134 platform

The Secure Router 4134 is a modular, high-performance platform that can support the dynamic demands of growing businesses. Its multiple option slots can house multiple voice cards for connection to the PSTN as well as a range of wide-area connectivity for VoIP and data applications. It further provides integrated Ethernet switch module options, including Power over Ethernet (PoE), for IP telephone and PC device connection. By bringing together feature-rich voice and data into a single,

high-performance, yet flexible platform, it can simplify deployment, reduce costs and improve enterprise operations.

Optimized voice, data and unified communications for enterprises

The Nortel Secure Router 4134 with SCS solution is a reliable, high-performance convergence solution that brings together voice, data, unified communications and security into a single platform. It further ensures a high quality of user experience for individuals accessing its services and applications.

Why Nortel

When it comes to affordable communications solutions that reduce costs, enhance productivity and increase revenue, look no further than Nortel — a company that has been delivering voice and data systems for decades and continues to lead the market in unified communications.



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