AVAYA

Juniper® NETWORKS

Avaya and Juniper Networks Integrated Branch Communications Solution

Streamlined Voice, Routing, and Security for Enterprise Branches

Across virtually every industry today, branches and other remote locations are a critical resource for mid-size and large enterprises. With an average of 90 percent of employees now located outside of headquarters[1] , branches are often the "public face" of the enterprise to its customers — providing sales and services, and generating revenue.

For branch operations to be agile, productive, and cost-effective, an enterprise needs to help ensure that its remote employees have all of the same capabilities as headquarters employees. For instance, branches have the same requirements for real-time communications and desktop tools, so that employees there can collaborate effectively and respond to customers quickly and accurately. And, the same security concerns that affect headquarters — such as regulatory compliance and partner resource access issues — also extend to the branches.

At the same time, enterprises are challenged to equip branches in a way that keeps costs under control and minimizes complexity, as branches often do not have the support staff that larger locations do. In addition, business continuity is a necessity across the enterprise,

with headquarters and branches all requiring security, performance and high availability, even in the event of an emergency.

As part of a strategic alliance formed to create industry-leading, fully integrated VoIP-aware products, Avaya and Juniper Networks have joined forces to help enterprises extend intelligent communications applications to branch and remote locations simply and cost-effectively. The Avaya-Juniper **Integrated Branch Communications Solution**, featuring the **Avaya IG550 Integrated Gateway** embedded in a **Juniper J-Series Router,** is designed to deliver high-quality voice communications over a high-performance, secure branch network infrastructure that is easy to implement and maintain.

[1] Source: Convergence Benchmark 2006, Nemertes Research

A "One-Box" Solution from the Experts

As the first completely integrated solution from Avaya and Juniper Networks, the Integrated Branch Communications Solution is the result of joint product engineering and software development by both companies. The solution leverages Avaya leadership in IP telephony and communications applications with Juniper Networks' expertise in networking and security to deliver benefits including:

- **Simplicity and efficiency** — with a "one-box" solution that delivers best-in-class voice, routing, with security in a unified platform

- **Consistency** — with transparent branch access to the same productivity and collaboration-enhancing applications you use at headquarters

- **Peace of mind** — with high levels of sustained performance across the enterprise network plus integrated security for voice and data "at the edge"

- **Competitive total cost of ownership (TCO)** — with the savings of IP in a streamlined solution that's easy to install, manage, and scale as needed

- **More choice** — with options including multilevel business continuity and the ability to complement other Avaya and Juniper products

- **A to Z Support** — with a single point of accountability and one team supporting all of your sales and services needs

High-Value Integration with Your Branch Data Network

The Avaya-Juniper solution helps enable you to streamline router and voice gateway deployments for branches and to reduce cost and complexity. By integrating Avaya media gateway and intelligent communications applications with the Juniper Networks J-series routers, multi-location enterprises benefit by:

- **Increasing productivity** through extension of Avaya Communication Manager and other productivity applications to your branch locations

- **Lowering costs and simplifying operation** through consolidating installation and centralizing data, network, and device management across the enterprise

- **Providing high levels of voice and application performance, availability, scalability, and security** through the attributes of the Avaya and Juniper components

- **Leveraging broadband capabilities** for cost-effective distribution of voice and applications throughout the enterprise

For example, the **Avaya IG550 Integrated Gateway** offers a number of telephony interface modules, allowing you to configure the solution to meet your needs. When the IG550 software and hardware are embedded inside the IP telephony-ready **Juniper J-Series Router,** the combined solution delivers Gigabit Ethernet performance and

Juniper and Avaya Intelligent Branch Communications
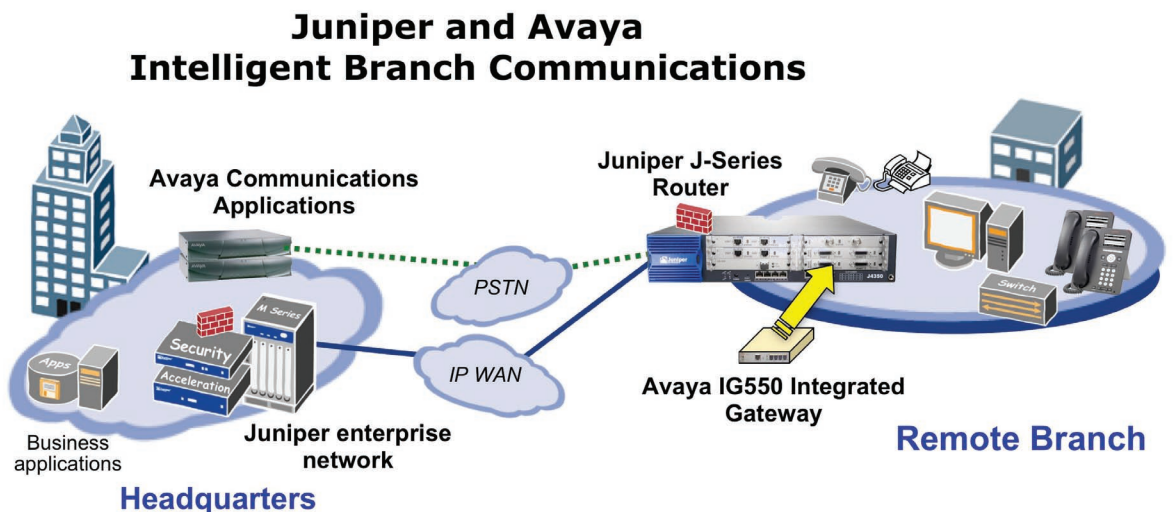
VPN and firewall security capabilities, plus integrated, feature-rich IP telephony functionality.

By including onboard support for two analog stations as well as two analog trunks in its base configuration, the solution also provides embedded local survivability functionality for branch offices, offering you protection from communication interruptions due to WAN outages.

Juniper J-Series Routers: Secure, Voice-Aware Converged Networks

Enabling branch offices to function seamlessly as part of the larger organization means delivering an interconnected converged network that is both secure and flexible to the needs of your business. The cost-effective, telephony-ready Juniper Networks J-Series routers run the modular JUNOS operating system and support a wide variety of features such as:

- High-speed application performance is maintained even when security and advanced routing services are enabled

- Advanced routing services, such as MPLS, IPv6, CLNS, DLSW, QoS, and multicast

- A broad range of WAN and LAN expansion modules, for scalability as needed

- Stateful firewall and Virtual Private Network (VPN) security at no extra cost

With their modular flexibility, performance headroom, and extensible memory, the Juniper J-Series routers are also designed to meet future demand — providing investment protection and added value for your enterprise.

Avaya IG550 Gateway: Extending Intelligent Communications to the Branch

One element of the extensibility for the branch is the capability to now add voice services to an existing converged network infrastructure by embedding Avaya voice gateway capabilities into these voice-ready branch routers.

Highlights of the easy-to-deploy, easy-to-manage Avaya IG550 Integrated Gateway include:

Avaya IG550 Integrated Gateway in Juniper J6350 Router.

- Voice support for 2 to 100 users

- Ready access to Communication Manager — and its 700+ features — as well as other communications applications

- Full encryption of voice traffic for added security

- Support for contact centers agents

- Six-party "meet-me" conferencing capabilities

- Local music on hold and voice announcements

Able to support a mix of IP and analog telephones, the Avaya IG550 offers a choice of additional telephony interface modules to meet your branch integration needs.

As part of the solution's approach to business continuity, the Avaya IG550 provides an array of survivability features including:

- Standard Local Survivability (SLS) with PSTN connectivity for basic calling features, supporting IP and analog telephones as well as local IP trunks

- WAN survivability with modem dial-out backup, real-time monitoring with Avaya Converged Network Analyzer (CNA) agent, and multipath WAN rerouting with CNA server

- Enterprise Survivable Server (ESS) failover to an alternate Communication Manager in the event that the primary server is inaccessible

The IG550 and the Juniper J-Series also supports a full suite of management tools, including Avaya Integrated Management, jointly developed Avaya-Juniper technician installation tools, and HP OpenView integration.

And for those branch offices requiring an even higher level of security, the Integrated Branch Communications solution can be deployed with optional Secure Services Gateways (SSGs) from Juniper Networks, providing full Unified Threat Management (UTM) capabilities including firewall, IPSec VPN, anti-virus (including anti-spyware, anti-phishing and anti-adware), anti-spam and web filtering capabilities.

One Source for Your Support Needs

The Integrated Branch Solution is backed by a comprehensive set of services from Avaya Global Services — providing one source for all the support you need to help ensure that:

- Your branch deployment plan is aligned with your business needs.

- Your branch solution is designed, integrated, and implemented correctly.

- Your branch network is optimized to deliver the quality and performance you expect.

- Your branch network is secure and reliable, even in the event of the unexpected.

Avaya Global Services will help to optimize your infrastructure, including Avaya and Juniper components as well as the rest of your network assets, so that you can concentrate on building your business.

The Avaya services organization has more than 20 years of experience in multivendor networks, supporting hundreds of products and forming working relationship with other experts in the field — including Juniper Networks. In fact, Avaya consultants and technicians are Juniper trained and certified, and Avaya Global Services is equipped for Avaya-Juniper solutions.

From upfront network readiness assessment, IP migration planning and designed, and professional consulting to ongoing maintenance, security, Business Continuity, and managed services — simply choose the type and level of support that you need, and Avaya Global Services will be just one call away whenever you need us.

Learn More

For more information about how Avaya and Juniper can extend the value of your enterprise communications and applications to your branch data network, please contact your Avaya Client Executive or Avaya Authorized BusinessPartner. Or, visit us on our Web site: www.avaya.com/juniper.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: http://www.avaya.com.

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