BROADSOFT

BroadWorks® Remote Office

With today's increasingly mobile workforce, ubiquitous access to both phone and Internet services has become a requirement for conducting business. In the traditional PSTN model, mobile workers—including tele-workers—have had limited access to telephony services, and service providers have not been challenged to provide a complete and cost-effective remote access offering.

With the BroadWorks Remote Office application, BroadSoft is now enabling providers to quickly and cost-effectively offer mobile workers ubiquitous access to their voice and data services, while at the same time, generating additional revenues.

Application

BroadWorks is a hosted communications platform that enables providers to offer a rich set of user-friendly communications applications within a softswitch architecture or an adjunct to a Class 5 switch.
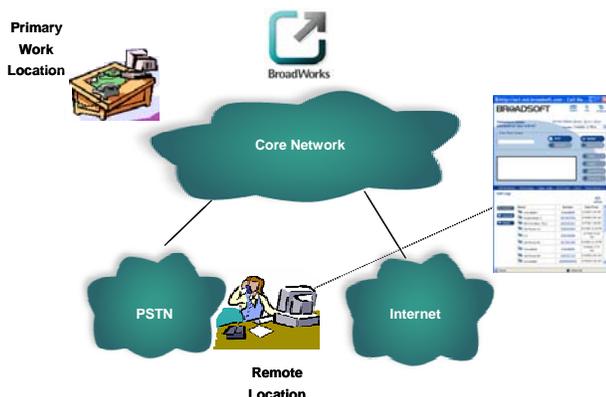
These services can be customized and managed via BroadWorks' Web-based portal and the CommPilot™ Call Manager, which provides an alternative user interface for enhanced services, replacing the flash-hook and star codes of a standard phone.

BroadWorks Remote Office enables mobile users to access and use their BroadWorks telephony services from any end-point, on or off-net. Users can employ BroadWorks to originate calls from remote locations, such as a home office or mobile phone, granting them full access to personal call lists and Outlook Contacts.

Calls to a BroadWorks user working at a remote location terminate normally on the remote phone and can be managed from the CommPilot™ Call Manager.

BroadWorks Remote Office does not require any additional PSTN lines or public directory numbers. This represents a significant cost savings to both providers and enterprises, as well as a greater degree of flexibility for end users.

The following diagram depicts how BroadWorks Remote Office is deployed.

Features

BroadWorks Remote Office can be used to further enhance the benefits of the BroadWorks Voice VPN for on-net call routing for multi-location enterprises. This combined application drives more traffic onto the network of a single service provider, thereby increasing leverage and improving economies of scale. Furthermore, it centralizes and enhances the visibility and control of voice traffic and helps consolidate billing.

Deploying BroadWorks Remote Office

BroadWorks Remote Office is provisioned to groups and users via a simple Web interface similar to other BroadWorks services. The provider's task is limited to a simple feature assignment to the group. The group administrator, typically an IT/IS administrator, then assigns this feature to individual users within the group. Each user with the BroadWorks Remote Office feature can then turn it on/off as desired via a simple Web interface. The user also has the ability to change the remote directory number to where he/she will be reachable.

For example, the user can set the remote directory number to his/her home number when working remotely. When traveling, he/she can then set the remote directory number to a hotel room phone number or a number at the company's remote site being visited. Since remote user calls are handled by BroadWorks, existing outgoing call restrictions still apply.

Summary

In the traditional PSTN world, provisioning remote user services requires time-consuming customizations and high up-front costs to enterprises.

With the BroadWorks Remote Office application, providers can now rapidly roll out robust remote office services for improved competitiveness and revenue growth. These services deliver enhanced services for enterprises while reducing overall telecom expenses.

BENEFITS

Service Providers

- Generates additional revenues with new remote office features
- Provides differentiated mobility offering
- Extends next generation services out to the PSTN
- Reduces Moves/Adds/Changes (MAC) costs per user
- Requires no additional directory number per remote user

Enterprises

- Reduces expenses for remote usage
- Consolidates overall telecom expenses
- Leverages benefits of BroadWorks VoiceVPN offering

Mobile and Tele-Workers

- Requires no additional lines or special equipment
- Keeps home and remote numbers private, and aggregates billing to company's number
- Provides full access to CommPilot and business group features from remote location