Serving the Enterprise Customer

Solution Brief

Introduction

The enterprise market for Unified Communications continues to evolve. While there are relatively high levels of UC adoption, enterprises continue to evaluate options to improve worker productivity and save costs. The transition to the cloud remains strong, as many enterprises prefer a SaaS-based purchasing model for applications they once ran in a corporate data center. And for those that haven't adopted UC, there is a strong business case around eliminating site-based phone switches and unifying both the user experience and corporate dial plan.

However, supporting the enterprise customer can be challenging. The average enterprise might have hundreds or even thousands of locations. Each of these locations requires intelligence at the edge to manage security and quality, as well as provide a platform for effective troubleshooting. Every location will need to be connected to the larger enterprise with a high degree of uptime. Business continuity capabilities are expected of any UC deployment.

Ribbon Solutions Targeting Enterprise

EdgeMarc Intelligent Edge™ devices are designed to meet the needs of Enterprise VoIP implementations. By sitting mid-path in the data and communication flows, EdgeMarc SBCs ensure the prioritization of voice packets, inspect and manipulate the contents of the entire SIP session, and enforce communication security policies, including voice and signaling encryption. They manage and secure all business communications, from the IP phone through the LAN and out to the service provider's network, while hiding the customer's voice network from intruders.

Large Business Sites: EdgeMarc 7301

The EdgeMarc 7301 Series Session Border Controller device is built with medium and large enterprise offices in mind. Featuring a 2,000 concurrent call capacity, the 7301 can support thousands of end users. It is fully integrated with Skype for Business and all major IP-PBX and cloud-based UC platforms.

The Branch Office: EdgeMarc 2900-series Devices

The EdgeMarc 2900 Series Intelligent Edge™ devices are more focused on the branch office. The 2900 supports gigabit WAN connections and up to 300 concurrent calls. It provides a variety of options depending on your customer needs, including FXO and FXS analog ports and 12 fully managed Power over Ethernet connections. The 2900 provides a flexible and secure platform for service delivery and ongoing service quality management.

Other benefits of EdgeMarc Intelligent Edge™ devices include:

Business Continuity: Active-active WAN configuration as well as failover capability to analog trunks. Enables PBX features such as station-to-station dialing, conference, and transfer in outage conditions.

SD-WAN: Ribbon's SD-WAN platform targets the branch office with layer 7 application prioritization across multiple WAN connections as well as SIP session continuity in WAN degradation or failure conditions.

Service Management: Detailed call statistics on every call, measured every 10 seconds. Provides a topology of the customer's LAN infrastructure and detailed baseline at the time of installation, enabling you to look at reference points and monitor any changes.

	EdgeMarc 2900e/ EdgeMarc 2900a	EdgeMarc 2900e PoE/ EdgeMarc 2900a PoE	EdgeMarc 7301
WAN Interfaces			
Ethernet	2	2	2
Optical	2	2	0
LAN Interfaces			
10/100/1000 Ethernet	4	12	1
Powered Ethernet Ports	0	12	0
TDM Interfaces			
FXO	0/2	0/2	0
FXS	0/6	0/6	0
Capabilities			
Concurrent Calls Capacity	300	300	2000
Max Throughput	1 Gbps	1 Gbps	1 Gbps

EdgeView Service Control Center (SCC)

The EdgeView Service Control Center is Ribbon's cloud-based platform for service management. With EdgeView SCC, you can monitor the entire enterprise and easily solve issues as they occur. Benefits of the EdgeView SCC include:

Network Monitoring: An easy-to-use yet powerful UC network monitoring platform, with the ability to kick-off enhanced tools should it sense a problem, enabling service providers to solve customer issues proactively.

EdgeMarc Intelligent Edge™ Device Management: Enables the granular control of EdgeMarc Intelligent Edge™ feature settings across your entire network on a per device basis. Can push upgrades, security patches, and new features.

IP Endpoint Management: IP Endpoints connected directly to EdgeMarc Intelligent Edges™ can be remotely monitored, configured, and triaged.

Support for the Enterprise

In summary, solutions from Ribbon can help you:

• Secure your customer's network, whether local, national, or international in scale

• Ensure a high quality of service and deliver robust business continuity

• Help you recognize and solve service issues more readily, leading to reduced customer care costs and higher customer satisfaction

Contact Us Contact us to learn more about Ribbon solutions.