QuickConnect Interoperability Lab

Take the Uncertainty Out of Deployments

To successfully deploy an Intelligent Edge™ solution, service providers need to understand how it will work when placed in the customer environment. Ribbon helps service providers take the uncertainty out of deployment by testing EdgeMarc Intelligent Edge™ solutions with various third-party equipment. This testing allows service providers to understand how their EdgeMarc will work in a customer site and how to configure it and the related equipment for optimum performance.

Benefits to End Users

End-users rely on service providers to install and configure new hosted PBX or IP trunking solutions with minimal disruption to their business and leave behind a fully-functional, well-supported system. The Intelligent Edge™ model allows service providers to achieve this. When service providers encounter unfamiliar equipment, however, it may take an unwelcome amount of time and experimentation before the total solution as desired. In extreme cases, configuration and support issues may derail the sales process.

By using the Ribbon QuickConnect Interoperability Lab, service providers can almost guarantee that their total solution, including EdgeMarc Intelligent Edge™ solutions, will be installed quickly and without issues. Customers can carry on their business-critical operations with minimal disruption and enjoy a well-supported solution.

Benefits to Service Providers

Interoperability is not simple, especially when dealing with several classes of equipment such as VoIP Softswitches, Session Border Controllers, CPE Router/Firewalls, PBX's and Gateways. For service providers, testing interoperability themselves means setting up their own equipment lab, training staff, and continually updating a knowledge base of known good configurations. The alternative risks endangering customer trust, lengthening configuration times, and degrading a service provider's ability to provide Day 2 support.

The critical components of the Ribbon QuickConnect solution include a full-featured interoperability lab within the Ribbon site, staffed by expert engineers. This personnel diligently test every combination of Ribbon equipment against other third-party telecom equipment. At the end of the process, our engineers determine whether our EdgeMarc solution can work with given third-party equipment, and which settings to use to optimize performance.

By utilizing the guides that come out of the Ribbon QuickConnect Interoperability Lab, service providers can save costs on testing and personnel, as well as avoid reinventing the wheel.

Specific Services That Ribbon Offers

Ribbon will provide a detailed PBX configuration guide for each of the over forty individual interoperability scenarios. The particular configurations have been configured in the Ribbon QuickConnect Interoperability Lab and functionally validated.

Guides will consist of:

- An overview of the specific functionality of the product under review
- The prerequisite information needed to configure an EdgeMarc correctly for operation with that product
- Network topology representing an appropriate wiring diagram that shows an EdgeMarc in relation to the product under review
- Description of the basic operation and call flow.
- Steps to configure the PBX
- A guide to SIP configuration
- A guide to creating DID and extensions
- A dial plan
- Steps for backing up and restoring the running configuration

As part of the testing service, Ribbon can also provide:

- Documented test plan with over 60 individual tests
- Documented test results
- Configuration guides that include Ribbon ESBC and PBX configurations
- Support for Ethernet, PRI and analog testing

The Ribbon QuickConnect Interoperability Lab is continually testing third-party products in various configurations. For a complete, up-to-the-minute list of the available QuickConnect Guides, visit Ribbon QuickConnect Site.

Bespoke Testing

If service providers encounter third-party equipment that Ribbon has not yet tested, our QuickConnect Lab will gladly undertake custom testing to ensure that it works with our Intelligent Edge™ Solutions.

Get the Most Out of Your Solution

Armed with Ribbon QuickConnect Guides, service providers will no longer have to resort to guesswork and experimentation when working with customer equipment. Instead, they'll get a comprehensive technical manual that explains the particulars of wedding an Intelligent Edge™ device to third-party equipment. This allows service providers to conduct installations quickly and confidently, earning the trust and gratitude of their customers.

About Ribbon

Ribbon Communications (Nasdaq: RBBN) delivers communications software, IP and optical networking solutions to service providers, enterprises and critical infrastructure sectors globally. We engage deeply with our customers, helping them modernize their networks for improved competitive positioning and business outcomes in today's smart, always-on and data-hungry world. Our innovative, end-to-end solutions portfolio delivers unparalleled scale, performance, and agility, including core to edge software-centric solutions, cloud-native offers, leading-edge security and analytics tools, along with IP and optical networking solutions for 5G. We maintain a keen focus on our commitments to Environmental, Social and Governance (ESG) matters, offering an annual Sustainability Report to our stakeholders. To learn more about Ribbon, please visit rbbn.com.

Contact Us We are here to help. Let us know if you are interested in a quote or if you have any questions.

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