Mitel Unified Communications Business Process Desktop

Leverage infrastructure consolidation and desktop virtualization to deliver unified communications. Provide service level agreements (SLA) required for desktop and VoIP availability.

Mitel®
Powering connections

The Mitel® Business Process Desktop for MiContact Center enables customers looking to effectively scale their business on demand, streamline and centralize voice and desktop management and provide end users with a standardized and secure UC desktop experience across the LAN and WAN. Voice and data are replicated and centrally backed up, to further ensure high availability across remote locations.

Business Process Outsourcing

As business and IT leaders look to streamline costs and enhance productivity in an effort to drive bottom-line results, they are increasingly turning to outsourcing core business processes as an option. In order to achieve strategic and financial business objectives, BPO IT organizations are rethinking how services are delivered to end users, how data is secured, and how technology platforms are rolled out and integrated.

Together Mitel and VMware® have developed a solution addressing the challenge of virtualizing voice in a desktop environment. By virtualizing desktops and hosting IT on VMware vSphere™, a key component of VMware View, businesses can now centralize desktop management and provide unparalleled desktop and application access across the LAN and WAN. With the Business Process Desktop, processes are automated and efficient, data is secure, and the total cost of ownership is reduced by as much as 50%. And because this solution ties unified communications from Mitel to PCs, end users are free to access their data and applications from a VoIP softphone across devices and locations, improving worker access and driving higher levels of productivity.

Deploying Voice and Collaboration to Virtualized Desktops

Organizations, until now, have been unable to stream clear, real-time, high quality voice transmissions from unified communication (UC) systems to and from all of the desktops and devices within a virtual desktop infrastructure. This solution enables any business virtualize voice in a virtual desktop environment.

Before today, you may have set up audio in a VDI scenario without VMware View or PCoIP – but it was not scalable at the core. Now, by offloading that RTP burden at the core, you reduce potential latency and jitter in the hairpinning. In the meantime, you also reduce the processing overhead required to code and decode the audio.

Solution Components

- *VMware ESX 5.0*
- *VMware vCenter Server 5.0*
- *VMware View 5*
- *MiVoice Business*
- *MiVoice Border Controller*
- *MiContact Center*
- *MiCollab*
- *Windows-Embedded Thin Client*
- *Microsoft Windows 2008 R2*
- *Windows 7*

Desktop virtualization using VMware View already offers tremendous benefits by moving desktops and applications into the cloud and delivering them as a managed service. IT administration is more automated and efficient, security is improved and the total cost of desktop ownership can be reduced.

Now, by implementing this solution, your end users can get a rich, consistent, and high performance call center desktop and audio experience from any qualified device, including thin clients or tablets. And your IT department can reduce capital expenditure by leveraging your existing hosted infrastructure.

Your Challenge

Call center infrastructure (inbound and outbound telemarketing services, help desk services, government-operated support centers and other structured communication operations) needs equipment, software, and services to operate call centers for basic telephony and multichannel support. Solutions have traditionally been hardware-centric, but most UC vendors' solutions are now shipped as software that the customer can run on properly configured commercial, off-the-shelf servers. Some still require proprietary components.

Traditionally, it takes time and IT budgets to establish the call center operation procurement and service provisioning. Most companies are looking to leverage the location-independent nature of IP-based infrastructure to reduce duplication of infrastructure investments. In response to the interest in consolidation and centralization of infrastructure, most vendor solutions now support the VMware ESX platform.

With desktop virtualization, server consolidation at external hosting facilities, or a cloud environment, it is possible for a business to build out an on-demand contact center quickly and effectively.

Unified Communication with VMware View

This solution gives employees the tools they need to enhance productivity and organizational efficiencies, such as immediate information about inbound and outbound calls and fast and easy click-to-dial functions.

Each View desktop has a Mitel softphone connected to MiVoice Business platform, a virtual appliance that can scale to 500 contact center users and 2,500 general users. With clustering, its total capacity is 64,000 users.

In this solution, each subscribed instance had 48GB of RAM and 8 CPUs x 2.4 GHz. Each node can run up to 50 stateless desktops, but adding more hardware nodes and expanding layer 2 switches connected to dVS allows the environment to scale easily. Adding hardware nodes will depend on the type of applications each desktop will be running.

View Composer can provision desktops once additional hardware has been provisioned and configured into the cluster. And a load balancer will allow you to scale this environment to support more View desktops by adding multiple connection servers behind it.

You may consider adding more VMware View Connection Server replica instances and network load balancers in front of all connection servers to distribute incoming requests and login times more smoothly for remote or home agents.

Security

Within this solution, Security Gateway allows only public connections to the View Security Server to reach the Virtual Desktops. vShield Edge and App enforce your policies and protect against any network-based threats. And all access to the management VMs from virtual desktops is restricted.

Solution Summary

Companies today are under great pressure to improve operating efficiencies and increase economic impact. With desktop virtualization, server consolidation at external hosting facilities, or a cloud environment, it is possible for organizations looking to more simply and cost effectively support business process outsourcing to leverage VMware View, unified communications, and vShield components to drive collaboration, manage IT infrastructure, and better protect data across locations.

Learn More

- Fuse Networks Customer Testimonial
- VMware View Business Process Desktop
- www.mitel.com/virtualization
- Mitel Business Process Desktop Demo

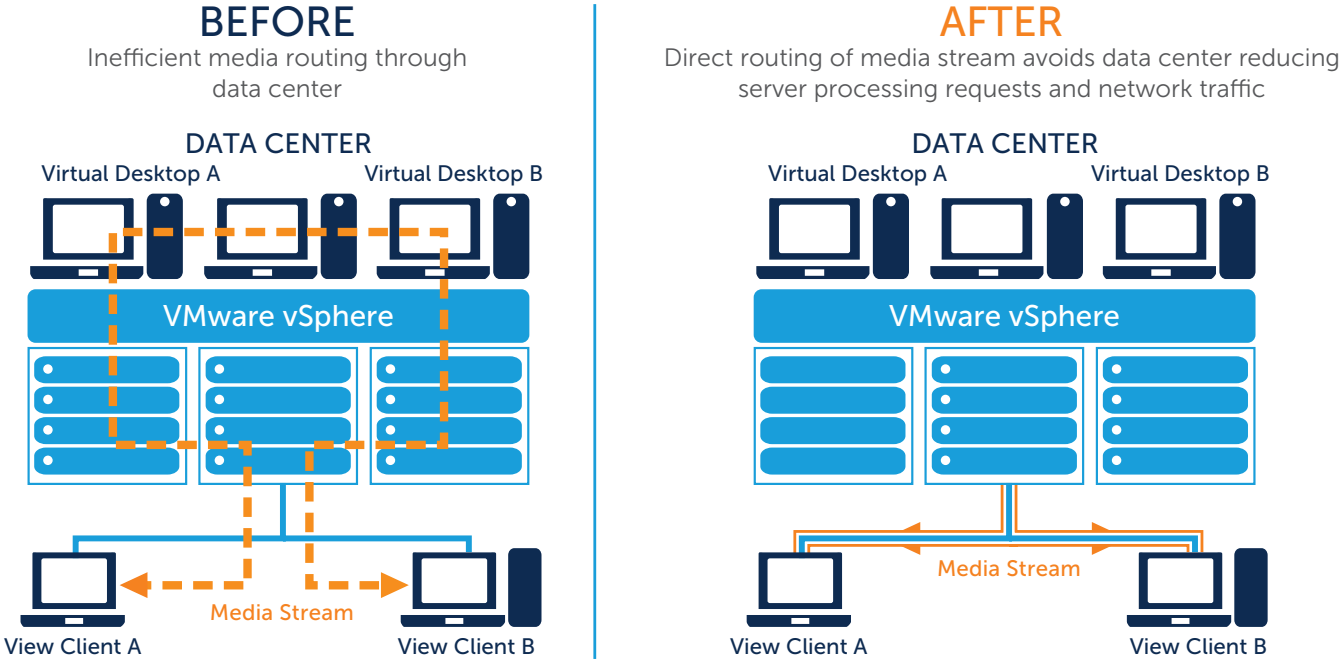

FIGURE 1: Hairpinning of Real Time Protocol (RTP) media, bandwidth, and the lack of Quality-of-Service (QoS) support for traffic priority were the key inhibitors for VoIP to function properly in the encapsulated desktop virtualization protocols.

8650-17303-123456-R0714-EN