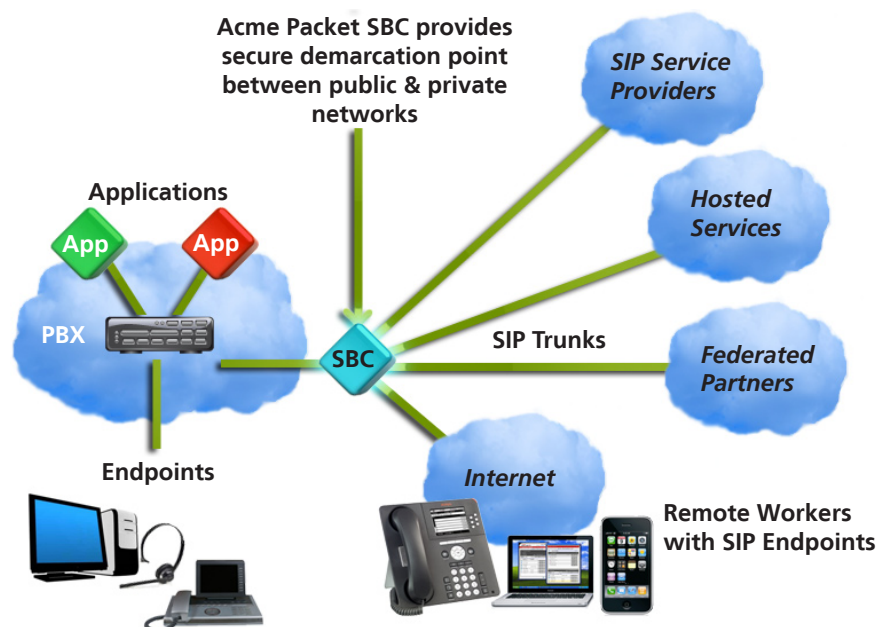


ACME PACKET DESIGN GUIDE

Session Border Controllers (SBCs) are an essential part of any solution that incorporate SIP services whether this be connectivity to the SIP provider network or to Remote Worker applications supporting SIP connectivity. SBCs not only provide functionality that secures the Enterprise network, but also overcomes SIP interoperability issues to ensure faster time-to-service when deploying SIP Trunks.

What to ask a customer?

- ✓ Are you proactive in the call centre market?
- ✓ Are you looking at deploying SIP Trunks?
- ✓ Do you currently or are you planning on developing a home worker strategy?
- ✓ Is business continuity an aspect that you have considered – SIP trunks can provide a flexible, cost effective approach to enhancing this.
- ✓ Have you thought about using multiple SIP carriers routing calls to the most efficient one based on number dialled and time of day?
- ✓ Are you interested in reducing your call costs and operating expenses?
- ✓ Will you be evolving your VoIP infrastructures to exploit SIP trunk connectivity, preserving your investment and avoiding forklift upgrades?
- ✓ Are you aware of the risks of not securing your voice network from attacks and rogue users?
- ✓ PBX and voicemail misuse resulted in \$15bn of fraud losses to organisations in 2009 (a top 3 threat) – as reported by the Communications Fraud Control Association; SBCs can assist you in not becoming part of this statistic.
- ✓ Do you currently supply Open Source SIP based telephony solutions such as Digium’s Asterisk telephony platform?



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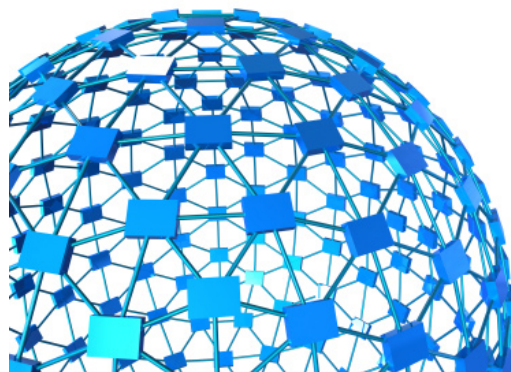
Scenario #1

An organisation in the public sector wishes to reduce its operating costs and take advantage of SIP trunking as part of this process. They wish to deploy 100 SIP trunks in order to support their current capacity with a view to supporting a minimum of 25% expansion capability.

- ✓ 100 SIP trunks to be deployed
- ✓ 10/100/1000Mbps network connectivity
- ✓ 25% expansion capability
- ✓ Granular security management and reporting on intrusion attempts
- ✓ Service
- ✓ Installation

What's needed?

Part Code	Description	Qty
Hardware		
NNSD3820-150	Net-Net 3820 SD, up to 150 sessions	1
NN3820-PS-AC-R=	150 Watt 110 VAC power supply	1
Licences		
SD3800-L-SHI	SIP w/software-based TLS, H.323 and SIP-H.323 inter-working base protocol; QoS and accounting feature groups	1
SD3800ADP150	Adv. DoS/DDoS protection license - 150 session system	1
Maintenance		
G-NNSD3820-150	Net-Net Gold plan for Net-Net 3820 SD, up to 150 sessions	1
G-NN3820-PS-AC-R=	Net-Net Gold plan for 150 Watt 110 VAC power supply	1
G-SD3800ADP150	Net Net Gold plan for Adv. DoS/DDoS protection license - 150 session system	1
Installation Services		
SER-INST-D	New system installation, hardware upgrade & replacement - 8 hours - during business day (not including T&E)	2
SER-TE-EMEA-LCL	T&E for Europe, Middle East and Africa regions, local engineer	2



Please contact your account manager for more details on Acme Packet solutions.

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Scenario #2

An enterprise organisation running a high capacity 600 seat call centre require 400 SIP trunks in order to manage its inbound and outbound call handling. Resilience is critical to this organisation, as is the ability to perform call recording from the SIP trunks, load balance calls between SIP providers, specialist call routing to benefit from cost savings and call accounting in order to compile comprehensive call reports on the SIP calls made and received.

- ✓ 400 SIP trunks to be deployed
- ✓ High Availability (HA) required
- ✓ 2 different SIP providers for resilience and call routing
- ✓ Call recording required
- ✓ Call Accounting required for call detail reporting on the SIP trunks
- ✓ 10/100/1000Mbps network connectivity
- ✓ 25% expansion capability
- ✓ Service
- ✓ Installation

What's needed?

Part Code	Description	Qty
Hardware		
NNSD3820-500-R	Net-Net 3820 SD, up to 500 sessions	1
NN3820-PS-AC-R	AC power option	1
NN3820-PS-AC-R=	150 Watt 110 VAC power supply	1
Licences		
SD3800-L-SHI-R	SIP w/software-based TLS, H.323 and SIP-H.323 inter-working base protocol; QoS and accounting feature groups	1
SD3800SRR500R	Session replication for recording license - 500 sessions	1
SD3800ACC500R	Accounting license - 500 sessions	1
SD3800LB500R	Load balancing license - 500 sessions	1
SD3800RTG500R	Routing license - 500 sessions	1
SD3800ADP500R	Adv. DoS/DDoS protection license - 500 session system	1
Maintenance		
G-NNSD3820-500-R	Net-Net Gold plan for Net-Net 4250 SD, up to 500 sessions - base protocol	1
G-SD3820SRR500-R	Net-Net Gold plan for Session replication for recording license - 500 sessions	1
G-SD3800ADP500R	Net Net Gold plan for Adv. DoS/DDoS protection license - 500 session system	1
G-SD3820ACC500-R	Net Net Gold plan for Accounting license - 500 sessions	1
G-SD3820LB500-R	Net Net Gold plan for Load balancing license - 500 sessions	1
G-SD3820RTG500-R	Net Net Gold plan for Routing license – 500 sessions	1
G-NN3820-PS-AC-R=	Net-Net Gold plan for 150 Watt 110 VAC power supply	1
Installation Services		
SER-INST-D	New system installation, hardware upgrade & replacement - 8 hours - during business day (not including T&E)	3
SER-TE-EMEA-LCL	T&E for Europe, Middle East and Africa regions, local engineer	3

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Scenario #3

A global corporate organisation with a 4,000 seat enterprise class contact centre wishes to capitalise on call cost reduction using SIP. It has two data centres that are operating in an 'active-active' mode. It is a pre-requisite that the two data centre locations are always active and available – not just for business continuity but also for peak capacity call handling. Multiple SIP Service Providers will be providing the calling services and calls are required to be load balanced across providers in order to achieve lowest cost of ownership and flexibility from the solution.

- ✓ 8,000 SIP trunks required
- ✓ Resilience
- ✓ Support for SIP provider failure
- ✓ Load balance calls
- ✓ Call Reporting
- ✓ Quality of Service (QoS) measurement
- ✓ Call Recording

What's needed?

Part Code	Description	Qty
Hardware		
NNSD4500-8K-R	Net-Net 4500 SD, up to 8000 sessions - base protocol	2
NN4500-PS-AC-R	AC power option (300W)	2
NN-GEIC-CT-R	1000BaseT copper transceiver (one per port)	8
NN4500-NU-Q-R	System NIU upgrade - adds QoS measurement processors to NIU with (4) 1000 Mbps fiber/copper ports (requires SFP transceivers)	2
NN4500-CPU2-R	CPU2 option for NN4500 HA systems	2
Licences		
SD4500-SIP-R	SIP base protocol	2
SD4500SRR8KR	Session replication for recording license - 8000 session system	2
SD4500ACC8KR	Accounting license - 8000 session system	2
SD4500LB8KR	Load balancing license - 8000 session system	2
SD4500QOS8KR	QoS only license - 8000 session system	
SD4500RTG8KR	Routing license - 8000 session system	2
Maintenance		
G-NNSD4500-8K-R	Net Net Gold plan for Net-Net 4500 SD, up to 8000 sessions - base protocol	2
G-SD4500SRR8KR	Net Net Gold plan for Session replication for recording license - 8000 session system	2
G-SD4500ACC8KR	Net Net Gold plan for Accounting license - 8000 session system	2
G-SD4500QOS8KR	Net Net Gold plan for QoS only license - 8000 session system	2
G-SD4500LB8KR	Net Net Gold plan for Load balancing license - 8000 session system	2
G-SD4500RTG8KR	Net Net Gold plan for Routing license - 8000 session system	2
Installation Services		
SER-INST-D	New system installation, hardware upgrade & replacement - 8 hours - during business day (not including T&E)	6
SER-TE-EMEA-LCL	T&E for Europe, Middle East and Africa regions, local engineer	6

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