



## Remote Networking for the Virtual Call Centre

Call centres use a wide variety of advanced technologies to streamline business operations and maximize the quality of services they provide. Their demanding performance requirements for voice, IP telephony, data base access, instant messaging, and e-mail services can stress network performance and add complexity to remote network solutions. As call centres migrate to using temporary and at-home workers – in lieu of building out larger facilities – support for these services becomes increasingly difficult. The challenge is how to economically extend IT services to large numbers of remotely located users without compromising access to business-critical network resources - an expensive proposition using traditional remote network solutions.

Virtual Branch Network (VBN) solution provides secure, reliable remote networking for call centre workers, at a price point that makes it feasible to deploy on a massive scale. Using controllers at the data centre and inexpensive Remote Access Points (RAPs) or Branch Office Controllers (BOCs) in the home of call centre workers, VBN creates a secure connection back to the data centre over any wide-area transport, including 3G cellular, residential DSL and cable networks.

RAPs and BOCs support centralised management of data, voice, and video applications, including wired voice over IP (VoIP) desk phones and wireless smart phones. Installation is plug-and-play, features built-in diagnostics, and is user installable. Software updates are automatically disseminated, eliminating the need to manually upgrade hundreds or thousands of sites.

Sourced from Remote Networking for the Virtual Call Centre: White Paper by Aruba Networks. 2009