Dialogic and BroadSoft:
Converged Unified Communications Solutions for Service Providers
The Dialogic – BroadSoft Advantage

Advanced calling features, seamless, secure any-to-any connectivity, and comprehensive systems integration and support services enable innovative solutions for wireless and fixed business and residential customers

Dialogic is an industry leader in delivering IP-based session control, switching, multimedia and network congestion solutions for service providers. BroadSoft® is the leading provider of Unified Communications for telecommunications service providers. Dialogic has teamed with BroadSoft to help communication service providers expand the services available to their existing customers and prospects with next generation revenue generating applications. Dialogic and BroadSoft’s integrated solution combines network infrastructure from Dialogic and advanced communication services from BroadSoft.

BroadSoft’s BroadWorks® and BroadTouch™ suite of applications along with Dialogic solutions like the Dialogic® ControlSwitch™ System, Dialogic® BorderNet™ Session Border Controllers, and Dialogic media gateways empower service providers with a robust, comprehensive end-to-end solution with feature rich business and residential services in a scalable, secure and cost effective manner.

Dialogic is a systems integrator and reseller of BroadSoft BroadWorks and BroadTouch and can offer a complete and interoperable infrastructure solution. BroadWorks is a powerful application server platform that can provide advanced Unified Communication (UC) services to customers by integrating voice, video, and multimedia. Dialogic is uniquely qualified to provide turnkey systems integration, implementation and ongoing support and maintenance of the integrated Dialogic and BroadSoft capabilities. Together, we help service providers deliver residential services as well as enterprise offerings, such as hosted contact center communications and connectivity services, both with mobile integration.

Dialogic – BroadSoft Solution Highlights

• Comprehensive turnkey systems integration, implementation, and training
• Single point maintenance support for a joint, end-to-end Dialogic-BroadSoft solution
• Fully interoperable product suite that enables high availability and easy scalability for an exceptional user experience and low Total Cost of Ownership
• Any-to-any connectivity to bridge the gap between NGN and TDM mobile and fixed networks
• Field proven deployments with integrated BroadSoft and Dialogic solutions

Figure 1 - Dialogic and BroadSoft have teamed up to give service providers a comprehensive suite of solutions and professional service offerings to speed implementation and accelerate service velocity
Featured Solutions

BorderNet™ 4000 Session Border Controller
Access and Peering Session Border Controller (SBC) for SIPconnect 1.1 compliant secure interconnect between IP and cloud-based networks and end-users

BorderNet™ Virtualized SBC
Virtualized Full Function SBC for low density access SBC requirements and SIPconnect 1.1 compliant SIP Trunking applications at the enterprise premise edge

IMG 2020 Integrated Media Gateway
Integrated gateway and SBC to bridge the gap between IP and traditional edge connectivity requirements — IP to T1, E1, DS3, SS7, ISDN, and PRI TDM networks

ControlSwitch™ System and I-Gate® 4000 MGWs
Carrier-to-Carrier Switching — Class 4 IP to TDM and IP-to-IP intelligent routing and scalable media gateways for IP and TDM applications with integrated bandwidth optimization features for additional OPEX savings

BroadSoft BroadWorks and BroadTouch
World-Class Hosted and Unified Communications Applications — Robust application architecture delivers advanced functionality including integrated mobility features to customers over IP

Enhanced Hosted IP-PBX and Contact Center and Advanced UC services
The BroadWorks application suite enables telecommunications service providers to offer Unified Communications as a Service, Hosted PBX/IP Centrex and Contact Center, SIP Trunking, and Mobile Unified Communications. The following fully integrated BroadSoft value-added services can be added to a wide array of enhanced business PBX-like features, including no-cost international voice and video calls, click-to-dial, one number for fixed and mobile calls, and much more:

- **BroadWorks Anywhere** — Dial a single number to send a call simultaneously to a desk phone, mobile phone, and/or soft phone, while also providing the ability to seamlessly “pull” the call from one device to another

- **BroadWorks Unified Messaging** — Go beyond next-generation messaging and take advantage of a flexible, seamless solution, plus receive fax, video, email, and notifications on fixed and mobile phones, as well as on a desktop

- **BroadWorks Call Center** — Integrate comprehensive call center features, such as ACD and queuing, and web-based agent and supervisor clients, for small, in-house customer care requirements, or offer a full blown contact center solution for global opportunities

- **BroadWorks Meet-Me Conferencing** — Conference on-demand or at a scheduled time with up to hundreds of participants, taking advantage of High-Definition (HD) voice quality on any HD-capable device

- **BroadWorks Automated Attendant** — Route calls with an automated receptionist that provides professional greetings and connects to geographically distributed destinations or mobile employees, improving efficiency and customer satisfaction

- **BroadTouch Business Communicator** — With Business Communicator, a service provider’s customer will be able to access and control all of their collaboration services with the same familiar experience, from any of their IP-based devices, with a simple touch or click

Figure 2 - BroadSoft BroadTouch Business Communicator interface
Dialogic Any-to-Any Connectivity Solutions

Security and Session Management at the Network Edge

For achieving seamless, reliable, and cost-effective BroadWorks integration in next generation IP networks, service providers can use the field-proven BorderNet family of SBCs. Dialogic’s BorderNet SBCs supercharge connections between networks, services and subscribers with ease and scale through superior media and signaling session handling performance, secure Any-to-Any IP network and service connectivity, and a Web 2.0 dashboard and management console integrated into the solution. BorderNet SBC solutions can be used to elevate performance in service provider and enterprise networks with carrier class functionality that includes security, native software based transcoding, IPv4/IPv6 connectivity and interworking, SIP header manipulation, session data records and SIP Trunking support.

The BorderNet 4000 SBC enables secure interconnection and session management across SIP network borders for streamlined and reliable interconnection to multiple residential, SOHO, or enterprise installations. The BorderNet Virtualized Session Border Controller brings carrier class SBC functionality to the cloud and enables service providers and enterprises to take advantage of flexibility and cost savings from virtualization. It can be rapidly deployed in either a service provider’s central office or data center environment or an enterprise premise and is well suited for SIP Trunking or other access services applications.

Seamless and Secure Interconnect with IP Peering

Dialogic’s ControlSwitch System can transform a service provider network into a powerful service delivery machine with any-to-any interworking at scale, flexible deployment of network routing intelligence and comprehensive centralized policy, service configuration, and management. The ControlSwitch System is an IP softswitch that allows the seamless and secure interconnection of traditional TDM and IP-based voice networks. For applications requiring Voice over IP and Voice over TDM interworking, Dialogic’s I-Gate 4000 MGWs deliver high quality voice and combine bandwidth optimization, along with scalability and “six 9’s” reliability to provide high performance and OPEX savings. The BorderNet 4000 SBC enables IP-to-IP interworking and security across IP peering networks and seamlessly integrates with the ControlSwitch System for consolidated provisioning, management and troubleshooting.

Figure 4 - Dialogic and BroadSoft have joined together to deliver a comprehensive array of solutions to get service providers up and running quickly to deliver advanced UC services.
Scalable, Cost Effective UC and Mobility Solutions for Large and Small Service Provider Networks

For a large subscriber network, Dialogic offers the powerful ControlSwitch System and the BorderNet family of SBCs for achieving cost-effective BroadWorks integration. The BorderNet 4000 SBC provides access SBC functionality for the BroadSoft BroadWorks suite of applications to enable the delivery of hosted services, business and consumer VoIP, UC and SIP Trunking services to multiple subscribers over fixed and mobile networks. The ControlSwitch System provides intelligent routing and connectivity to the PSTN and VoIP peers while the BorderNet 4000 SBC can also provide interconnection, security and SIP or H.323 interworking, enabling the end-to-end delivery of services over disparate IP peer networks.

Depending on the application, the BorderNet Virtualized SBC can also be deployed either in the service provider edge or at the customer premise. At the service provider edge, it can be used for lower density access SBC applications, and at the enterprise customer premise it can provide security, transcoding, SIP interworking and termination of service provider SIP Trunks.

Any-to-Any Integration in a Small to Medium-Sized Service Provider Network

Dialogic’s array of any-to-any solutions are able to not only scale up to increased traffic requirements, but also to scale down to allow for cost effective delivery of revenue generating services for today’s ROI conscious service providers. For lower traffic volumes, the IMG 2020 can be used to connect the BroadWorks platform to SS7/PSTN networks allowing interworking between IP and PSTN networks in a scalable space saving 1RU footprint. It handles signaling and media in a single carrier-ready chassis and provides any-to-any voice network connectivity. It can also deliver SIP services into SS7, SIGTRAN, PRI, and SIP-I networks, and provide multimedia border element functions, such as security, SIP mediation and IP-to-IP transcoding for network-edge applications.

Enabling Cost-Savings with SIP Trunking

Enterprises are seeing the benefits and reduced costs that SIP Trunks can provide. With SIP Trunks, an enterprise only has to purchase the capacity needed, allowing it to eliminate separate voice and data lines to make more efficient use of bandwidth it purchases from operators. Service providers see a compelling business case in delivering SIP trunks to subscribers as well, in that SIP trunks allow service providers to deliver new revenue generating services to their subscribers and can help lower OPEX due to a common voice and data infrastructure.

The BorderNet 4000 SBC at the service provider access edge enables delivery of advanced business services including UC, hosted IP PBX applications and SIP Trunks. The SIPconnect 1.1 compliant BorderNet 4000 SBC provides SIP security, interoperability, and a logical service termination point while interconnecting seamlessly with residential, SOHO, and enterprise equipment on the customer side.

![Diagram](image)

Figure 5 - With Dialogic’s Any-to-Any connectivity solutions, service providers can seamlessly and securely deliver BroadWorks features over SIP trunks or via IP connections to remote workers.
Call Center Transformation

BroadSoft BroadWorks Call Center solution is a “carrier grade” hosted solution that enables scalable, multi-tenanted access to advanced call center applications. It is a comprehensive solution that includes voice and collaboration features along with ACD, IVR, reporting and Auto Attendant capabilities with open APIs for 3rd party integration. Dialogic’s any-to-any connectivity solutions help enable service providers to deliver this robust set of BroadWorks Call Center hosted features to enterprise customers looking to consolidate and transform their inbound and outbound call centers, customer care, help desk and technical support applications.

The BorderNet 4000 SBC at the service provider edge provides the scalable access functionality that allows remote contact center agents to be anywhere, mobile and productive. The IMG 2020 can be used at larger contact center sites to provide advanced call routing and PSTN failover for added flexibility and resiliency.

Systems Integration and Support with a Focus on Execution

Dialogic offers a wide range of professional services to its customers looking to maximize the value they get from their network infrastructure investment. Dialogic has a proven track record with systems integration, design, sourcing, implementation, commissioning, support and training of the combined Dialogic and BroadSoft solution. Dialogic’s training options cover operational use to installation and self-install certification. Onsite and remote support options are also available for customers who need additional assistance post-installation.

The assistance service providers can receive goes beyond the technical and operational aspects of implementing networks and services. BroadSoft also makes available additional services to help network operators with the business aspects of marketing advanced UC and hosted services to consumers and enterprises. Contact your Dialogic Unified Communications experts to help you execute your service delivery strategy.

Figure 6 - Dialogic and BroadSoft solutions can help transform and connect premise call center solutions with an array of hosted options.