

Q&As from the webinar:

INGATE SYSTEMS	
My service provider is offering to install an E-SBC at my company. Why do I need my own?	SBCs provided by the carrier are generally for their benefit, whether for their network security or as a demarcation and troubleshooting point. Like any good network design, the enterprise should be in charge of their own security and routing devices so that decision about what and who is admitted and how the calls are routed rest with the user, not a third party.
What does an E-SBC do? Is it mostly for QoS?	The Session Border Controller is an integral part of any SIP Trunking environment. QoS is one aspect of its functionality. But it has many other functions as well including: Firewall Traversal to permit the PBX to be placed on the private network, Interoperability normalization between the PBX and Service Provider, Support for Remote workers, security, diagnostics and call statistics.
What about security? How can I ensure my SIP trunk is secure?	So the first things to do are the simple and obvious ones like changing the password on your PBX from the default; placing your PBX behind your firewall and controlling which employees have access. But key to a complete security solution is the installation of an Enterprise Session Border Controller which in part is a firewall for SIP. Setting the right security policies in the E-SBC will provide a solid first line of defense against hackers, service thieves and those launching Denial of Service attacks.
There are a few E-SBC vendors. What are the differences between them?	Principally cost and features. Ingate started developing the SIPerator in 1999 and has a very feature rich product. Others entered the scene later with less complete solutions. Price is always important. Ingate's price can be as much as 50% less than the largest vendor in the business and equal to or less than the others.
What's the ROI on SIP trunking, typically?	The answer depends on the situation. We have one installation where the phone systems of 25 or more dental offices were centralized resulting in great cost savings in just maintenance contracts. The total investment in SIP and improved network infrastructure was recovered in 9 months. In other situations where there is a single site conversion the payback could take two years. But in both extremes the ROI was substantial.
How are the Ingate SBCs relevant to WebRTC? Discussion of use cases would be welcome.	Ingate is developing a product which we call the PBX Companion that is designed to allow the integration of WebRTC into a SIP PBX and UC environments. We are targeting the PBX vendors with this product as a front-end to their. Please ask your PBX manufacturer to contact us for more details. This product will include a Q-TURN function which, similar to SIP Trunking, will allow WebRTC to be used in the most secure networks with quality.
Is WebRTC a replacement for SIP or SIP trunking?	No. WebRTC has no phone numbers or other means to rendezvous. WebRTC will be complementary to SIP. We expect that the browser will become a good SIP client, and Ingate will offer this in its next product. Request your PBX vendor to contact Ingate to obtain this product for sale to their customers.

TADIRAN TELECOM	
How long has Aeonix been on the market?	Aeonix has been on the market for 50 years. Learn more about Aeonix products at www.tadirantele.com .
Can you describe any Tadiran installations and how they have developed?	Case studies and product brochures can be found at the Tadiran Telecom website (www.tadirantele.com) and also at the Enterprise Communications Hub (http://www.enterprisecommunicationshub.com/resources.aspx)
Why did Tadiran need an ESBC? Why didn't you build it yourself?	Tadiran Telecom has shifted its business model more toward a software model. As such our new UCC solution Aeonix is primarily a software application set/engine that customers can load on industry standard and or virtual servers. In addition we partner with best-of-breed industry experts, like Ingate Systems, to offer a total UCC solution, but we don't try to reinvent technology like the SIParator. We recognize that our primary skill and focus is in communications. Partnering with companies such as Ingate lets us offer the best solution for our customers quickly without long development times, if we tried to internalize all peripheral UCC functions.
How does the Aeonix architecture differ from other PBXs and why is it better?	<p>First, Tadiran has more than 50 years in this industry so we know voice, and UC. The Aeonix UCC, which we market as a software solution, was designed to give customers all the UC functionality they will need today and in the future. As stated, Aeonix is primarily a software solution, so it does not depend upon proprietary hardware to deploy. It can be installed on an industry standard server, or a virtual machine. It is designed with industry standards like SIP to allow integration of a multi-vendor hardware solution. For example, our phones are supplied by Yealink and our SBC is supplied by Ingate. Aeonix is designed to function within a BYOD environment and will allow customers to utilize existing and future devices to ensure that the can communication internally and externally in the widest possible device and application arena.</p> <p>Aeonix was designed to replace our Coral solution, which was installed in thousands of sites worldwide and was recognized as a leading TDM communication solution. Aeonix (which is a VoIP solution) was the culmination of all the best things of Coral (all the experience we gained through design, support and development of Coral) packaged for new and future UCC requirements.</p> <p>Please see our solution portfolio for a complete description of Aeonix and all its apps here. Aeonix was designed to address the needs of distributed UCC customers. It is bulletproof with the best active/active fault tolerance in the industry. It also allows license pooling, which means if a customer has 5 sites and 3000 users all licenses are available to all employees even though the sites are distributed. If a customer needs additional voicemail or video licenses they simply purchase the license and add them to the corporate software pool.</p>