# Unified Communications as a Service

## Deliver high quality unified communications over Internet or hybrid WAN with VMware SD-WAN™ by VeloCloud®

Unified communications (UC) is a mission-critical function for companies of all sizes in this global economy. Enabling employees from offices around the world to collaborate with advanced communication tools is paramount to maintaining high productivity, efficiency and reducing costs.

Providing workers with an enterprise class communication system poses several challenges for UC service providers:

- Widespread deployment of UC is inhibited by narrow WAN bandwidth over private lines.
- Complex integration and operation of new cloud-based UC services leads to long deployment cycles to UC-enable branches.
- Lack of wide area network (WAN) control and visibility leads to performance and capacity problems at remote locations.

### UC with VMware SD-WAN

VMware SD-WAN provides a complete cloud-delivered WAN solution for customers to provide a reliable hosted UC service over any WAN network with assured performance, visibility, and remote monitoring. VMware SD-WAN enables high performance UC over the top (OTT) of any transport, purpose-built by service providers.
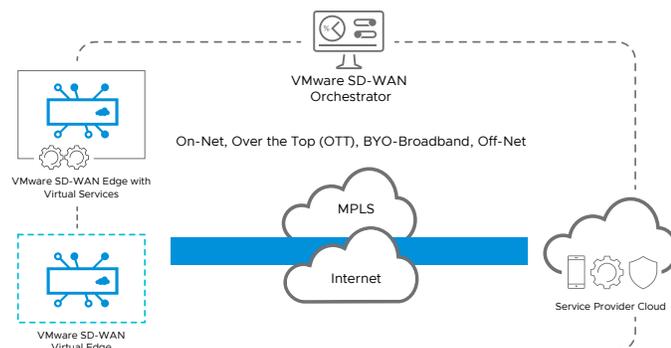


FIGURE 1

Flexible transport options
- Deliver UC over economical Internet links to leverage cost, speed and flexibility. Fall back on private WAN links when needed.
- Enterprise-grade WAN with dynamic multipath steering and on demand link remediation for redundancy and performance protection.
- Assure UC performance over any WAN link with SD-WAN sub-second packet steering and protect from Internet link blackout and brownout conditions.

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"Having reliable VoIP and access to our key applications is a huge win. Plus, the fact that we can deliver these benefits to our users while increasing IT efficiency and reducing costs—it doesn't get much better than that."

— JOE TAN, DIRECTORY OF IT, DEVCON

Simplify UC as a service with a cloud-delivered SD-WAN

• Rapidly deploy UC-ready branches in minutes with zero touch provisioning with cloud activation and management.

• Automatic selection of VMware SD-WAN Gateways for best direct path eliminates all performance issues between geographically separated UC endpoints.

UC performance management and monitoring

• Deep visibility into the off-net remote location network links, devices and applications in real time and historically.

• Business policies based on application priorities, usage, devices and location.

• Reduce triage time with remote troubleshooting tools.

## SD-WAN solution components

### VMware SD-WAN Edge

VMware SD-WAN Edges are available as easy to install appliances for remote branches with a range of throughput, ports for WAN and LAN connectivity and integrated wireless LAN. Dynamic routing enables policy-based overlay insertion for both in-line and out-of-path deployments. High availability deployments are also supported. In addition to appliance options, the VMware SD-WAN Edge is available as virtual network function (VNF) software for deployment on standard x86 servers, including virtual customer premises equipment (CPE) devices.

### VMware SD-WAN Orchestrator

The VMware SD-WAN Orchestrator provides centralized, enterprise-wide installation, configuration and real time monitoring, in addition to orchestrating the data flow through the cloud network. The VMware SD-WAN Orchestrator enables one-click provisioning of virtual services in the branch, cloud, or data center. Controllers collect and distribute enterprise-wide routing information and are distributed alongside gateways as a service or can be deployed on-premises.

### VMware SD-WAN Gateways

Multitenant VMware SD-WAN Gateways are deployed by VMware and its partners at top-tier network points of presence (PoPs) and cloud data centers around the world for the full range of SD-WAN benefits. VMware SD-WAN Gateways provide a scalable and distributed infrastructure with the advantages of hosted, network as a service flexibility. VMware SD-WAN Gateways provide the ideal architecture for optimized access to cloud applications and data centers, as well as access to private network backbones and legacy enterprise sites.

## Solution benefits

The WAN is in transition as enterprises seek to improve agility and economics and adapt to the shift of IP-based applications like UC. VMware SD-WAN offers enterprise-grade performance, security, visibility, and control over both public Internet and private networks. VMware dramatically simplifies the WAN with zero touch deployment, one-click business policy and services insertion, and cloud-based network as a service. The result is a better performing UC solution with increased reliability and lower cost of ownership.

For more information about VMware SD-WAN, visit *www.velocloud.com*.

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