



April 2021



Solutions for a Changing Workplace

As I talk with customers it's clear that once again, the way we work is changing. Some people are returning to the office all or part of the time, others are likely to remain remote for the foreseeable future. In many cases, businesses will choose a blend of in office and remote.

This hybrid model of in-office and remote work requires hybrid solutions for collaboration, networking and customer contact centers that are also safe and secure.

We can help you determine the right hybrid solutions to make your business a trusted workplace.

One of the solution providers we work with is Zoom, and this month we welcome them to our April Lunch & Learn Roundtable. We'll be discussing the challenges and opportunities that come with a rapidly evolving workplace, and we want to hear from you, so bring your questions. It's an event you won't want to miss.

Matt Pingatore
CEO
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Join us at the Roundtable: Lunch & Learn with Zoom

Building Forward with Confidence: How do you Enable the Everywhere Workforce?

Join us on **Thursday April 29, 2021** at 12:00 PM when we welcome the Zoom team and Packet Fusion's Matt Pingatore to talk about the decisions you need to be making now about the next phase of work, and how you build forward with confidence.

This informative, interactive one-hour roundtable will cover key questions such as:

- How do people really feel about hybrid work?
- How do we create environments where everyone can do their best work?
- What do legacy processes look like in the hybrid model?
- What does it take to provide a secure, safe and private way to collaborate?

We want to hear from you

This is an interactive discussion, so bring your biggest challenges and burning questions!

Register Today

When you register AND attend you could win lunch on us with a \$20 gift card to Round Table Pizza.*

*Winners are selected at random. If you do not have a Round Table Pizza near you, we will send you a Grubhub gift card.



Edge Gateway Adobe Flash Deprecation Update

Issue: Mitel has identified an issue with updating certain IP configuration fields found within the user interface on the first “flash-less” Edge Gateway release that they provided to the partner community back in December of 2020. This patch was applied (with customer approval) to most Packet Fusion customers who are on Connect and utilizing the Edge Gateway Product back in the late December 2020/early January 2021 timeframe.

Impact:

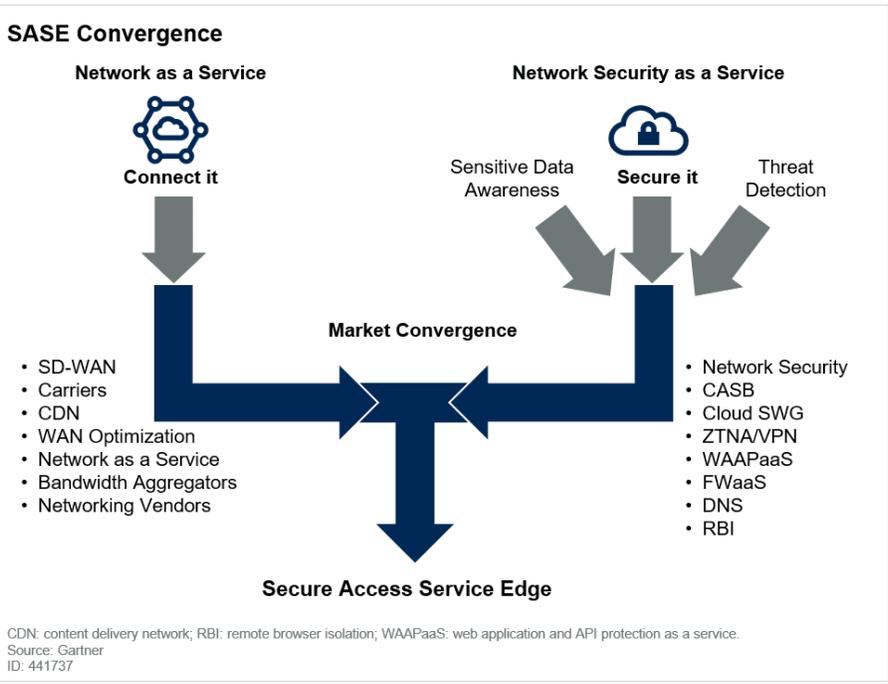
- **NO IMPACT** - Customers currently running Connect R19.2 (22.13.4800.0) and the first “flash-less” Edge Gateway release from December 2020 are not impacted by this issue. All IP configuration fields are editable.
- **IMPACTED** - Customers currently running Connect R19.1SP2 (22.11.9300.0) or PRIOR and the first “flash-less” Edge Gateway release from December 2020 are impacted by this issue. IP address, IP Pool and FQDN changes within the Edge Gateway appliance are not able to be made.

Important Note: All other edge gateway functionality is working as expected at this time when the first “flash-less” patch is applied. This includes the ability enable remote phone authentication for new Edge Gateway users via Director and the ability to generate CSRs, generate self-signed certificates, and import 3rd party SSL certificates within the Edge Gateway user interface.

Read more details here



Get “Sassy” with SASE (Secure Access Service Edge)



You might not be feeling very sassy these days when it comes to managing the complexity of your network, because it's hard to manage and support products you don't own or control like SD-WAN, Global Private Backbone, Secure Web Gateway, and Firewall as a Service. SASE is putting the sassy back in your network by bringing network and security point solutions together into a unified, global cloud service. The result is that you gain end to end visibility for all users, applications and activity at all locations.

The benefits of the streamlined SASE architecture are:

- IT gains control of the network while alleviating time spent maintaining on premise infrastructure
- Optimal security
- Easier to provision new resources, apps and users
- Single interface for managing all features and policies with common terminology
- Deep visibility into network and security events
- Business continuity: Especially critical with a distributed, remote workforce

Gartner estimates that by 2024, at least 40% of enterprises will have explicit strategies to adopt SASE, up from less than 1% at year-end 2018. Should you be developing a SASE strategy? [Contact us](#) and let's talk.



Why You Should Care about SHAKEN/STIR

This [new technical explainer video](#) breaks it down in under five minutes.



SHAKEN/STIR's framework of interconnected standards digitally validates the handoff of phone calls passing through networks, enabling the carrier to authenticate and stop robocalls before they reach

consumers. Why is this important to you? Even if much of your customer communication happens digitally these days, voice is probably still critical to solving complex issues and sharing sensitive information. But, because of robocalls, many customers won't answer incoming calls from a number they don't recognize.

[Watch Now](#)

[Read the Blog Post](#)



Why CCaaS? Ask your Customers

Gartner predicts by 2022, CCaaS, as an adoption model will reach more than 50% of the Contact Center market share.

Why? Premise based contact centers simply can't keep up with customer expectations. Thanks to smartphones and social media, today's customers are "always on" - and they expect you to be, too. Also legacy contact center solutions struggle to meet new and changing compliance mandates like GDPR, CCPA, TCPA and SHAKEN/STIR.

Plus, CCaaS are scalable, secure, rich in integration possibilities, resilient, low maintenance, and the costs are predictable. Modern CCaaS platforms incorporate all the features of legacy contact centers, but new interaction channels and new avenues of service like artificial intelligence to handle common tasks more efficiently and allow agents to handle more complex problems.

As your trusted advisor, we make it our job to understand industry trends like CCaaS, and help you understand what they mean for your business. [Let us know if we can help.](#)



Resources to Help You Make Informed Decisions

[Info Gallery:](#) Our curated collection of resources, training and news on the technologies you care about: cloud, contact center, business telephony, SD-WAN, security, and collaboration are updated regularly.

[Lunch & Learns:](#) Our popular monthly webinar series covers a wide range of topics from industry trends to leading solutions from companies such as Genesys, Zoom, Mitel and more.

[Tech Talks:](#) Packet Fusion engineers cover a wide range of in-depth technical topics.

[Technical Explainers:](#) Technical explainers cover complex topics at a high level in an easy-to-understand way.

If you have questions on any information in this newsletter, please reach out to your Packet Fusion representative.



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