

Enterprise Management solutions



it's about **YOU**



Results-driven Enterprise Wide Management Solutions

- □ □ As business requirements evolve, today's intelligent IP-voice networks are responding by delivering more targeted solutions. Instead of having a few applications common to the entire enterprise, more specific technology is being delivered on the network for smaller workgroups or even for individual users regardless of location. Unfortunately, these solutions can create larger administration burdens within the customer's IT department, lowering staff productivity, and increasing costs due to more networks, applications and systems for users to manage. With voice now travelling across the IP network there are also concerns regarding service levels and the effect transporting voice across the IP network may have.



Providing unprecedented ease of network management with centralized system-wide access, administration and maintenance that results in greater time efficiencies, enhanced employee productivity and cost savings.

Single-site to Large-scale Network Management

The Mitel® Enterprise Management solution focuses on three key strategies to minimize the costs of system administration and maintenance:

- Lowering the cost of and simplifying solution administration
 - by minimizing repetitive administration tasks and enhancing employee productivity
- Improving the ease of installation and maintenance
 - by delivering tools that help pinpoint network problems and increasing the speed of network changes and maintenance
- Enhancing service capabilities
 - by enabling network health monitoring and secure remote access capabilities

These three strategies are delivered through four key Mitel product suites:

Mitel Enterprise Manager

The Mitel Enterprise Manager suite provides capabilities that are crucial to the successful deployment of distributed Voice over IP (VoIP) and traditional telephony solutions. The solutions encompass single management interfaces as well as large-scale network management. Enterprise Manager performs day to day management tasks helping control costs by delivering simplified administration and resulting in greater staff productivity.

Remote Management

The Remote Management suite gives end-users the confidence to allow their service provider secure access to their network without the risk of unauthorized intrusion. The Mitel Management Access Point allows the service provider to resolve issues remotely and in certain scenarios before the customer even knows a problem exists.

Integrated Management Applications

The Integrated Management Applications suite extends the core functionality of Enterprise Manager with additional management capabilities. The Mitel Voice Quality Manager option is used to proactively monitor the voice quality of the IP calls in the network and provide the means to quickly locate and resolve issues. Network quality trends can be further analyzed and a wide variety of reports generated with the Enterprise Manager reporting option.

Technology Interfaces

Recognizing that some customers may have specialized requirements beyond our packaged products, Mitel offers a wide range of technology interfaces for specific enhancements. Open interfaces including SNMP and LDAP allow integration to third party solutions and the MiXML interface offers access to the Mitel 3300 Integrated Communications Platform (ICP) management infrastructure. An HP OpenView plug-in software is included with Enterprise Manager to simplify the integration task for customers that wish to monitor the health of their Mitel systems via their HP OpenView network node manager system.

Minimizing the Costs of System Administration & Maintenance

The Mitel suite of Enterprise Management solutions enables administrators to:

- Reduce overall operational costs associated with technology
- Reduce the complexity of managing multiple systems – even if spread over a large geographic area
- Automate processes where possible
- Centrally manage the enterprise
- Ensure consistently high levels of solution availability
- Proactively monitor and assess the status of the data network to ensure services will not be affected
- Deliver resolution capabilities for solving problems before the effects are felt by the business

Simplifying Network access through a Single Management Interface

Providing direct access to a single Mitel platform or application saves time and increases staff productivity by eliminating the need to log in to disparate systems. This includes a consolidated graphical view of the network map for easier navigation and administration.

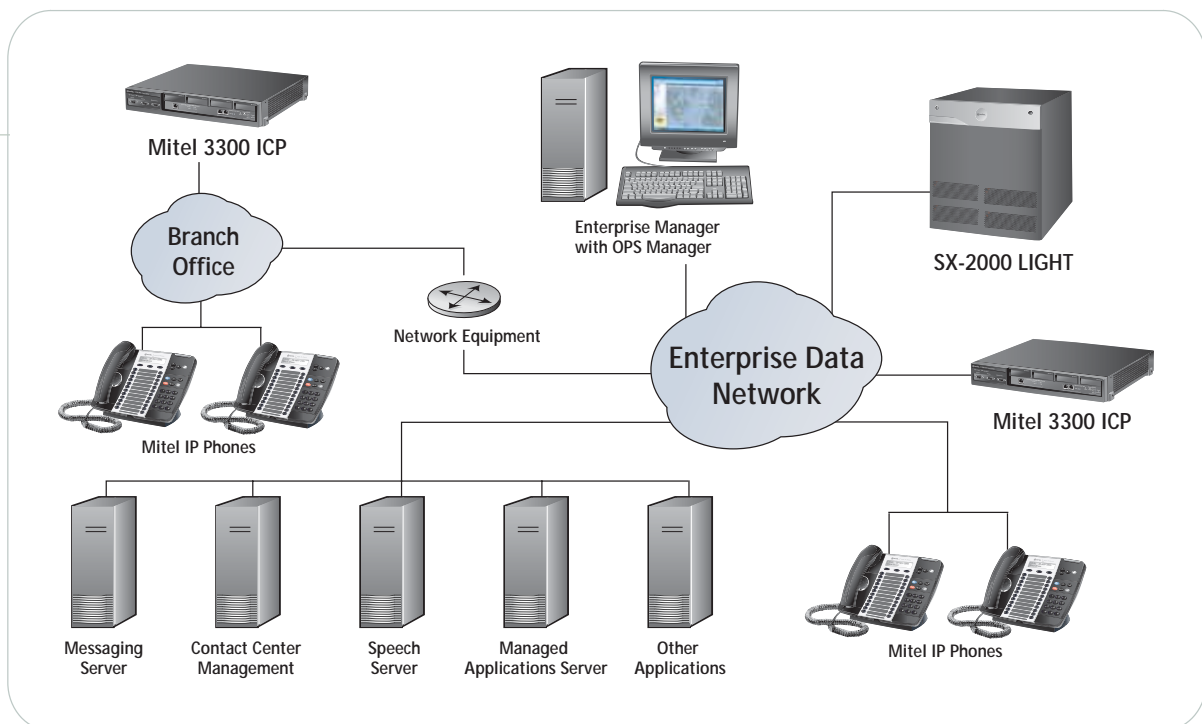
Improve productivity by minimizing repetitive tasks

With Enterprise Manager's consolidated telephone directory feature, telephone directory changes are made from a single location minimizing repetitive tasks, saving time, and once again enhancing employee productivity.

Remote maintenance enables faster fault resolution

By enabling secure remote connectivity for fault resolution, engineer visits are minimized and issues are escalated and resolved faster to minimize any effects on business. Remote access also quickens implementation and lowers the costs of moves, additions or other system changes (MACs).

Enterprise Manager in a customer network





Designed to
provide optimum
performance
today and in
the future

Enhance network performance and management

Network assurance is maintained with ongoing quality metrics and diagnostics that are designed to ensure ongoing optimal network performance by pinpointing problem sources quickly and easily. Service levels are improved and maintained with network problems to the desktop level being found and fixed before the end-user even notices them.

Automated system upgrades

Business costs are reduced with our automatic voice platform upgrade capability. Upgrading multiple systems concurrently from one central location saves engineer time and simplifies the entire process.

Save on infrastructure, management and maintenance

System administrators are under increasing pressure to do more with less. Their mandate is to support users with the tools they need, while controlling costs and saving money on infrastructure, services and support. The Mitel Enterprise Manager responds to these needs with its unprecedented ease of centralized system-wide access, administration and maintenance. The end result is greater efficiencies and cost savings inherent in its application throughout the enterprise.

Audio File Manager

Audio File Manager distributes files to multiple 3300 ICP controllers situated in a Networked business allowing administrators to change Music on Hold and Auto Attendant greetings. Audio File Manager dramatically improves employee productivity by giving system administrators the ability to distribute music to all their 3300 ICP controllers in a single administration process. Distribution lists can be created allowing different groups of systems to have different music downloaded. Different Auto Attendant greetings can also be downloaded in the language desired.

Built to scale

Designed to provide optimum performance today and in the future, Enterprise Manager is “future-proofed” with its open-ended flexibility allowing technical administrators to integrate increasingly sophisticated capabilities as needs change and grow.

Covering the Spectrum Through Centralized Enterprise Management

Centralized management for a networked business

Enterprise Manager clients access the server through an IP connection and a web browser to perform day to day management tasks locally or remotely. The Enterprise Manager consolidates user and service provisioning of the entire network solution through its Mitel OPS Manager component. OPS Manager centralizes user and directory management including support for integration with enterprise directory server systems such as Microsoft® Active Directory.

Single management interface

- Manage multiple sites and systems from a single interface based on defined client privilege level
- Tools allow simple configuration, control and management of Mitel's enterprise product portfolio
- Lowers business costs by increasing staff productivity by minimizing repetitive tasks and automating standard processes

High levels of service availability

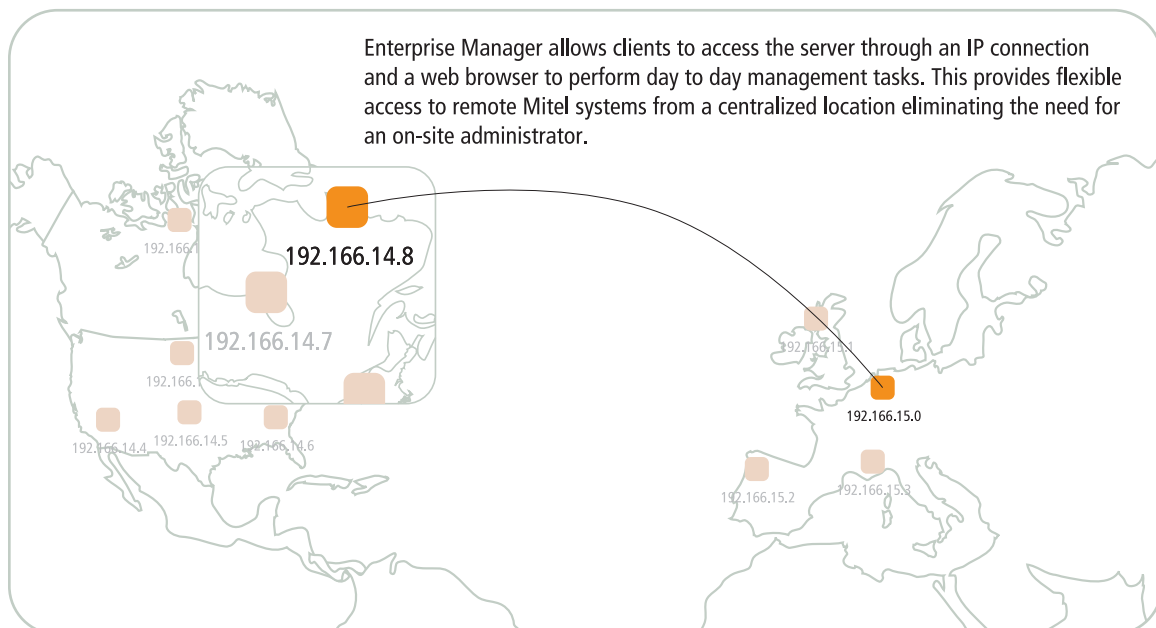
Enterprise Manager provides a centralized solution for continuous health, performance, and voice quality monitoring of the total Mitel solution. This also includes support for integration with enterprise level network management systems and remote service provider support centers.

Voice quality statistics collected from end-user desktops can be passively monitored by an external management system or software agent through a secured interface with Enterprise Manager. Standard SNMP traps can also be forwarded by Enterprise Manager to local or remote network management systems for monitoring the health of the Mitel solution.

Remote monitoring enables a service center to provide proactive around the clock support coverage for their customers to address network fault, voice quality and performance problems, in many cases before the customer network is affected.

Empowering end users

In addition to enterprise wide administration, Enterprise Management provides an interface designed specifically for the end-user. The 3300 ICP desktop tool allows users to view and change their telephone configuration from their web browser as well as learn about the available features.





Intelligent Evolution

Ability to grow / scale

Enterprise Management can grow and scale from a single Mitel platform to support a large networked business with hundreds of platforms or applications.

Support for legacy / existing technology

Mitel's investment protection philosophy is incorporated into the Enterprise Management portfolio with traditional voice platforms and applications being supported as well as new IP based platforms and applications.

Planned evolution / migration

Mitel Enterprise Management will continue to evolve with our portfolio of systems and applications to consolidate and streamline management functions to reduce operation costs and improve employee productivity.



MITEL
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Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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