

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:

Enterprise Manager

The 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 7100 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 provides the ability to analyze the IP network's capability to support VoIP. Voice quality metrics and diagnostics can be used continuously prior to a VoIP implementation to test the network capabilities or after it has been installed to help troubleshoot potential issues.

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.

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 evolving 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.

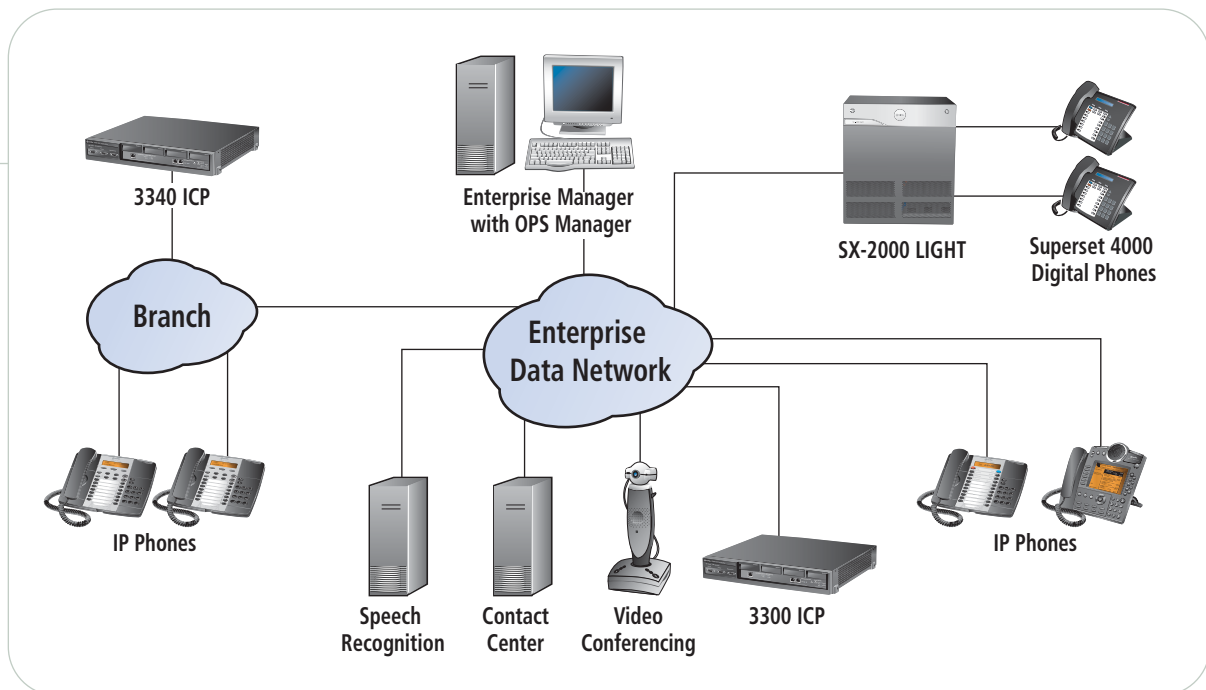
Improve productivity by minimizing repetitive tasks

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 on-going 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.

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.

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.

Covering the Spectrum Through Centralized Enterprise Management

Centralized management for a networked business

Enterprise Manager allows clients to access the server through an IP connection and a web browser to perform day to day management tasks. This provides flexible access to remote Mitel systems from a centralized location eliminating the need in many cases for an on-site administrator.

Single management interface

- Allows access to multiple sites and systems from a single interface
- Tools allow simple configuration, control and management of Mitel's enterprise product portfolio
- Provides access across the enterprise connecting to the individual platforms
- Lowers business costs by increasing staff productivity by minimizing repetitive tasks and automating standard processes

High levels of service availability

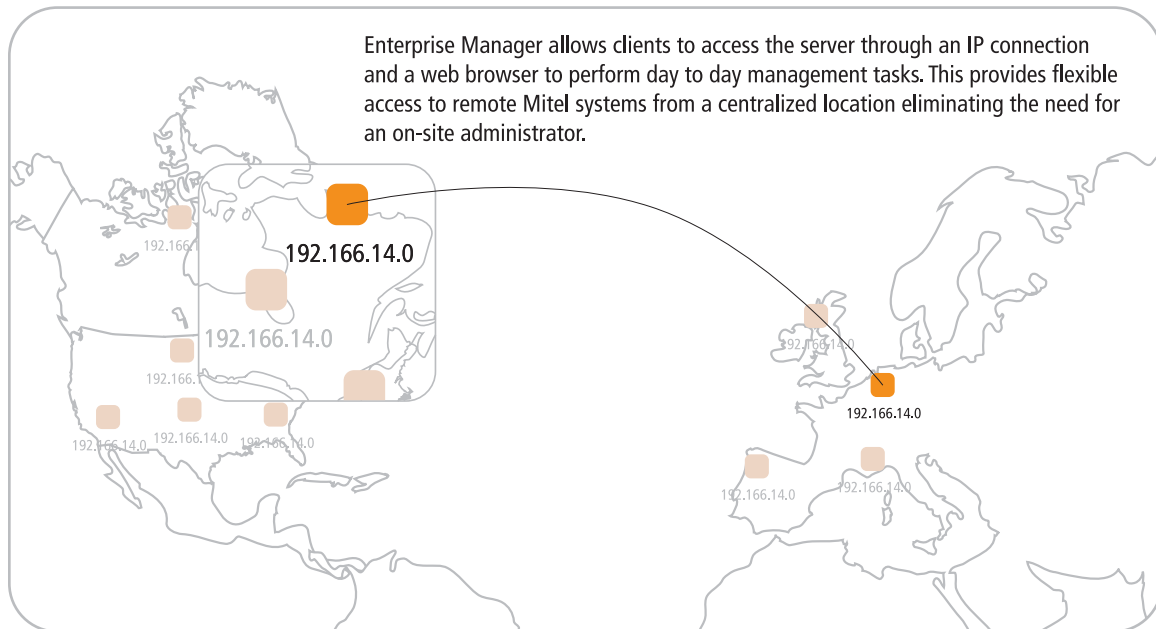
Voice-quality tools constantly monitor the data network to ensure high levels of voice quality.

Remote connectivity allows service providers to access the customer solution securely and promptly, allowing fault investigation to be done quicker than having a technician travel to the customer's premises.

Remote alarm notification sends problem information straight to a specified location so fault resolution is speeded up even further.

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

Enterprise Management will evolve into a portfolio of consolidated management solutions for all Mitel Enterprise applications that deliver value and increase employee productivity.



The Mitel 3300 ICP can be clustered to over 50,000 ports.



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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GD 7188 PN 51007796RA-EN