

MITEL

# Enterprise Manager



The Mitel® Enterprise Manager application is a suite of management tools that allow simple configuration, control and management of Mitel's enterprise products. It is designed for administrators of voice solutions who are looking to minimize system administration and maintenance costs. By provisioning access to multiple sites and systems from a single interface, Enterprise Manager increases staff productivity by minimizing repetitive tasks and automating standard processes. This in turn lowers ongoing business costs.

## Management Desktop

Enterprise Manager provides a single managed system inventory from the administrator's desktop. It provides integrated access to other management applications (ESM on the Mitel 3300 Integrated Communications Platform (ICP), Mitel NuPoint Messenger™, Mitel Teleworker Solution (6010), Mitel 6110 Contact Center Management, Mitel 6115 Interactive Contact Center, Mitel 6160 Intelligent Queue, Mitel Speech Server, Mitel Messaging Server (6510)). The management desktop provides a summary of the solution health so the administrator can easily view the health status. The graphical map of Mitel products and associated data equipment provides an easy to view solution topology that helps speed up system administration.

## Health Monitoring

The alarm management capability details SNMP alarm information for the 3300 ICP and the Mitel SX-2000® LIGHT, including a history of the fault, the time the alarm was created, and the severity of the alarm. The administrator can acknowledge the alarm so other solution maintainers know it is being dealt with. Administrators can add notes to the alarm history therefore improving productivity of solution maintainers who investigate the alarm later.



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### Alarm Notification

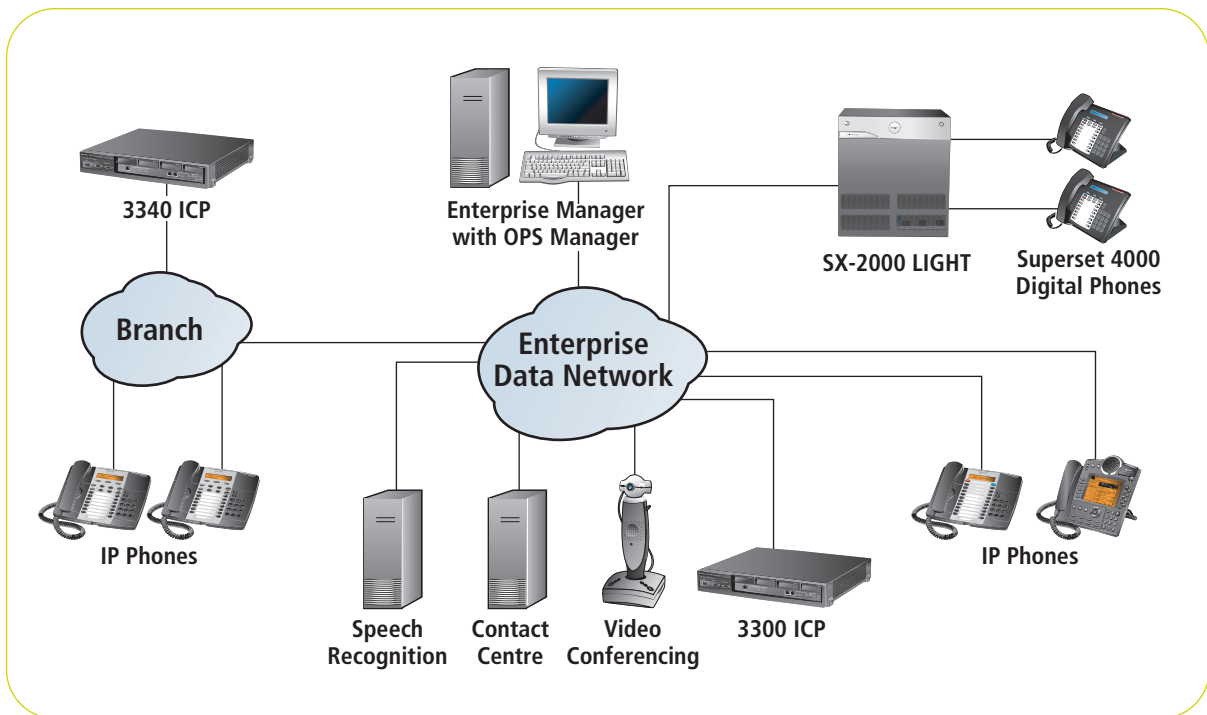
In the event of an administrator not constantly looking at the health dashboard for solution problems Enterprise Manager can notify administrators or remote service companies of alarms via email. The alarms can be filtered based on severity, time of day and the system the alarm has been generated from. Enterprise Manager can email multiple locations; this can be scheduled permanently or for specific periods like weekends.

### Network Inventory

Enterprise Manager collects and stores a network inventory of Mitel voice and application platforms and presents them on the management desktop. The inventory can also store basic information on the data switches that are configured in the voice network. It also has the ability to auto-discover the Mitel platforms and applications that support SNMP (currently Enterprise Manager can auto-discover the 3300 ICP, SX-2000 LIGHT and NuPoint Messenger). Applications that do not support SNMP can be added manually into the inventory.

### Simplifying Network Administration

OPS Manager reduces repetitive tasks for the administrator by automating many of the day-to-day processes. OPS Manager stores details of all user profiles and allows the administrator to see in a single window all available user information. OPS Manager also stores the central telephone directory in a multi-platform network and automatically distributes changes around the network. It allows the administrator to simply move, add or change user details around the network and can schedule these changes to happen at the administrator's time of choosing. As well as managing the central information of the network, OPS Manager also automates many repetitive tasks such as system upgrades, back-ups and network time synchronization. These include daylight savings, centralized call record collection, individual platform night service setting, and more.



Features	Description	Benefits
Consolidated graphical view of Mitel and related products	View network map of associated products through single management interface	<p>Simplified administration manifests itself into lower ongoing business costs</p> <p>Simplifies administration and control of voice network</p> <p>Saves time by not having to log-in to multiple systems from different management interfaces</p> <p>Maintains network as a coherent solution and not as a disparate group</p>
Consolidated telephone directory and user management	Single telephone directory that automatically updates individual Mitel products	<p>Lowers administrative costs and improve productivity of staff</p> <p>Improves productivity of staff by minimizing repetitive tasks</p> <p>Telephone directory changes only need to be made in one location, saving time</p> <p>Speeds up network additions and moves</p>
Health monitoring and fault management	Alarm, collection, notification and management	<p>Simplifies administration leading to lower business costs through greater productivity</p> <p>Greater productivity for IT staff due to automated delivery of network problems</p> <p>Removes reliance on manual health monitoring negating unnecessary intervention and improving productivity</p> <p>Speeds up fault identification and resolution</p>
Software management and distribution	Automatic Voice platform upgrades. Ability to centrally upgrade multiple systems at the same time	<p>Lowers business costs – upgrades can be completed centrally and concurrently</p> <p>Manage solution software around the business rather than vice versa</p> <p>Automatically upgrade network from central location saving time and reducing costs</p> <p>Less engineer time spent upgrading</p>
Network Voice over IP quality metrics and diagnostics	Comprehensive Network Performance and Management	<p>Increases company productivity with Ongoing Network Performance Assurance</p> <p>Ensures network performance and pinpoint problem sources quickly and easily</p> <p>Network problems to the desktop level can be found and remedied before end-user sees them, thereby enhancing service delivery</p> <p>Saves money by easily and quickly verifying network in advance of VoIP installations</p>

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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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