



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.

### Simplifying Network Administration

The Mitel OPS Manager application is used within Enterprise Manager to reduce repetitive tasks for the administrator by automating most of the day-to-day directory and user management 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 of a multi-platform network and automatically distributes changes

throughout 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. OPS Manager can also enable end-user provisioning to be driven from within a corporate directory server such as Microsoft® Active Directory to further consolidate user management and save administrative time.

### Health Monitoring and Notifications

The alarm management capability details SNMP alarm information for the managed systems, including a history of the fault, the time the alarm was created, and the severity of the alarm. An administrator can monitor alarms without even needing to be logged into Enterprise Manager through a desktop alarm application that appears in the notification area of the Microsoft® Windows desktop. An administrator can acknowledge an alarm so other solution maintainers know it is being dealt with, and add notes to the alarm history to improve the productivity of solution maintainers who investigate the alarm later. Enterprise Manager can selectively email notifications to one or more system administrators or remote service companies based on alarm filter rules and escalation policies that can be scheduled permanently, or for specific periods like weekends.

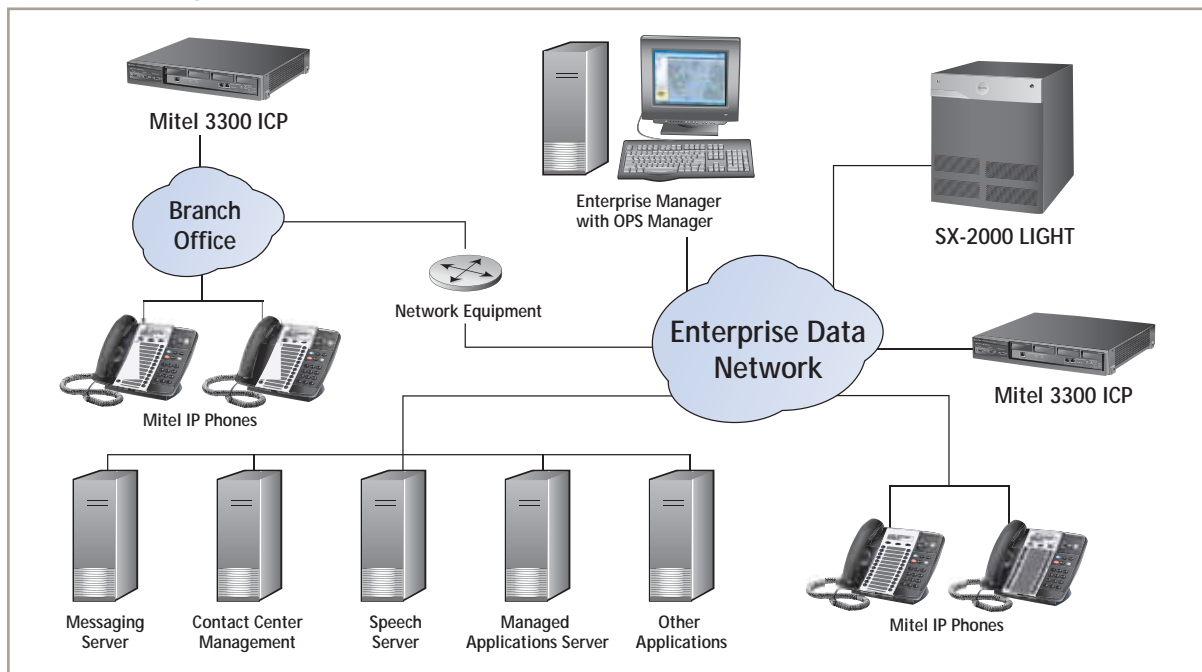
### Voice Quality

The Voice Quality Manager is an application within Enterprise Manager for continuous monitoring of IP voice quality throughout the network. Mitel IP desktop devices can report on network quality at the end of calls and at intermediate intervals during longer calls to quickly determine when and where problems occur. This enables the network administrator to resolve network voice quality issues before they become widespread, saving time and maximizing voice application performance.

### Management Desktop and Inventory

Enterprise Manager automatically discovers and stores the network inventory of Mitel voice and application platforms and presents them on the management desktop. 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.

### Enterprise Manager in a customer network



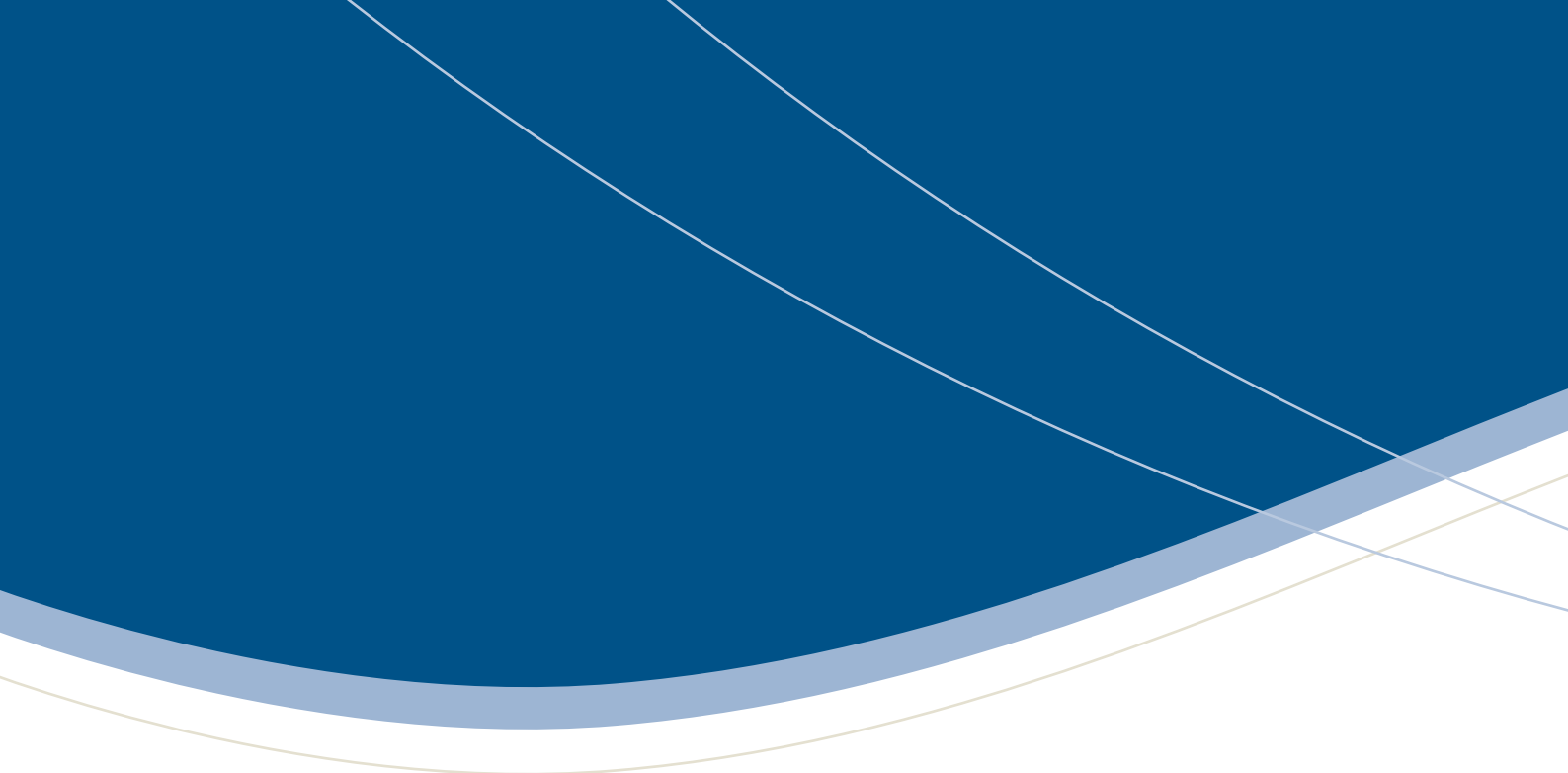
## Report generation

Enterprise Manager offers a report generation option to reduce administrative workload in preparing a wide variety of integrated tabular and graphical reports on system inventory data, alarms, events, and voice quality statistical data. Report criteria can be customized as required and reports can be set up to run on a scheduled basis or launched in a context sensitive manner for on-demand reporting. Voice quality reports can reveal trends in network performance allowing for corrective action prior to impacting user desktops.

## Maintenance and diagnostics

Enterprise Manager applications are also used to automate many repetitive tasks such as audio file management, upgrades, back-ups, network time synchronization, daylight savings, centralized call record collection, individual platform night service setting, and more. Enterprise Manager diagnostics enable the administrator to remotely troubleshoot network problems using Mitel IP desktop devices as diagnostic end points to isolate problems from the user's perspective in the network. This resolves problems faster without needing to be onsite.

| Features                                   | Description   | Benefits   |
|--|---|--|
| Consolidated telephone and user management | Single telephone directory automatically updates individual Mitel products  | <p>Lowers administrative cost and improves staff productivity</p> <p>Save time by avoiding duplicate data entry</p> <p>Speeds up network changes and avoids errors</p> |
| Integrated Directory Services              | Drives user provisioning from a corporate directory server such as Microsoft® Active Directory                                      | Improves productivity by consolidating provisioning tasks thereby reducing system operational costs  |
| Voice Quality Manager                      | Provides continuous monitoring of voice quality throughout the network  | <p>Avoids loss of services due to network performance issues</p> <p>Saves time resolving problems</p>  |
| Automated Maintenance                      | Automates tasks such as software upgrades, backups, time changes, audio file changes  | Lowers ownership costs by reducing administrative workload   |
| Health Monitoring                          | Visual and audible alarm notifications, filters rules, escalation policies  | <p>Improves productivity of IT staff, shortens response times</p> <p>Automatically escalates problems for resolution, even outside normal business hours</p>           |
| Report Generation                          | Reporting option for generating on demand or scheduled reports for inventory, alarms, events, and voice quality statistics analysis | <p>Reports automation and scheduling, reduces administrative costs</p> <p>Voice quality reports find problems before users are affected</p>                            |



---

| <b>Global Headquarters</b> | <b>U.S.</b>           | <b>EMEA</b>            | <b>CALA</b>           | <b>Asia Pacific</b> |
|----------------------------|-----------------------|------------------------|-----------------------|---------------------|
| Tel: +1(613) 592-2122      | Tel: +1(480) 961-9000 | Tel: +44(0)1291-430000 | Tel: +1(613) 592-2122 | Tel: +852 2508 9780 |
| Fax: +1(613) 592-4784      | Fax: +1(480) 961-1370 | Fax: +44(0)1291-430400 | Fax: +1(613) 592-7825 | Fax: +852 2508 9232 |

[www.mitel.com](http://www.mitel.com)

For more information on our worldwide office locations, visit our website at [www.mitel.com/offices](http://www.mitel.com/offices)

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2008, Mitel Networks Corporation. All Rights Reserved.

GD 393\_1483 PN 51010211RC-EN

