



>THIS IS THE WAY

ENTERPRISES MANAGE HUNDREDS OR THOUSANDS
OF BUSINESS COMMUNICATIONS MANAGER SYSTEMS

>THIS IS NORTEL™

Application Brief

Nortel Business Communications Manager Network Configuration Manager

Nortel Business Communications Manager systems are easy to configure and manage, either locally with a directly-connected PC, or by running the Nortel Unified Manager/Element Manager remotely over a LAN or WAN. It's easy to set up or remove user accounts, re-schedule custom greetings, apply the latest security patches, and so on.

But what if your organization has hundreds, or even thousands, of Business Communications Manager systems, and you need to install a new holiday greeting, feature or anti-virus patch on all of them? What if new locations are being added to your network that requires an update to all of the routing tables? You'd want a simple, reliable way to configure and update the existing systems to include the new sites in their dialing plans.

That's why Nortel offers the Network Configuration Manager, a client-server software package that enables you to manage up to 2,000 Business Communications Manager systems from a single

location. A centralized database stores information about every Business Communications Manager system on the network. With this easy-to-use application, an administrator can access the database to:

- > Quickly edit and replicate configuration settings to bring new users or systems online
- > Easily propagate common files, such as greetings or prompts
- > Automate system backup and easily restore settings using archived data
- > Schedule and distribute software updates to be auto-applied
- > Maintain an up-to-date, network-wide inventory of communication assets

Three versions of Network Configuration Manager are available, scaled to support enterprises with up to 250, 1,000 or 2,000 Business Communications Manager systems. Not all systems need to be at the same release level, as Network Configuration Manager supports a mix

of release levels including BCM50, the latest addition to the Business Communications Manager portfolio.

Large enterprises and managed service providers will appreciate that Network Configuration Manager can be partitioned into customer segments, securely managed by up to 20 separate administrators. And administrators will appreciate the familiar, straightforward Windows interface.

Quickly replicate system configuration settings

With Network Configuration Manager, you can use the configuration for an existing device as a template to program a new device, dramatically reducing the time and effort required to bring a new Business Communications Manager onto the network. In fact, you can push system programming to groups of systems, or to all systems on the network, from a centralized location. This global approach eliminates the tedious task of logging into each device individually to make identical changes,

and ensures accuracy and consistency across the network. Should an issue be encountered with a system in the field, you can easily run a comparison of its configuration against the Network Configuration Manager record of the programming of that system, and quickly identify where changes have been made that may be contributing to the issue.

Easily propagate common application files

You can also replicate common files — such as routing trees, greetings or prompts, IP music files or IVR files — to any or all Business Communications Manager systems. This centralized approach ensures tight control, timely and appropriate messages, and a consistent customer experience across the network — while reducing maintenance time and cost.

Automate system backup and easily restore settings using archived data

Network Configuration Manager automates the process of backing up data for every Business Communications Manager system on the network, including network, data and telephony

configurations, even personal voice messages — on a schedule specified by the network administrator. If there's a problem, Network Configuration Manager can easily restore normal operations by downloading a current device "image" from archives, saving hours of costly downtime. This function can also help in troubleshooting by pinpointing potential problems caused by programming discrepancies.

Schedule and distribute software updates to be auto-applied

Network Configuration Manager quickly distributes and installs critical patches and updates — such as global security protections — to all Business Communications Manager systems in the network as soon as they are posted on the Nortel support site. The status of the patch distribution process is logged for each device, so you know that systems are always secure and up-to-date, with no need for site visits or manual intervention.

Maintain an up-to-date, network-wide inventory of communication assets

Why do skilled administrators spend their time doing mundane inventory?

Network Configuration Manager eliminates this burden by maintaining a detailed view of each Business Communications Manager system and end-user station.

Inventory reports can include detailed information about hardware and software inventory by device, including number and type of telephone sets, port assignments, programmed capabilities, applied keycodes (which activate optional capabilities) and more. A wizard helps create custom reports based on any information in the database, for any or all Business Communications Manager systems.

This is the way enterprises manage converged communications. This is Nortel.

Efficient management of multi-site networks demands a global approach that automates routine tasks and minimizes the need to make site visits. To find out more about how the powerful Network Configuration Manager application can enhance your business operations, contact your local reseller or visit our Web site at: www.nortel.com/bcm.

Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at www.nortel.com.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

This is the Way. This is Nortel, Nortel, the Nortel logo, the Globemark, Norstar and Succession are trademarks of Nortel Networks. All other trademarks are the property of their owners.

Copyright © 2005 Nortel Networks. All rights reserved. Information in this document is subject to change without notice. Nortel assumes no responsibility for any errors that may appear in this document.



In the United States:
Nortel
35 Davis Drive
Research Triangle Park, NC 27709 USA

In Canada:
Nortel
8200 Dixie Road, Suite 100
Brampton, Ontario L6T 5P6 Canada

In Caribbean and Latin America:
Nortel
1500 Concorde Terrace
Sunrise, FL 33323 USA

In Europe:
Nortel
Maidenhead Office Park, Westacott Way Maidenhead
Berkshire SL6 3QH UK

In Asia Pacific:
Nortel
Nortel Networks Centre
1 Innovation Drive
Macquarie University Research Park
Macquarie Park, NSW 2109
Australia
Tel +61 2 8870 5000

In Greater China:
Nortel
Sun Dong An Plaza, 138 Wang Fu Jing Street
Beijing 100006, China
Phone: (86) 10 6510 8000