

MITEL ENTERPRISE MANAGER

RESULTS DRIVEN NETWORK MANAGEMENT

Minimize your Mitel® IP network system administration and maintenance costs by provisioning access to multiple sites and systems from a single interface, thereby eliminating time spent on repetitive tasks and automating standard network management processes. Mitel Enterprise Manager delivers a complete, centralized suite of configuration, control, and management tools to centralize and simplify network management.

BENEFITS

- SIMPLIFIED NETWORK ADMINISTRATION
- PROACTIVE NETWORK HEALTH AND VOICE QUALITY MONITORING
- CONSOLIDATED NETWORK INVENTORY MANAGEMENT
- COMPREHENSIVE NETWORK HEALTH REPORTING
- AUTOMATED MAINTENANCE AND DIAGNOSTICS

SIMPLIFIED NETWORK ADMINISTRATION

Enterprise Manager simplifies day-to-day management and monitoring through the automation of routine network tasks, thereby enabling IT staff to focus on higher priority activities. Through a centralized, secure access point, administrators are able to get a holistic view of network health, alarms, and voice quality across their entire Mitel IP network. Enterprise Manager's consolidated inventory provides a centralized view of all the Mitel systems, users, and devices located across the entire network. When a new system, user, or device is added, Enterprise Manager automatically adds the new information into the database and begins monitoring and collecting related performance data.

PROACTIVE NETWORK HEALTH AND VOICE QUALITY MONITORING

HEALTH MONITORING AND NOTIFICATIONS

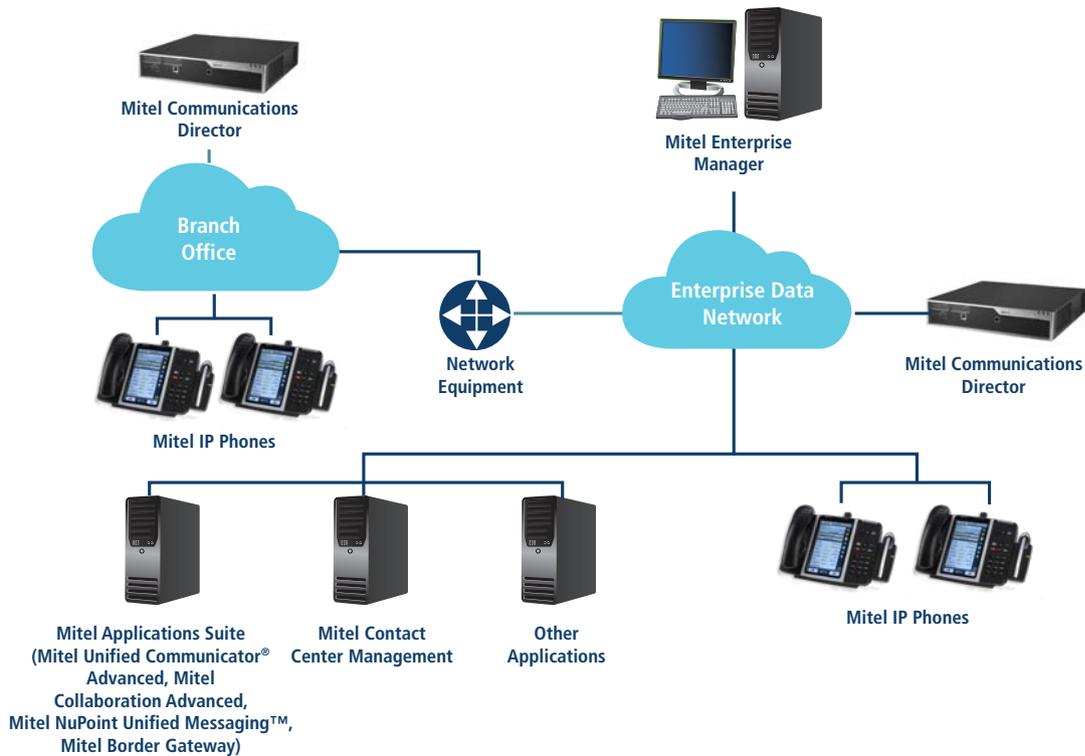
Enterprise Manager's alarm management continuously aggregates alarm information for all network systems, including a history of the fault, the time the alarm was created, and the severity of the alarm. Administrators can not only monitor alarms, via a Microsoft® Windows® desktop application, but can also acknowledge alarms, add notes to the alarm history, and set selective email notifications based on alarm filter rules and escalation policies to ensure that all administrators are kept up to date.

VOICE QUALITY STATISTICS

Ensuring consistent network voice quality with Enterprise Manager is made easy with continuous monitoring of IP voice quality throughout the network. Mitel IP desktop devices report on network quality at the end of calls, and at intermediate intervals during longer calls to quickly identify when and where problems will occur. This enables the network administrator to resolve network voice quality issues before they become widespread, saving time and maximizing voice application performance.

CONSOLIDATED NETWORK INVENTORY MANAGEMENT

Enterprise Manager automatically discovers and stores an inventory of Mitel voice and application platforms and provides a network-wide health summary. Enterprise Manager provides easy-to-use graphical solution topology maps of Mitel products and associated data equipment that assists in pinpointing any issues occurring in the network.



COMPREHENSIVE NETWORK HEALTH REPORTS

Enterprise Manager provides administrators with a range of report options covering system inventory data, alarms, events, audit trails, and voice quality statistical data. Report criteria are easy to customize and reports can be pre-scheduled or launched on-demand.

AUTOMATED MAINTENANCE AND DIAGNOSTICS

Free up network administrators by automating repetitive tasks such as audio file management, upgrades, back-ups, and network time synchronization. Enterprise Manager enables administrators to focus more time on network performance enhancement with a range of remote network diagnostic and troubleshooting tools that leverage Mitel IP desktop devices as diagnostic endpoints to isolate any issues that may occur across the network.

FEATURES

- **CENTRALIZED USER AND DEVICE MANAGEMENT**
- **ACTIVE DIRECTORY AUTHENTICATION**
- **NETWORK SCHEDULER**
- **CENTRALIZED DATA STORAGE**

CENTRALIZED USER AND DEVICE MANAGEMENT

Enterprise Manager offers a single user and device inventory that is automatically synchronized with the Mitel Communications Director (MCD) IP communications solution. The user and device inventory allows the administrator to add additional comments to each user and enables detailed reporting in the user inventory.

ACTIVE DIRECTORY® AUTHENTICATION

Consolidated security provisioning and policies to ensure corporate-wide security policies and passwords are supported across an MCD-based network solution.

NETWORK SCHEDULER

Consolidate similar administrator tasks across multiple nodes into a single, centrally-scheduled task that runs across the entire MCD network.

CENTRALIZED DATA STORAGE

Lower the cost of administering and storing MCD-related data across multiple sites by centrally storing all MCD system back-ups, call records, and audit trail data.

TECHNICAL SPECIFICATIONS

LANGUAGES SUPPORTED

English

HARDWARE REQUIREMENTS

CPU	Applies to software distribution only. For minimum hardware requirements, consult the Mitel Engineering Guide and your Mitel sales representative.
Hard Drive	250 GB
RAM	4 GB

SOFTWARE REQUIREMENTS

Operating System	Microsoft® Windows® Server 2003 R2 SP2 Microsoft Windows Server 2008 SP1 Microsoft Windows Server 2008 R2 SP2
Web Browser	Internet Explorer® release 8.0 and 9.0 Tight VNC 1.2.9

VIRTUALIZED ENVIRONMENTS

VMware® environments	ESXi 5.0 and ESXi 5.1
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SUPPORTED MITEL PLATFORMS

ENTERPRISE MANAGER 8.0

Mitel Standard Linux (MSL)	Release 9.4 (32-bit version only)
MCD	Release 5.0, 5.0 SP1, 5.0 SP2, 6.0

SUPPORTED MITEL APPLICATIONS

RECOMMENDED VERSION

MCD / Mitel 3300 Controller	6.0
3300 IP Phone Analyzer	2.4.x
3300 Controller Software Installer	12.0.0
Mitel Applications Suite (MAS)	4.0
Mitel NuPoint Unified Messaging (UM)	5.0
Mitel Border Gateway (MBG)	7.1
Mitel Collaboration Advanced (MCA)	4.0
Mitel Unified Communicator Advanced (UCA)	5.0
Mitel Unified Communicator Mobile (UCM)	1.7
Mitel Contact Center Management	6.0
Mitel Contact Center IVR Routing (VWM)	6.0
Mitel Intelligent Queue	5.8
Quick Conference	2.1
Mitel IP DECT Base Stations	5.0.11
DeTeWe DECT WAP with OMM	2.6.2
SpectraLink	101.025
TightVNC	1.2.9
HP OpenView	7.5

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GD 1636_11262 PN 51010211RD-EN

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