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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 Business Element Manager remotely over a LAN or WAN. It's easy to set up or remove user accounts, reschedule 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 Business Communications Manager 200 and 400 Release 4.0, older versions of Business Communications Manager 200 and 400 (3.6 and 3.7) and Business Communications Manager 50.

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 interactive voice response (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.

Simple to manage converged communications.

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.*

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