



MSOvoip/Nortel

MSOware

*Managed Services
Operating System and
Software Applications*

MSOdata

A mix of vendor-neutral and vendor-specific services for IP devices and applications

MSOremote

Allows monitoring of devices, systems and applications located behind a firewall

MSOvoip/Nortel

Customized for telephone systems built around products from Nortel Networks

MSOweb

Marketing information for specific websites, including page rank and backlinks

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Managed Services for Nortel Resellers

MSOvoip for Nortel Networks is a targeted software platform that allows Nortel resellers to quickly roll out their own managed service with a minimal investment of time and effort. This application integrates BCM-series products and VPN Routers under a single, provider-branded Web interface. MSOvoip/Nortel is an end-to-end service management solution that includes a wide range of settable alerts, multi-level reporting and comprehensive historical logs. Other key features include:

Low Cost of Entry

- No minimum license commitment
- Zero up-front costs for hosted applications
- Expenses tied to revenue as customers come on-line
- Scales easily from single devices to full VoIP services
- No need for additional staff or technical expertise
- Intuitive Web interface minimizes training time

Operational Advantages

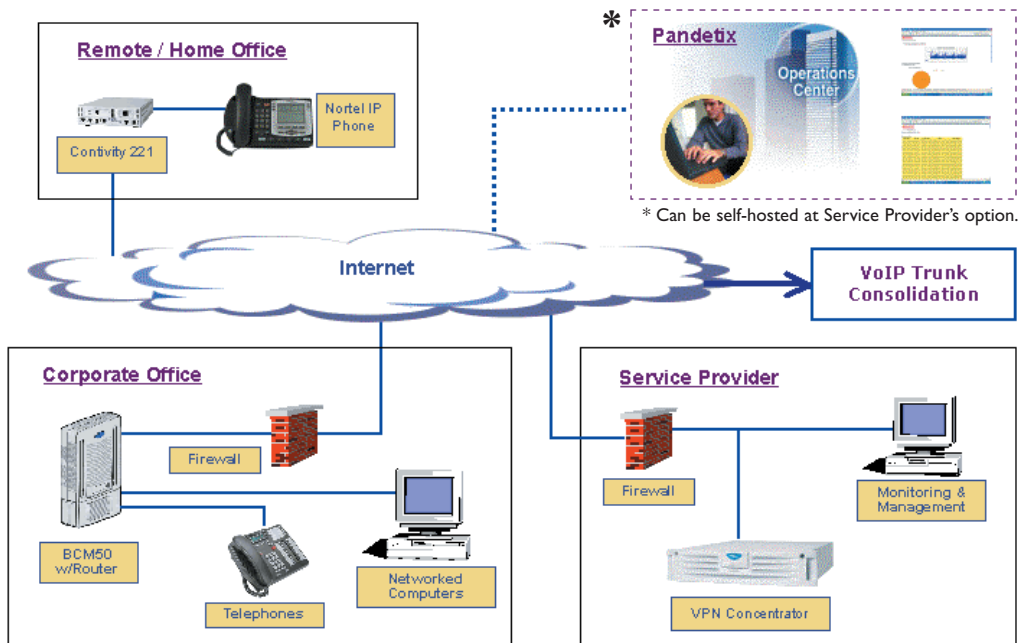
- Single point of control for all deployed Nortel devices
- Real-time monitoring and alert notifications
- Secure, password-protected VPN access and control
- Consolidated view of all customers and installed monitors
- Remote survey and inventory of all installed equipment

Enhanced Customer Service

- On-line reports and historical logs for all activities
- Automated customer reporting on preset schedules
- Active alerts and regular reports demonstrate value-add
- Proactive ability to predict, identify and resolve problems



Integrated Management



Unified Interface

Business Communications Manager

BCM 200 / 400 / 1000

- Remote configure and monitor
- Status reports with alerts and history
- Inventory of installed hardware, software, & keycodes

BCM 50

- All of the above, plus ...
- Scheduled, off-site backup
- Report all admin access log-in attempts
- Alerts for Critical & Major telco events
- Inventory of configured analog lines, VoIP lines and handsets
- Quality-of-Service monitoring

VPN Routers

Series 200, 1000 & 1700

- Remote configure, monitor and backup
- Status reports with alerts and history
- Extensive managed VPN reporting on branch offices, registered users, etc.
- Scheduled, off-site backup
- Firewall activity reporting

Note: VPN Router 200 Series does not support all services.

MSOvoip Features

- Active monitoring (not SNMP based)
- Fast, scalable database-driven design
- Password-protected VPN access
- Low bandwidth requirements
- VoIP services management