



Avotus ICM Usage Management Enables the Intelligent Control of Converged Communications

Multimedia...Video and Voice Conferencing ...Voice over IP (VoIP)...Instant Messaging (IM)...As you evolve towards Converged Communications, you need to have the same detailed information for planning, budgeting and analysis that you have with traditional PBX data. Avotus ICM Usage Management is the solution you need to manage this new converged communications world.

Nortel Meridian 1 PBX to the most complex converged communication environments using the Multimedia Communication Server 5100 (MCS 5100). Powerful analysis capabilities tie together valuable information about communications usage and costs including VoIP, IM, and video and voice conferencing in an easily accessible, user-friendly dashboard format. You can easily view the trends and status of your overall environment or drill down to view the activities of an individual user.

With an increasingly mobile workforce, communications usage is also generated from a variety of external sources. Avotus ICM Usage Management also enables you to collect and manage cost and asset information for wireless devices such as cell phones, PDAs and Blackberries as well as calling cards.

Avotus ICM Usage Management is virtually limitless in scalability, enabling it to support the largest and most complex global networks. Its distributed architecture provides administrators, management and end users with real-time, web-based access to critical communications information.

Avotus ICM Usage Management has been endorsed by Nortel for use as one of the billing reports application with Optivity Telephony Manager for applications that exceed 3500 lines per site or customers having more than 10 PBX systems in their network.

Avotus Usage Management is also compatibility tested by Nortel for use with the MCS 5100, Communication Server 1000 (CS 1000), CS 1000M and Meridian 1, ensuring that as converged communications becomes a

NORTEL
Compatible Product



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

Avotus ICM Usage Management is a core component of Intelligent Communications Management™ (ICM). Only Avotus ICM brings together e-procurement, expense, and usage management into a fully integrated solution to provide you with a comprehensive communications monitoring, reporting and management system. With ICM, you obtain a complete picture of your entire telecommunications environment and spend. ICM helps you identify where you are being overcharged or are over spending, or where you are under-provisioned or underutilized, and where you could be more efficient. The result is reduced costs and a more manageable network environment.

Avotus ICM Usage Management provides the visibility to understand and manage call usage and costs from your traditional

reality, you can easily collect and manage all of your communications usage data.

Avotus ICM Usage Management delivers such core capabilities as:

- Centralized administration of all communications usage and costs across the enterprise
- Multi-vendor invoice consolidation for wireless and calling cards
- Automatic cost allocations to departments, cost centers, and other user/group designations
- Network provisioning
- Trunk route traffic analysis

By leveraging these core capabilities, companies can:

- Gain a clear understanding of what is being spent and where
- Make critical communications decisions using accurate and timely information
- Reduce the expense of managing corporate communications
- Decrease the administrative burden
- Improve network security

The Avotus ICM Usage Management solution is built on an Application Server and add-on modules that are implemented based on your enterprise's communications management needs and include:

Avotus Wireless Accounting consolidates all usage and monthly costs from individual users, departments and projects and automatically allocates those charges permitting detailed analysis of your corporate mobile spend. All mobile communications costs can be analyzed individually or collectively on a per site, per department or per user basis to identify savings opportunities. Avotus wireless cost consolidation will highlight those methods that are being over used, abused or departments that are underutilizing an expensive resource.

Avotus Order Management enables you to accurately capture and manage all service requests through a single point of entry. Its online access enables you to effectively manage your communications resources. Equipment and service charges on orders are all summarized online for easy bill reconciliation. Avotus Order Management also provides Repair Desk functionality to assist with all your critical voice needs. All service orders and trouble tickets are recorded into its web based administration system. You can create and track orders for telephone set

programming changes, equipment requisitions, installation and repairs, employee moves and other items.

Enhanced Call Accounting allows you to view what departments are spending, and who is spending more than necessary. Avotus offers dozens of reports including everything from asset allocation, to cost analysis, traffic patterns and call frequency. All reports are web-based, for easy anytime, anywhere access. Schedule reports to be automatically generated and emailed to you so you can get them when you need them. Avotus reports also support a wide variety of filters, enabling you to access information for the entire organization or for a specific site.

To provide you with the real time information you need to effectively manage your communications environment, Avotus ICM Usage Management also includes powerful Communications Analytics. Using a web based portal, you have instant access to trending and forecast information on your personalized dashboard. Let the system alert you to potential problems via alerts. In addition to overall views, you can easily drill down through per user and per minute costs to determine the most detailed information.

Your communications environment is changing at a rapid pace. Having a solution which provides the information you need to manage your current environment as well as supports the latest technology is a critical requirement for your business.

Avotus ICM Usage Management is the solution for you - now and in the future.

Company Information

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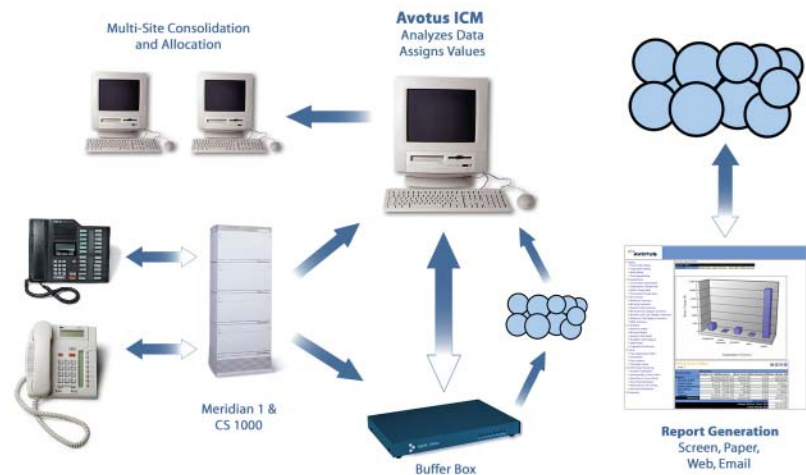
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For all inquiries on this product, please provide the following reference code: AV ICM



Compatibility Information:

Avotus ICM Usage Management release 7.0 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:

www.nortel.com/prd/dpp/product/prodpages/z5853.html

www.nortel.com/compatible

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