

Sigma Plus: All-in-One management platform to manage enterprise voice networks

Smart multi-site configuration management for Nortel Communication Server 1000 family (CS 1000). High efficient directory management with PC-based attendant console, busy monitor and with optional specific healthcare functionalities. Sigma Plus also supports performance management (traffic analysis), fault management, inventory and billing including check-in / check-out for healthcare.

Maximum reliability, flexible management and uncompromising performance are essential for the voice communication of industrial and service companies. The Sigma information and management system is tailored to fulfill these requirements. The comprehensive functionality ensures security, efficiency and transparency of costs.

The advantages at a glance:

- A common service platform for call switching, technical service staff and installation engineers
- Freely definable processes and interfaces to connected systems
- Changes to interfaces without program adjustments
- High degree of user convenience (windows-based and with a Web interface)
- Server and Client based on Microsoft standards with TCP/IP networking
- Investment protection due to IP telephony support

Sigma Plus: An investment that pays off

Close to users and connected systems

- Data import/export generator: Sigma Plus accepts the predefined interface definitions
- Access to subscriber data via LDAP/Active Directory



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.

The Sigma Plus network management system is a powerful extension for PBX systems. Sigma is a modular software package which enables the user to take full advantage of the options offered by the PBX. This means that Nortel systems are even more efficient as Sigma simplifies everyday telephone tasks and makes available information which allows optimization of system management. The Sigma functions are divided into modules which may be used individually or combined, as required. Based on Microsoft Windows computer systems, Sigma is able to support and relieve the central office in switching calls, preparing operating data and creating call charge data reports. The client/server structure enables the software components to be used decentralized. The main components are installed on a server PC, which is also responsible for communication with the PBXs. In addition, the Web client enables access to important Sigma functions using any browser.

- API (Application Programming Interface) enables direct exchange of data with third-party applications (without import/export)
- Absence information from MS-Outlook or Lotus Notes

Charges under control

- Capture of call charges and fixed costs for Nortel, and other vendors
- Evaluation by subscribers, type of cost, organizational units or cost centers
- Breakdown of costs by period in the event of changes within the reporting period
- Reproduction of previously created reports
- Different rate models (time, destination and pulse)
- Export and archival of call charge data
- Web reports

Intelligent PBX Management – nothing is left to chance

- System programming for subscriber and terminal set using templates and wizards (user guidance)
- Transparent mode for special cases
- Capture of terminal set data: manually or automatically when call data is received
- Parallel processing of individual nodes
- Universal, vacant and coordinated numbering plan
- Individual and mass updates of terminal sets in the network (Move, Add and Change)
- Management of personal speed call lists
- WLAN terminal management

Always the right connection

- PC-based attendant console including busy indicator and emergency switching via CIU/ M2250
- E-mail addresses of subscribers in the telephone directory (Hyperlink)
- For attendant and «office» work place
- Customized information about subscribers
- Import/export of subscriber data, including Corporate Directory
- Logbook, absences, directory of keywords
- Web client for telephone directory queries, absence entries and memos

Early detection of capacity bottlenecks

- Capture and evaluation of the traffic volume of the PBX
- Statistics/reports for lines, subscriber groups, attendants and system resources

Building cabling under control

- Integrated cable management
- Line routing with any starting and destination points
- Creation of reports and inventory lists

Quick localization, complete documentation and simple fault analysis

- Error data record analysis, appropriate marking on original layout plan
- Optical/acoustic alarms
- Capture of alarms for Nortel PBX, Sigma Plus and external systems
- Alarm filter configuration
- Automatic forwarding of alarms (SNMP, SMS, e-mail)
- Trouble ticketing

Correct dimensioning at any time

- Low, mid and high-end server classes (Intel)
- Modular expansion of functions
- Cost-optimized connection variants to PBX: direct (serial), via LAN or MI box (with/without encryption)

System requirements

- Nortel Meridian/Communication Server release 20 or higher
- Windows 2000/2003/XP

Company Information

Company Name:

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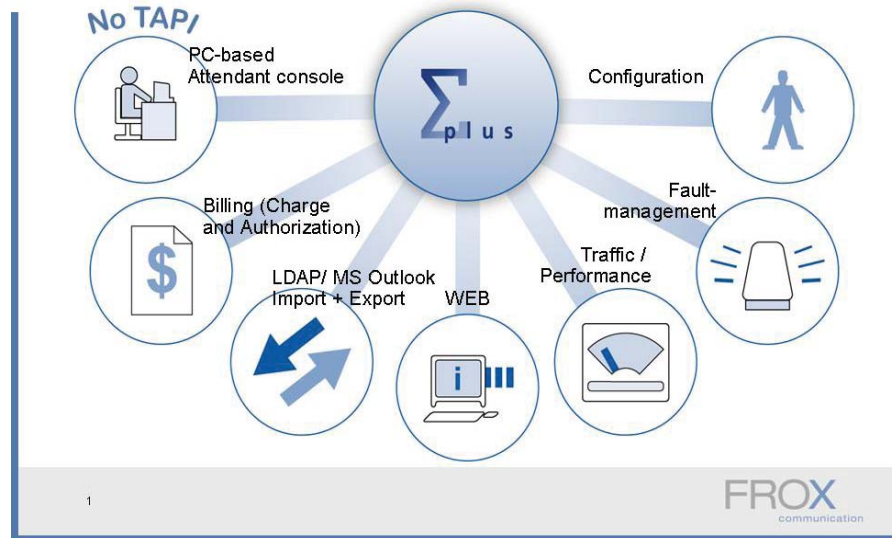
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For all inquiries on this product, please provide the following reference code: SigmaPlus

All-in-One Voice Network Management



Compatibility Information:

Sigma Plus Release 5.3 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/z18446.html



www.nortel.com/compatible

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