

Teleopti Pro - Complete cost and quality visibility in converged networks

Nortel Meridian 1 and Communication Server 1000 (CS 1000) offer scalable, flexible, and reliable performance to keep your business moving. Integrated with Teleopti Pro facilitates complete cost and quality visibility for enterprises, independent of communication devices and business processes. In the world of unified communication costs for equipment, services and any type of communication can easily be allocated to cost centers, used for simulating procurement or exported to ERP systems.

employees use a number of devices and tools to communicate effectively.

The Meridian 1 and CS 1000 currently serve a substantial number of customers from every market segment from education, financial services and healthcare to hospitality, manufacturing, state and local government and the utility industry. Teleopti Pro can be implemented within various types of businesses, ranging from those with just a few extensions up to organizations with tens of thousands of extensions and other devices. The flexible organization designer enables you to map your organization in the system, regardless of how many hierarchical levels there are or how it is geographically dispersed. You can manage several organizations in one solution, all with different services, tariffs, currencies and billing periods.

If you can measure IT, you can manage IT

Teleopti Pro collects information from single or multi-site Meridian 1 and CS 1000 environments, including mobile extensions and IP phones. It can also collect information from any other traffic-generating device, such as GSM-systems, IP-routers and email systems, to name a few. This forms the basis of providing a complete picture of the enterprise's voice and data traffic. Teleopti Pro processes each call record, and prices it according to one or more user-defined rate tables. This makes it easy to locate cost intensive traffic, identifying where money can be saved. Traffic is an important element of cost management, as are service and asset cost allocation. When every user pays for their own services and equipment,



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.

Teleopti Pro is a completely web based solution that enables managers at all levels to control cost and customer service by analyzing traffic, mobile devices and services and present it in drill-down reports. Increased individual employee cost consciousness and improved internal processes will lead to significant cost savings and control for any enterprise.

Nortel is a company you can trust to help you take advantage of the significant benefits that convergence offers. Convergence is more than just voice over IP. It enables the delivery of voice, data, video and applications over one network – wire line or wireless.

Teleopti Pro enables single or multi-site organizations to take control over costs in this increasingly complex world where

asset usage is likely to decrease and unused services and equipment can be removed, driving total telecom costs down.

Improve customer service

Teleopti Pro includes tools for evaluating traffic between each Remote Peripheral Equipment RPE and site to do network line dimensioning and for staffing your attendants in accordance with your telephony policy. Teleopti Pro helps find those parts of the organization where measures should be taken to improve customer service.

Paperless telecom management

Teleopti Pro is completely web based and can therefore eliminate paper work and at the same time empower employees within the enterprise. Correct and up-to-date information is easily accessible anytime from any workstation. Users get access to see their part of the organization through the built-in permission system. Invoices and specifications similarly need not be distributed using time-consuming, manual paper routines.

Eliminate manual updates with digital invoicing

Many organizations still spend a lot of time feeding different systems with the same information. Teleopti Pro has an interface to the extension directory and comes complete with an export facility, which can be customised to automate the transfer of information from the Service Manager module to any Enterprise Resource Planning (ERP) system. This saves time and eliminates the risk of user-generated errors.

A picture tells more than thousand words

Teleopti Pro will keep track of each individual call record and device. More important, it will provide management with instant and up-to-date graphical tools for trend analysis and a complete overall picture. Information on which parts of the organization would benefit from new technology, such as Mobile Extension, can easily be extracted. Analysis and evaluation of enterprise performance is the key to better planning of the next course of action for reducing costs and improving service levels.

Unified and converged communication requires complete control

Nortel has demonstrated leadership and commitment to organizations and by combining cutting edge technology from Nortel and Teleopti, enterprises will be able to support dynamic workforces in their preferred work environment, while having complete visibility and control of costs and customer service.

Company Information

Company Name:
Teleopti

URL: www.teleopti.com

Technical support email:
support@teleopti.com

Technical support phone:
+46 8 544 90 550

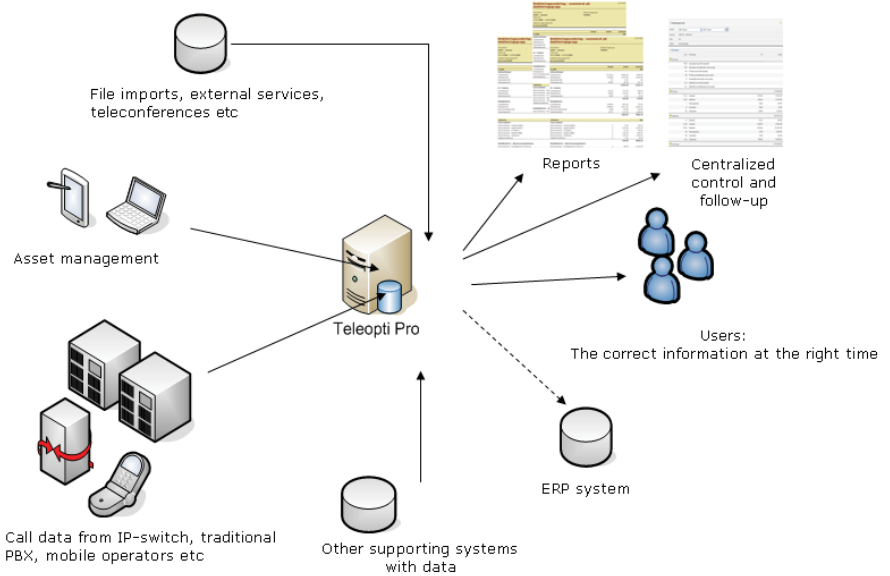
Sales phone:
Anders Kalmerström
+46 8 544 90 540

Sales email:
anders.kalmerstrom@teleopti.com

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

TBTC-NN

Teleopti Pro



Compatibility Information:

Teleopti Pro 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/z18511.html

www.nortel.com/compatible

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NORTEL
Compatible Product

