

## Nortel Networks Business Communications Manager 2.5

**Name:** Nortel Networks Business Communications Manager 2.5

**Overview:** Version 2.5 is the latest edition of the Business Communications Manager solution originally introduced in October 1999. Business Communications Manager 2.5 delivers an integrated communications system to multi- and single-site businesses and is capable of delivering both IP-enabled and pure-IP solutions. Business Communications Manager integrates KSU/PBX capabilities, voice over IP (VoIP) gateway functions, and Quality of Service (QoS) data routing features in a single system. Business Communications Manager 2.5 offers robust voice and data capabilities from a single, cost-effective solution. This easy-to-use system is designed to save time and money by simplifying and reducing network management, streamlining business operations, and providing powerful security systems for keeping data safe.

**Industry Leadership:** **Nortel Networks is the industry leader in VoIP solutions in the under 100 stations market place.**

- InfoTrack for CPE 04'2000, Phillips InfoTech Consulting, Inc. places Nortel Networks Business Communications Manager as the leader in the US IP-PBX market share Q4 2000 (<100 stations).
- Gartner Group places Nortel Networks as Leader in Enterprise Voice/Data Convergence, February 2001.
- 50 percent of all VoIP calls in 2000 were made on Nortel Networks equipment.
  - Over 20,000 IP phones were deployed in year 2000.

**Product Benefits:** Nortel Networks Business Communication Manager 2.5 offers customers a myriad of user benefits, including:

**IP Telephony** supports powerful new e-business applications that level the playing field with larger competitors, and can eliminate toll charges on site-to-site calls. Bandwidth resources that have traditionally been restricted to data can now be used for telephony, maximizing the efficiency of your network.

**Simplified Network Infrastructure** cuts costs by connecting IP phones over the LAN wiring system, seamlessly extending features to multiple sites through IP connectivity and streamlining network management.

**Wireless e-mobility Solutions** break the chains that tie users to their workstations, giving Call Center agents hands-on access to samples, supporting wireless scanners for efficient inventory procedures, and ensuring that personnel are never “away from their desks.”

**Browser-based management** provides a simple, intuitive, wizards-based method of managing the network from any Web-enabled workstation.

**Call Center** applications combine the reach of the Web with personalized agent interaction and customer support of incoming call traffic.

**Unified Messaging:** A message management tool that allows users to manage all their voice, fax and e-mail messages from the convenience of their multimedia equipped PC or laptop.

**Message Networking:** Business Communications Manager Message Networking allows the exchange of voice messages between users at different sites on a network connected by TCP/IP or MCDN networking.

**Hybrid Environment:** Business Communications Manager supports a hybrid environment capable of supporting both digital and IP telephony stations. This preserves the viability of your existing Norstar\* investment, while enabling your company to transition smoothly to the more efficient IP infrastructures of the future without taking unnecessary risks.

**Universal Internet Access** for all connected users and workstations, including access to corporate intranets, support for intra-site Virtual Private Networks (VPNs), and remote connectivity for mobile or home users.

**Key Differentiators:** Nortel Networks is the preferred provider of Internet telephony products and services because it provides multi- and single-site customers in the SMB market place with:

- Comprehensive and feature-rich solutions that can be easily implemented;
- Choice in implementing either IP-enabled or pure-IP solutions;
- Investment protection, since customers may migrate without investing in completely new infrastructures; and
- Competitive Advantages through the delivery of value-added applications, such as Multi-Media Call Center with Voice Button, Voice over IP, Networking, Virtual Private Networks, Voice Applications, and e-mobility.

**Corporate Profile:** Nortel Networks, a Global 500 corporation, had 2000 U.S. GAAP revenues of US \$30.3 billion. The company's stock, under symbol NT, is traded on the New York and Toronto Stock Exchanges. Nortel Networks has offices and facilities in Canada, Europe, Asia-Pacific, Caribbean and Latin America, the Middle East, Africa, and the United States.

## Nortel Networks Business Communications Manager 2.5 Fact Sheet

Page 3

**Media Contact:**

Debora Glennon  
Director of Momentum Marketing, Enterprise Solutions  
Nortel Networks Corporation  
(615) 432-5280  
[deborag@nortelnetworks.com](mailto:deborag@nortelnetworks.com)

# # #

© Nortel Networks. All rights reserved. \*Nortel Networks, the Nortel Networks logo, the Globemark, and Norstar are trademarks of Nortel Networks. All other trademarks are the property of their owners. Information in this document is subject to change without notice. Nortel Networks assumes no responsibility for any errors or omissions that may appear in this document.