AVAYA DEVCONNECT | iNEMSOFT

CLASSONE® ENDPOINT MANAGER

Centrally Manage IP Telephone Endpoints Across a Global Network

Telephony endpoints are a critical asset for any enterprise – linking team members to customers, partners and colleagues. Effectively managing these important assets can be just as vital as any high-availability system or disaster recovery plan.
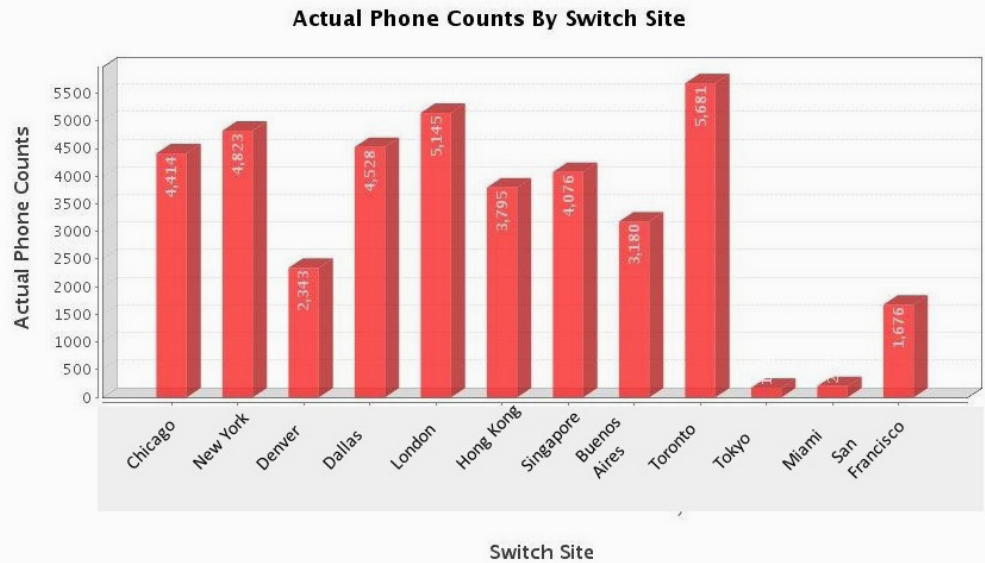
iNEMSOFT's ClassOne Endpoint Manager allows organizations to easily administer IP and SIP telephones, soft phones and gateways across multiple communications servers globally. By applying unique practices to an individual telephone or an entire line of business, ClassOne Endpoint Manager simplifies endpoint handling during switch upgrades, routine maintenance, disasters and system failures.

DevConnect Compliance-Tested for Interoperability

Available through the DevConnect Select Product Program, ClassOne Endpoint Manager interfaces with the Avaya Aura® platform to centrally manage the thousands of endpoints that may be connected to an organization's network. The Avaya Aura platform is a set of seamless components that provide comprehensive team and customer engagement by transforming traditional, single-purpose solutions for voice, video, e-mail and instant messaging into a true multimedia, multimodal architecture.

ClassOne Endpoint Manager facilitates station registration to the right host communications servers, providing enterprise-wide endpoint control and management through a convenient web interface and embedded management database. By organizing endpoints into groups or lines of business, administrators can manage any number

Actual Phone Counts By Switch Site

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of telephone endpoints across any number of serving sites. Endpoint Manager delivers a single view of all IP phone endpoint configurations across the enterprise, allowing administrators to see each phone, make adds and changes, and perform controlled testing and maintenance.

Features & Benefits

Flexible Scalability

Endpoint Manager can support a small local site or scale to support an enterprise-wide global network consisting of multiple distributed Avaya Aura servers. The solution can easily manage large volumes of telephone setting requests and firmware downloads.

Business Continuity

Enhanced failover capabilities and a holistic view of all IP telephone configurations across the enterprise can help reduce outages due to system failures. Administrators can configure any IP telephone for failover to multiple servers, automating recovery after a telephone reset, network outage or system failure.

Centralized Administration

Endpoint Manager delivers a single view of all IP phone endpoint configurations across the enterprise. With an easy-to-use web interface and remote provisioning and control, organizations can track, manage and configure endpoints from anywhere.

Load Balancing

Administrators can distribute endpoints on demand across multiple sites as call volumes fluctuate, optimizing both business and contact center operations during normal and peak times.

Firmware Upgrades and Synchronization

Expedite firmware and server upgrades, and dynamically align phone firmware with the correct server software version. Avoid precious downtime by applying the right firmware version for both primary and backup serving sites. Manage a single endpoint, a group of endpoints, a single user profile, or an entire line of business across many serving sites.

System Requirements

- Avaya Aura Communication Manager 5.x/6.x

- Avaya Application Enablement Services 5.x/6.x

- 46xx and 96xx models of Avaya H-323/SIP IP Telephone endpoints

- Optional basic TSAPI for real-time telephony event monitor

- Avaya Aura Application Enablement Services/SMS license

Learn More

To learn more about Avaya and iNEMSOFT solutions, contact your Avaya Account Manager or authorized Avaya reseller. Or, visit us online at **www.devconnectmarketplace.com**

About iNEMSOFT

iNEMSOFT is a DevConnect Technology Partner specializing in unified communications solutions that extend to telephone and radio endpoints of all types. Its products include multiple enterprise applications designed for emergency response, dispatch, disaster recovery and collaboration across previously disparate telephone and radio platforms.

With deep experience and specialized skills, iNEMSOFT delivers solutions that integrate and manage endpoints of all varieties – especially for mission-critical environments where high reliability is a must. The company designs solutions that scale to support even the largest global deployments – backed by a team of expert designers, engineers and project managers for optimal service and support.

For more information, visit **www.inemsoft.com**

RESOLVE COMMON BUSINESS ISSUES

Complex networks with many Avaya Aura serving sites

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Thousands of telephone endpoints and multiple firmware versions

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IT staff shortages in global locations

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Frequent moves, adds and changes

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Business-impacting maintenance windows and firmware updates

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Unidentified devices registered on the network

About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products and services are chosen for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP solutions eliminate the challenges of managing multivendor relationships and are easy to order through standard Avaya order processes.

About DevConnect

DevConnect is Avaya's developer and technology partner program. Through a free Registered level membership in DevConnect, members are able to access a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more or register for membership, visit **www.devconnectprogram.com**

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com**.**