



>THIS IS THE WAY

SMALL AND MEDIUM BUSINESSES BUILD
CONVERGED VOICE AND DATA NETWORKS

>THIS IS NORTEL™

Portfolio Brief

All-in-one communications solutions

Converged voice and data solutions from Nortel enable small and medium businesses (SMBs) to simplify operations and reduce costs by deploying a single network for voice, data and fax services. The Nortel Business Communications Manager product family delivers high-quality converged voice and data networking over a single platform so SMBs can consolidate communications applications and streamline the management of day-to-day business.

Enhance productivity and service

Nortel Business Communications Manager enables business applications optimized for SMBs, such as:

- > Voice messaging
- > Unified messaging
- > Fax messaging
- > Customer service call center
- > Mobility
- > Computer Telephony Integration (CTI)
- > Interactive Voice Response (IVR)

SMBs can easily implement advanced business applications without additional hardware to dramatically enhance employee productivity and customer service. With robust business telephony features and powerful call center and IVR applications that increase business agility, SMBs can capitalize on rich communications features previously available only to large companies.

Business Communications Manager highlights

- > *Easy-to-use, highly flexible solution that enables you to benefit from convergence capabilities and level the playing field with larger competitors while boosting sales and improving customer service*
- > *Unified messaging allows you to cost-effectively manage all voice, fax and e-mail messages from a single desktop application*
- > *Offers support for intra-site VPNs and remote connectivity for traveling or home-based workers*
- > *Mobile telephony solutions provide workers with the freedom to be productive throughout the workplace*
- > *Investment protection allows you to leverage existing infrastructure as your business grows*



Improve communications and collaboration

Businesses can benefit from timesaving telephony applications such as unified messaging, mobility and IP networking that can improve the way that employees communicate and collaborate between multiple locations. Features such as skills-based routing ensure callers are automatically connected to the best-qualified person to deal with their needs, and automated retrieval of database records can provide customer-specific information on the screen when a customer calls.

Secure connectivity

The BCM family offers built-in security features that protect business information from intruders and allow SMBs to build Virtual Private Networks (VPNs) to cost-effectively transmit encrypted information over the Internet. A VPN can improve privacy, protection from theft and reliability of information and application access for remote workers and business partners. Businesses can securely and cost-effectively enhance collaboration and support the communications needs of remote or traveling workers as well as the communications needs of remote office locations.

Easy to use, easy to manage

Intuitive management tools simplify network administration. SMBs can provide employees with turnkey access to the Internet and the company network so they can easily share files and efficiently collaborate both internally and externally with customers, partners and suppliers.

Reduce costs, increase productivity through convergence

The BCM family is a versatile communications platform that meets the telephony and data needs of today's SMBs. It provides the ultimate in choice and flexibility because SMBs can cost-effectively migrate to IP Telephony and add applications as their business needs evolve. Nortel's digital and IP telephones deliver rich features and enhanced capabilities that allow employees to easily access converged services and applications. BCM also offers a cost-effective migration path for SMBs that already have installed Nortel Norstar telephony solutions.

With converged solutions from Nortel, SMBs can consolidate e-mail, voice and fax traffic. They can communicate with employees and customers through one powerful solution designed specifically to make a business more productive and more competitive. SMBs can simplify management and administration while taking advantage of powerful communications capabilities that can help them reduce costs, improve customer service and increase revenues. For more information, please contact a local Nortel reseller or visit www.nortel.com/smb.

Nortel Business Communications Manager options at a glance



Features	BCM50	BCM200	BCM400
Number of users	3 - 20	20 - 30	30 - 200
Number of digital stations	1 - 44	16 - 48	32 - 192
Number of IP stations	32	90	90
Number of voice mail ports	10	32	32
IP/digital mobility		✓	✓
Cordless mobility	✓	✓	✓
Basic Call Center	✓	✓	✓
Professional Call Center		✓	✓
Multimedia Call Center		✓	✓
IVR		✓	✓
IP music on hold		✓	✓
VPN tunnels	5	16	16
IP trunks	12	60	60
Integrated DSL	✓		
Integrated frame relay		✓	✓

Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at www.nortel.com.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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