

## Vertical TeleVantage Enterprise Manager

# Connect Distributed, Multi-Site Locations into One Unified Telephone System



**Connect all of your organization's sites across town or around the world. TeleVantage Enterprise Manager creates an enterprise-wide TeleVantage infrastructure that streamlines all aspects of administration and enables your organization to operate more efficiently.**

### UNIFIED SYSTEM

TeleVantage Enterprise Manager is an ideal solution for businesses that need to support communications among distributed, multi-site locations. TeleVantage Enterprise Manager aggregates multiple locations into a single telephone system in which employees everywhere can reach each other through seamless extension dialing and distributed voice mail functions. It also dramatically reduces administrative costs by centralizing and streamlining telecommunications management functions.

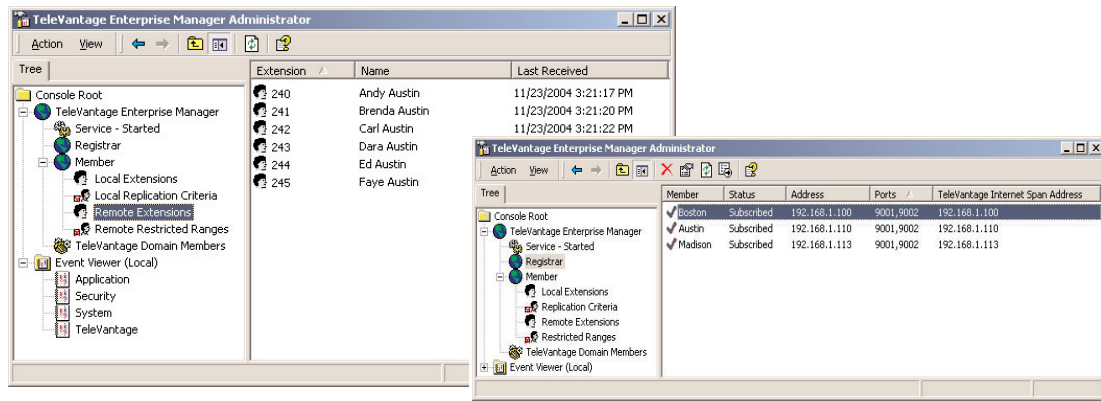
TeleVantage Enterprise Manager allows employees across an entire multi-site organization to communicate as if they were in the same building. Customers can connect to employees across the organization transparently without needing to know their location. TeleVantage Enterprise Manager presents a single extension list for all TeleVantage servers no matter where they are located geographically. Users simply dial an extension to reach any other user. There's no need to remember access codes to make calls to remote locations. With TeleVantage ViewPoint, employees in one location can see the availability of their colleagues no matter where they are located. And TeleVantage Enterprise Manager transparently forwards voice messages across servers for

delivery to each user's home inbox for easy retrieval. Routing and VIP rules are also distributed across all servers – no matter which TeleVantage Server initially takes the call – so important contacts and customers, as well as special call campaigns with PINs, are identified and handled appropriately.

### SIMPLIFIED ADMINISTRATION

TeleVantage Enterprise Manager eliminates repetitive manual administrative tasks. Utilizing a peer-to-peer architecture, TeleVantage Enterprise Manager automatically handles the configuration and ongoing management tasks to keep all systems synchronized. When you add a TeleVantage Server to the network, TeleVantage Enterprise Manager automatically creates all the required TeleVantage associated enterprise interface and routing elements. TeleVantage Enterprise Manager informs each TeleVantage server of the presence of other servers and establishes connections between them, creating a uniform dial plan for users, queues, auto attendants, IVRs, and other desired extensions. Moves, additions and changes are copied to all servers as changes are made. With a click of a mouse you can control which information is copied across the network and which stays local to a specific server.

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## BENEFITS TO YOUR ORGANIZATION

Here are examples of how TeleVantage Enterprise Manager can benefit your business:

- Route enterprise calls using either VoIP or traditional PSTN for maximum flexibility.
- Use the TeleVantage ViewPoint GUI to see hook state and status of a remote user just as if they were down the hall. This saves time and allows receptionists to best handle calls for remote users.
- Create company-wide distribution lists for voice mail and simultaneous ring group applications.
- Create and manage your TV domain with single-point access. Point and click to add or remove TeleVantage Servers from the domain. With remote management software, perform administrative tasks for all of the TeleVantage Servers in the domain from one location.
- Save administrative overhead. Dial plan changes and extension moves, adds or changes are automatically propagated throughout the domain. Control when updates are processed to maintain peak TeleVantage Server performance.
- Enable offices to continue to function even if intra-office networks are interrupted, or if an individual location loses power.

- Camp on busy remote extensions just as if they were local.
- Create centralized IVR applications that are accessed by callers who call into any office.

## SPECIFY WITH CONFIDENCE

We're eager to show you how Vertical TeleVantage Enterprise Manager can improve your organization's call handling efficiency. For more information or to place an order, contact your authorized TeleVantage Solution Provider or call Vertical today at 800-914-9985.

## ABOUT VERTICAL COMMUNICATIONS, INC.

Vertical Communications, Inc. is a leading provider of next-generation IP-based and digital communications systems for business. Vertical has established a track record of providing the world's leading business organizations with powerful communications solutions that improve efficiency and provide managers with new information and metrics to increase productivity and profitability. Vertical's customers are leading companies of all sizes – from small to large and distributed – and include CVS/pharmacy®, Household International and Apria Healthcare. Vertical is headquartered in Cambridge, Mass.

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