



# DEFINITY<sup>®</sup> Enterprise Management

Centralized Management for  
Your Communications Network



Converged Voice and  
Data Networks  
Customer Relationship  
Management  
Unified Communication  
Supported by:  
Avaya Labs and Services

Communication without boundaries

**N**o matter how large or complex your communications system...no matter how widely dispersed your company locations...Now there are intuitive solutions to help you manage it all, with the suite of **DEFINITY® Enterprise Management** solutions from Avaya Inc. Comprising two complementary tools—**DEFINITY Network**

**Administration** and **DEFINITY Network Management**—these solutions are designed to support the Avaya portfolio of products. With their advanced features, and seamless architectures, the **DEFINITY Enterprise Management** tools allow users to easily access and globally manage their business communications systems and networks. Based on industry-standard platforms and operating systems, **DEFINITY Network Administration** and **DEFINITY Network Management** minimize installation and implementation time, and require minimal user training. In addition, the ability to easily import and export data allows administrators to leverage system information for maximum value and efficiency across their enterprise.

# Integrated Solutions for Your Needs Today—and Tomorrow

## Hardworking Features That Minimize Downtime

A wide range of advanced features makes **DEFINITY Network Management** an indispensable tool for controlling and optimizing your network. These features include:

- An alarm receiver/sender that detects alarms generated by your DEFINITY and other systems, and relays the alarms to the Avaya Technical Service Center
- A notes page capability, used to create a knowledge database
- Enhanced cut-through
- Reporting of DEFINITY status (connection state, connect times, attempts, requests, errors, and alarms forwarded)
- The ability to handle alarms from international circuit packs
- Much more.

**DEFINITY Enterprise Management** solutions provide powerful, flexible tools that deliver solid results for your business right now—from optimization of resources and greater efficiency to enhanced productivity and cost savings.

In addition, **DEFINITY Enterprise Management** solutions are designed to easily accommodate the inevitable growth and change your organization is sure to experience in the new Customer Economy—including the advance of e-business and the continuing convergence of voice and data into the new multimedia networks of tomorrow.

And through it all, **DEFINITY Enterprise Management** solutions are backed by the Avaya commitment to innovation and superior customer care. Professional services support is available from Avaya NetWork Care<sup>SM</sup> for everything from installation to ongoing maintenance, according to your business and networking needs.

To learn more about Avaya integrated voice and data management solutions and how they can enhance your company's bottom line, talk to your Avaya Inc representative today. Or, visit our Web site at: [avaya.com/enterprise](http://avaya.com/enterprise)

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## DEFINITY NETWORK ADMINISTRATION

### Feature-Rich, with a Familiar User Interface

Representing the next generation of management tools, **DEFINITY Network Administration** is the feature-rich tool of choice for administering your DEFINITY communications server and messaging systems.

**DEFINITY Network Administration** is targeted to enterprises that are looking for a robust client/server-based management tool with a graphical user interface (GUI). The Extension Number Portability wizard—an add-on module to the basic software package—greatly simplifies the often tedious task of moving users (i.e., DEFINITY stations and/or voice mailbox subscribers) from one DEFINITY or voice mail system to another in a network of devices.

**DEFINITY Network Administration** provides point-and-click management of even the most sophisticated systems. A Windows NT server and familiar GUI make it easy for employees to learn and to use the application efficiently. Wizards make it easy to move information among switches and to update your uniform dial plan accordingly, throughout your enterprise.

### Ideal for Multiple Sites, Accessible for Multiple Administrators

Offering an integrated solution for administering expanding voice network environments, **DEFINITY Network Administration** is especially well suited to businesses with multiple locations, because of its distributed client/server architecture. Additionally, up to ten users can access a single DEFINITY system from any **DEFINITY Network Administration** client PC on your existing LAN or WAN. This ability to allow multiple users to set up, rearrange, schedule, and implement system changes—while helping ensure that all data will be updated as needed enterprise-wide—affords you greater productivity and efficiency in the administration of your network.

DEFINITY Network Administration will help global businesses manage the administration of their DEFINITY networks from a central point. DEFINITY Network Administration is a client-server based switch administration application.



DEFINITY interface: point-and-click administration and button label printing.



## Saving You Time and Money

For the network of any size or complexity, **DEFINITY Network Administration** delivers an array of unique features that can help your company conserve time and resources. For instance:

- Customized Avaya INTUITY™ and DEFINITY AUDIX® voice mailboxes can be automatically created or deleted at the same time that a station is added or removed, saving multiple entries.
- The software automatically updates directory and call accounting systems by extracting data and placing it in a shared file.
- You can print out customized button labels for system telephones, showing extension numbers, feature button assignments, and other helpful information.
- When multiple users are administering a single DEFINITY server, locking extensions and ports helps ensure the accuracy of the data.



## DEFINITY NETWORK MANAGEMENT

### Expert Network Monitoring Across Your Enterprise

**DEFINITY Network Management** software provides an equally user-friendly, leading-edge interface for fault and performance monitoring throughout your entire communications network—all, from a centralized point.

With **DEFINITY Network Management**, you can collect configuration, alarm, and performance data from up to 400 DEFINITY servers. It even alerts you when fault and performance problems occur, providing tools to help you isolate and resolve the difficulty as quickly and seamlessly as possible. And, it can keep a history of fault and performance data, which you can save, print out, or export for additional analysis.

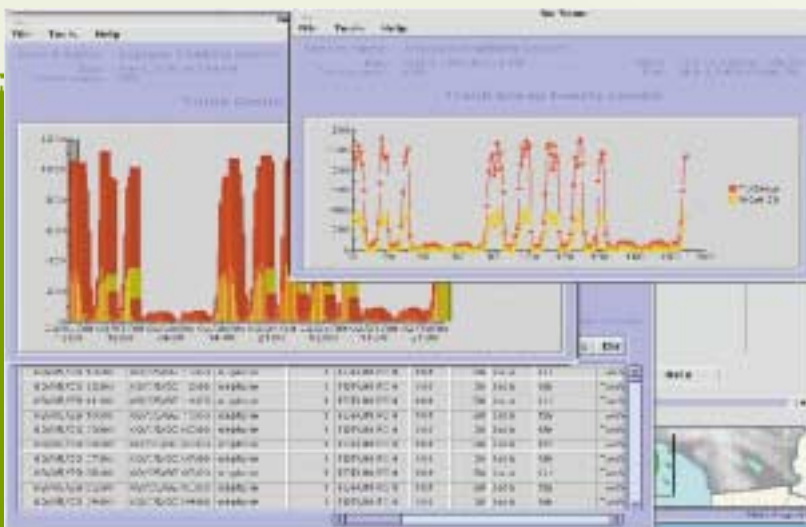
**DEFINITY Network Management** also provides alarm management for related systems such as Avaya INTUITY and DEFINITY AUDIX messaging, CentreVu® Call Management System (CMS), CONVERSANT® Interactive Voice Response, and INTUITY Interchange.

### Fully Capable as a Stand-Alone Application

**DEFINITY Network Management** can run as a stand-alone application on a Windows NT server, without requiring investment in or integration with a network management system.

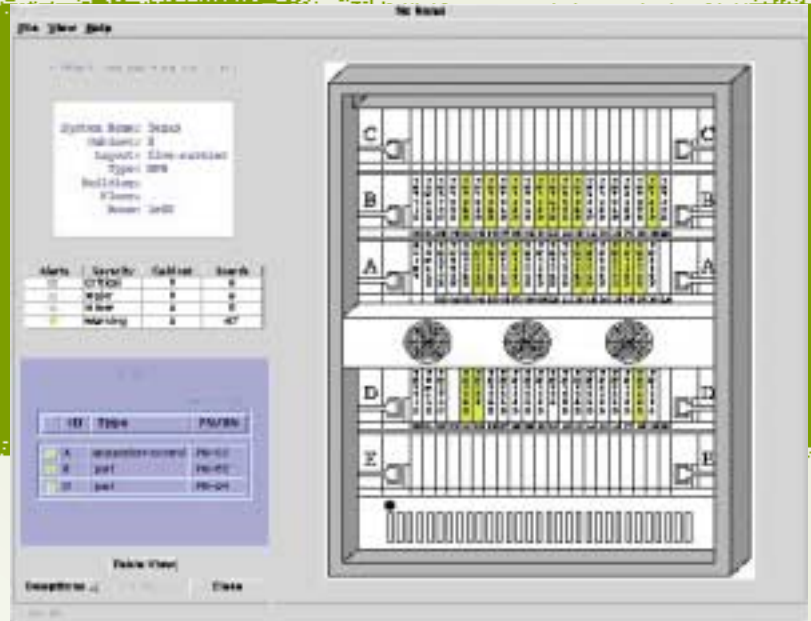
This provides flexibility in where and how you manage your DEFINITY systems, and supports familiar Windows workstation tools.

Additionally, **DEFINITY Network Management** is SNMP-compatible, supporting widely used network management platforms including HP OpenView and Tivoli NetView. In a converging voice and data environment, this ability to integrate with network management environments allows you to manage your DEFINITY systems from the same workstation as your data systems.



Manage a full range of technology resources from one point of entry. DEFINITY Network Management gives a complete view of faults and traffic analysis.

Point-and-click  
graphical alarm and  
configuration status.



## A Comprehensive, Ongoing View of Your Network Traffic

With **DEFINITY Network Management**, all of your network traffic is polled on a regular basis and merged to provide you with a complete view of its performance. You receive robust, detailed reports showing usage data on ACDs, attendant consoles, and much more.

**DEFINITY Network Management** provides a wide range of valuable performance data, displayed in graphical or text format, including:

- Traffic reports and summaries on trunk groups and interport usage
- Switch measurements on trunk groups and hunt groups
- Attendant measurements
- Port network blockage
- Processor occupancy
- Long-term trending analysis.

DEFINITY performance reports are provided in Web-compatible, HTML format. The data can also be stored and printed out later for further review and analysis.

## Centralized, Real-Time Diagnostics

Because **DEFINITY Network Management** provides a continuous view of your network configuration and fault status, it allows you to diagnose problems and implement solutions dynamically, from a centralized interface.

The software quickly navigates through your network data in a top-down, hierarchical fashion, to produce graphical views of various switch components—from switches and circuit boards to ports and individual external devices.

When a fault is detected, it is graphically indicated by color changes on your work-station screen. At a glance, you can see which components are affected and assess the severity of the problem—enabling fast, efficient resolution.



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Printed in the U.S.A. 06/01 • EF-LB0926-01

