>BUSINESS MADE SIMPLE

NORTEL

Business Communications Manager 450 Frequently Asked Questions (FAQ)

Introduction

Business Communications Manager (BCM) 450 is a brand new model to the BCM portfolio which expands the BCM addressable market reach up to 300 total "any mix" users; target market is midsize SMBs with 30-250 employees. Using the BCM400 chassis footprint, the BCM450 underwent a high-end internal hardware upgrade in combination with the integration of the software feature reach of BCM50 Rls 3.0. The new platform will provide:

- SMBs with access to feature segments and benefits of unified communications
- Operability improvements to enhance ease of use, installation and support
- Platform simplification and architectural changes that reduce lifecycle costs
- Feature parity with BCM50 Rls 3.0 - streamlining the portfolio with the latest market features including support for Meet-Me Conferencing, IP Phone 1200 Series, SIP Trunking and Contact Centre enhancements
- Extensive increase in capacity to provide a scalable migration path for the lucrative Norstar MICS customer base
- Incremental business opportunities with accessibility to customers looking for increased scalability over the existing BCM market reach.

Together with Nortel's SMB Data portfolio, BCM450 creates a complete convergence solution for SMBs. This paper serves to address the Frequently Asked Questions that have been posed by sales teams, partners, and customers within the numerous training and promotional engagements leading up to launch.

1) How does BCM450 fit into the BCM portfolio?

BCM450 is a NEW and complimentary addition to the BCM portfolio. BCM450 is a hybrid solution (supporting both digital and IP based telephones/peripherals simultaneously) targeted at SMBs and branch office users looking for a customizable, secure, converged IP telephony and applications solution. The solution's extensive capacity opens the door to incremental growth opportunities by allowing partners to aggressively go after the 100 to 300 hybrid station market that BCM did not previously address. BCM450 delivers a compelling value proposition for Norstar customers seeking investment protection in their move to an IP based solution... The target market is both our existing Norstar MICS installed base and new SMB business customers across all verticals.

2) What are the key differences between BCM450 and SCS500 and how will they work together to provide a complete UC solution?

SCS500 and BCM450 are different products aimed at different customer needs:

BCM450	SCS500
For *Telecom-centric* customers who want: • advanced telephony features • advanced, scalable contact center • investment protection • mix of phones incl. mobile handsets • centralized management a CPE-based solution	For *IT-centric* customers who want: • advanced collaboration (video conferencing, find me/follow me, embedded IM, presence) • feature-rich softphones • scalability to 500+ users • simple user management • a software-centric solution

3) Does the BCM450 "system size increase to 300 stations" mean that all applications will also increase as a ratio in capacity? i.e. Voice mail and call centre etc.

Some applications are increased in capacity, while some are not. Conferencing, (including Meet-Me Conferencing and other conferencing) is increased to 120 users with the Capacity Expansion Card (CEC). Voice Mail storage is increased to 400 hours. Unified Messaging seats are increased to 300 users. While Contact Centre is not increased in agents or skill sets, the extra capacity will make this application more fully useable. LAN CTE ports are not increased.

4) Will the BCM 200/400 systems be discontinued on the launch of the 450 platform?

BCM450 is a new product and will complement Nortel's BCM portfolio. BCM200/400 will continue to co-exist in the BCM portfolio and there are no POR plans to discontinue BCM200/400, which provides support for customers requiring IVR and redundancy, as an example, and do not yet need the capacity improvements BCM450 brings to the market.

5) I would like to understand more about the Flexible Resource Allocation and Automated Renumbering, as DN numbering is an issue with the current BCM platform. The increase in extension system size could potentially make the network dial plan installation situation worse, if not addressed correctly. Issue: A range of DNs are always allocated regardless of the extensions in use. Conflicts can occur between the public, private receive digits DNs and routing.

The automatic allocation of a block of DNs on power up.

The BCM450 partially corrects this with DDC, as DNs are only allocated when needed (e.g., when a DSM is configured). They will still be configured in blocks, but a smaller block. In addition, those DNs can be modified using the normal change DN operation. When the DSM is no longer in use, the DNs can be de-configured.

The inability to remove spare/unused DNs from the system.

BCM450 addressed this with the de-configure feature where a block of DNs (e.g., for DSM) is recovered. We cannot remove 1 DN out of the 16 from DSM16 though.

<u>Received Digits conflicting with Destination Codes, DNs etc.</u>

The received digits are what we get from the CO, and are used to present the calls to the target lines. With BCM450, not all possible DNs are pre-configured, so the number of actual received digits that are pre-configured would be smaller, and the potential conflict with destination code would be less.

<u>The single digit destination code feature, as this uses a whole DN range (i.e. digit 1)</u>

BCM does not force any user to use single digit destination codes. With multiple digits destination code, a subset of DNs starting with the same leading digit is still available for local DNs. With the Second Dial Tone feature, you have the option to present a "trunk access" dial tone after the first digit..

6) **What's available with regards to diagnostic backups, restore, and reboot times? The BCM450 will require better diagnostic's and improved maintenance options. Customers will normally allow the disruption (reboots etc...) to small system sites, but 200-300 users could be a problem.**

The BCM450 current reboot times are improved over BCM400 Rls 4.0 The reset time for BCM400 is 5 minutes compared with 12 minutes for BCM400.

7) **Does the new BCM450 platform have the same software management process for upgrades and patching? We have discussed auto patching of software on a number of occasions and it would be an ideal time to have a solution for this platform.**

Patching using the 'Smart Update' process is applicable for BCM450. NCM 4.0 Release Pack 3 (RP3) fully supports BCM450 and brings NCM capabilities related to patch management to the BCM450. Nortel's Auto Patching Service continues as a parallel initiative.

8) **The system size warrants an "Off Line" programming tool and the ability to upload changes rather than the whole config file. Reboots need to be none existent or extremely short (less than 1 minute).**

BCM450 introduces a new feature "Template-Based Sets Provisioning", which enables simplified and efficient programming. Reboot time improvements arise from other architectural changes implemented in the BCM450.

9) **When you state the BCM450 has 300 total users, does this take into account required PRIs or does the 300 users' number decrease as we add PRIs and other trunk cards?**

The 300 total user's does take into account required PRIs, so it is a clean & simple value proposition.

10) **When are the sales brochures and sales tools going to be posted on the PIC for partner sales reps to download?**

New BCM450 sales tools & collateral will be loaded on PIC 30 days before GA, by mid-October.

11) **Will Nortel be offering a KeyCode migration from 1000, 50, 200, & 400 to 450?**

Yes, Nortel will be offering a KeyCode migration package that will preserve the value of BCM software applications, similar to the process currently used when moving from BCM1000 to BCM200/400. This option will require the following: 1, purchase of a new BCM450 main chassis, 2, purchase of an application migration KeyCode, and 3, reprogramming of the system. Investment protection is provided through: retention of MBMs, expansion cabinet, phones, and training. Customers still operating an End-of-life (EOL) BCM1000 system should consider an upgrade to BCM200/400 4.0 or the BCM450, when it becomes available.

14) Does BCM450 use the same hardware as BCM400 Rls 4.0?

No. BCM450 R1 was build around new design models and totally new architecture by our top engineering team. This fast and robust solution was re-designed from the ground up to enable the vast improvement in capacity, application handling, while decreasing deployment times.

15)What integration with the new Software Communication Server 500 is planned?

Our current Plan of Record does not include this integration; however, there is an integration strategy under development.

16)When will the BCM450 support the IP Phone 1200 series phones?

The 450 will support the 1200 series sets at GA.

17)What is the actual system and trunk capacity?

The BCM450 supported limit is the limit defined in the Product requirements Definition (PRD) and capacity Functional Description (FD):
Maximum number of extensions of any type = 300
Maximum number of trunks of any type = 130.
These are the limits that BCM450 is engineered for (in terms of resources), and are the current limits at which BCM450 testing has been performed.
The supported limit is not the physical limit of trunks or sets which may be supported by the platform. To avoid having special configuration of a fraction of an MBM to reach the supported limits, CoreTel will allow up to 150 digital trunks (5 * E1 Trunks), and up to 320 digital sets (10 * DSM32). We've also recently agreed that the maximum number of application DNs+Station DNs will be increased to 435. This ensures than no special programming of the system is required if 10 DSM32s are used. In this scenario, it will not be necessary to reduce the number of application DNs.

18) What is the investment protection story for BCM450 for both Norstar and BCM customers?

Investment protection can be categorized in terms of the call server itself, the phones, the features & applications, and training requirements. Let's start with Norstar where the BCM450 Fiber Expansion Module (FEM) allows retention of fiber trunk and station modules. As for the phones, Norstar customers can evolve to IP at their own pace, keeping their older M-series and newer T-series digital sets which are all supported on BCM450. This alone can represent savings of up to 70% of existing investment. The rich, baseline KTS telephony feature set that Norstar users are familiar with is largely the same on BCM450, while the BCM offers a significantly broader overall set of capabilities when compared to the Norstar. Finally, Norstar customers don't have to retrain users as the features and set interface are very similar. This all amounts to a compelling value proposition for Norstar customers evolving to an IP based BCM solution. For BCM customers expanding their network, they can continue to use the same common management platform that also supports Nortel's SMB Data products as part of a complete converged solution.