

## Avaya Aura® System Manager

### Simple and Intuitive Solution Management for Avaya Aura®

Avaya Aura® is the core communications platform supporting unified communications and contact center solutions for midsize to large enterprises. Its revolutionary Session Initiation Protocol (SIP) architecture makes it possible to unify devices, applications and presence across common and hybrid infrastructures. With Avaya Aura, users have on-demand access to advanced collaboration services and applications that deliver enhanced customer access, improved employee efficiency and lower total cost of ownership.

Avaya Aura® System Manager is the intuitive administration and management tool that brings Avaya Aura capabilities to life. It provides an integrated solution that leverages customer data and programming across Avaya Aura, helping enterprises implement and maintain optimal results for their solution.

Avaya Aura System Manager delivers management and administration capabilities that:

- Provide a single management and programming interface for Avaya Aura applications and systems

- Are simple, intuitive, and consistent
- Enable user data to be entered once and then shared across Avaya Aura applications
- Are tightly integrated with the enterprise IT infrastructure including identity management, security, and enterprise directory

System Manager delivers these capabilities by providing the following central management functions:

- Authentication, authorization, and registration
- Logging, alarming, and SNMP management
- Common User Provisioning
- Central licensing

### Key Customer Benefits

System Manager is fully integrated with the Avaya Aura architecture maximizing investments and customer benefits including:

- **Single Point of Management:** End-to-end view, single unified console with workflow-based management.
- **Reduced Complexity:** Simplifies operations for distributed multi-site networks with multiple control points.
- **Data Consistency:** Integrated provisioning helps reduce configuration errors.
- **Faster Deployment:** Benefit from accelerated application integration with standards-based interfaces.
- **Lower Total Cost of Ownership (TCO):** Reduces TCO and service support costs through automation of time-consuming, error-prone tasks.
- **Less Training:** Better skill set deployment and increased productivity through easy-to-use tools.



- **More Value:** Increased value of convergence through tight integration with the enterprise IT infrastructure including identity, security, directory, and single sign-on.

## Feature Summary

Avaya System Manager delivers an array of sophisticated and high value features, tools and capabilities that include:

**Common Console:** A browser-based console that provides a single place for accessing all management needs including user administration, network routing policy, license management, trust management, and others.

**Common User Provisioning:** A single interface that provisions users on Avaya Aura® Session Manager, Avaya Aura® Communication Manager, Avaya Aura® Messaging, and Avaya Communication Server 1000.

### Enterprise Lightweight Directory Access

**Protocol (LDAP) Synchronization:** Enables the enterprise LDAP directory to be the single source of user management, automating and synchronizing user provisioning.

**Bulk Import/Export:** Enables bulk user provisioning via Extensible Markup Language (XML) based files.

**Role Based Access Control:** Provides access control to administrators based on assigned roles.

**Single Sign On:** Authenticates administrator login based on System Manager Login and password or enterprise Single Sign On (SSO) applications including LDAP, OpenSSO, and RADIUS.

**Trust Management:** Establishes a Transport Layer Security (TLS) trust domain so that

Avaya applications can communicate securely among themselves and with System Manager.

**Logging and Alarming:** Provides the ability to centrally view management logs and alarms generated by Avaya Aura® applications.

**Discovery and Inventory:** Discovers Avaya Aura applications and displays their inventory, including application version, device configuration, and other pertinent data.

**Central Licensing:** Provides central viewing and management of Avaya application licenses.

**Network Routing:** Creates rules to cost effectively route calls using the enterprise's IP network.

**Endpoint Management:** Administers endpoint configurations, such as set type and button functions.

**Central Management:** Manage multiple Communication Managers including:

- Announcements and audio groups
- Coverage paths
- Call Center features
- Endpoints
- Groups
- Automatic Alternate Routing (AAR), Automatic Route Selection (ARS), route patterns, and signaling groups
- System Parameters

### Endpoint Central Management:

Manage operational and troubleshooting functions on endpoints including:

- Busy out station
- Release station

- Test station
- List trace station
- List usage extension
- Status station
- Global search and replace of button assignments and station type changes

## Technical Specifications

### Requirements and Supported Systems

- Servers:
  - ◊ HP ProLiant DL360 G7
  - ◊ Dell PowerEdge R610
  - ◊ Avaya S8800 Server
  - ◊ Avaya S8510 Server (w/8GB RAM)
- Client Browser: Microsoft Internet Explorer 7.x and 8.x; Firefox 3.5 and 3.6.

### Capacity

- 100,000 users and endpoints
- 25,000 elements
- 500 Communication Manager Feature Servers or Evolution Servers
- 250 administrator logins
- 50 simultaneous administrators

## Learn More

To learn more about Avaya Aura® System Manager, talk to your Avaya Account Manager or Authorized Partner. Also, visit us at [www.avaya.com](http://www.avaya.com).

## About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).



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