



BUSINESS COMMUNICATIONS MANAGER

*BCM 50  
RELEASE 3.0*

*BCM 200  
RELEASE 4.0*

*BCM 400  
RELEASE 4.0*

*BCM 450  
RELEASE 1.0*

<i>Integrated Frame Relay</i>	No	Yes	Yes	No
<i>Message Forwarding (via UM)</i>	Yes	No	No	Yes
<i>Ad Hoc Conferencing (Per Call)</i>	18 parties	40 parties	40 parties	60 parties
<i>Meet Me Conferencing (Per Call)</i>	18 parties	No	No	60 parties
<i>Total Meet Me / Ad Hoc Conferencing</i>	18 parties	No	No	120 parties
<i>Advanced Paging Productivity Pack</i>	Yes	Yes	Yes	Yes
<i>Intelligent Contact Center</i>	Yes	Yes	Yes	Yes
<i>Integrated Voice Response</i>	No	Yes	Yes	No (Q3 2009)

## SIP TRUNKING INTEROPERABILITY

### *Industry Leadership in SIP Based Solutions*

A long-time leader in providing communications solutions to companies around the world, Nortel recognizes the value that SIP can bring to businesses. Working closely with other industry leaders, Nortel has been a driving force in developing and implementing the SIP-based solutions that change how businesses communicate.

### *What is Session Initiation Protocol (SIP)?*

Session Initiation Protocol (SIP) has emerged as the universal blueprint for IP Telephony and unified communications. By supporting a wide range of media sessions, SIP allows users to engage in anytime-anywhere integrated business communications regardless of location, media type or device.

SIP trunking is a service that uses the SIP standard to connect your communications system to the Public Switched Telephone Network (PSTN). Businesses of all shapes and sizes across the globe are recognizing that SIP trunking can open the door to significant benefits. Nortel offers a broad portfolio of SIP trunking enabled unified communications solutions to help your business reap the immediate and downstream benefits.

### *What Can SIP Trunking Do for MY Business?*

In addition to offering enterprise-grade voice quality, SIP trunking offers a multitude of business benefits:

- *Cost savings without compromising quality:* Local lines, digital trunk access (T1) costs, and broadband interfaces can total up to \$1500/month. Add service costs to the equation, and the tab can be enormous. SIP trunking requires less hardware (on both the customer and provider sides), and this tab can be enormous. SIP trunking enables customers to reduce and avoid many of these costs by optimizing your network capacity- allocating bandwidth dynamically for each voice or data session (versus preset bandwidth to voice channels) - so you only pay for the number of SIP trunks required (versus a full T1/PRI).
- *Access to robust features & faster deployment:* SIP equates to communications interoperability. It not only provides customers with greater variety but enables the private network centralization of certain services like voicemail, auto attendant, caller ID and dialing plans, which can result in higher productivity and cost reduction. In addition, many of the processes that service providers use to enable SIP trunks for their customers can be automated - dramatically reducing deployment timelines compared with digital/analog trunking.
- *Survivability to ensure business as usual:* Connectivity between remote sites and the core network can be lost without warning. In the event that a location is cut off, SIP trunking failover capabilities can ensure greater redundancy, rerouting calls to another site. This function ensures that calls can still be made even if the Service Provider's connection goes down.
- *Simplify network complexity:* SIP trunking services can dramatically simplify your network; with the potential of a single network access point to manage and maintain and only one network service provider to negotiate and partner with.
- *Global presence without the high cost of long distance:* With SIP trunking and broadband access to the Internet, businesses have the ability to choose from service providers around the world - and create a virtual presence locally for incoming calls - avoiding previous barriers associated with physical location. This can reduce costs and provide an expanded footprint with local presence in new markets for revenue growth.

### *The Nortel Difference*

Nortel understands that open standards using SIP represents the future of unified communications, and is committed to being the communications integrator of choice for customers and partners alike. Working closely

with partners across the globe, we continue to evolve our unified communications solutions using best of breed technologies and open standards based on customer needs.

Nortel is committed to providing its customers with industry leading communications solutions that offer fully tested and supported interoperability with leading SIP Trunking Service Providers