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Quality that adds value For demanding voice networks **Sigma Plus.**

Maximum reliability, flexible management and uncompromising performance are essential for the voice communication of industrial and service companies. The Sigma information and management system is tailor made for this. With a comprehensive functionality that ensures security, efficiency and transparency of costs.

Smooth and efficient communication is the golden rule. Especially in the case of voice networks, changes should be carried out quickly, economically and reliably. For inadequate network connections can quickly prove to be expensive. Sigma Plus is the leading management system for voice networks that specifically supports your work processes. The system offers comprehensive functions for increased efficiency and transparent cost accounting. Sigma Plus can be optimally integrated in existing IT infrastructures without any media discontinuity. Alerting, infrastructure monitoring and Ascom's 24/7 service ensure the required operational reliability. Thus making sure that you can concentrate on your core competences.

The advantages at a glance

- **A common service platform for call switching, technical service staff and installation engineers**
- **Freely definable processes and interfaces to connected systems**
- **Changes to interfaces without program adjustments**
- **High degree of user convenience as Windows-based and with a Web interface**
- **Server and Client based on Microsoft standards with TCP/IP networking**
- **Safeguarding of investments due to IP telephony support**
- **Ascom know-how in network management: over 100 Sigma Plus customers are placing their trust in it**

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Sigma Plus. An investment that pays off

Close to users and connected systems

- Windows user interface
- Data import/export generator: Sigma Plus adapts to predefined interface definitions
- Access to subscriber data via LDAP
- API (Application Programming Interface) enables direct exchange of data with third-party applications (without import/export)
- Absence information: online access to MS-Outlook or Lotus Notes

Charges under control

- Capture of call charges (Nortel PBX and third-party systems) without capture of master data
- Hierarchical evaluation by subscriber, organizational unit or cost centers
- Breakdown of costs in the event of changes within the reporting period
- Reports created previously can be reproduced
- Different tariff models (time-, destination- and pulse-oriented)
- Export and archival of call charge data
- Web reports

Intelligent PBX Management – nothing is left to chance

- System programming for subscriber and set data using templates and wizards (user guidance)
- Transparent mode for special cases
- Capture of set data: manually or automatically when call data is received
- Parallel processing of individual nodes
- Universal, vacant and coordinated numbering plan
- Set updates in the network (MACs)

Always the right connection

- Dialing from PC via MCA/CTIA, attendant interface (M2250, Hicom)
- For attendant and «office» work place
- Customized information about subscribers
- Import/export of subscriber data, including Corporate Directory
- Logbook, absences, directory of keywords
- Web client for telephone directory queries, absence entries and memos
- Option: PC attendant console (replacement for M2250)

Early detection of capacity bottlenecks

- Capture and evaluation of the traffic volume of the PBX
- Statistics/reports for lines, subscriber groups, attendants and system resources

Building cabling under control

- Integrated cable management
- Line routing with any starting and destination points
- Creation of reports

Quick localization, complete documentation and simple analysis of faults

- Error data record analysis, appropriate marking on original layout plan
- Optical/acoustic alarms
- Capture of alarms for PBX, Sigma Plus and external systems
- Alarm filter configuration
- Automatic forwarding of alarms (SNMP, SMS, e-mail)
- Trouble ticketing

Correct dimensioning at any time

- Low, mid and high-end server classes (Intel)
- Modular expansion of functions
- Cost-optimized connection variants to PBX: direct (serial), via LAN or MI box

System requirements

- Meridian/Succession release 20 or higher
- Windows NT 4.0/2000/XP

Subject to changes

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