

# Release Bulletin

## Official Launch of Zenitel Cloud Remote Monitoring & Management

---

To : All Zenitel Onshore Offices & Partners

July 2026

### Summary of Release

Zenitel is pleased to announce the official launch of **Zenitel Cloud Remote Monitoring & Management (RMM)**, a new cloud service designed exclusively for **Zenitel Connect Pro**.

Zenitel Cloud RMM combines **built-in cloud visibility**, included with every Zenitel Connect Pro installation, with **optional licensed management capabilities** that enable remote configuration and firmware management from anywhere.

The service provides partners and customers with a secure, scalable platform for monitoring connected devices, reducing maintenance effort, and supporting proactive service delivery across single or multiple sites.

### Included with Zenitel Connect Pro

Every Zenitel Connect Pro installation includes cloud-based visibility of connected devices, providing:

- Cloud visibility for Zenitel Connect Pro linked devices
- Estate, site and device health overview
- Device status, connectivity and health information

### Available with an RMM Licence

An **annual subscription per device** unlocks advanced remote management capabilities, including:

- Remote configuration of supported devices
- Remote firmware updates
- Simplified maintenance across multiple sites
- Improved operational efficiency and reduced service visits

### Commercial Model

- Cloud-based service delivered through the Zenitel partner channel
- No hardware required
- Cloud visibility is included with Zenitel Connect Pro
- Advanced management features licensed per device through an annual subscription
- Supports partner service contracts and SLA-based service offerings

### Cybersecurity

Zenitel Cloud RMM has been developed using a security-by-design approach.

- Secure cloud architecture
- Encrypted communication
- Data handling aligned with Zenitel's cloud security processes

## Supporting Material

The following resources are now available:

- Product and sales presentation
- Training module on Zenitel Academy
- Updated Zenitel Connect Pro brochure
- Cloud security white paper
- A&E specifications
- Product page and Wiki updates

## Product Information

Item Number	Item Name	Description	Included	Licensing
1015909	ZC-RMM	Zenitel Cloud Remote Monitoring & Management	Cloud visibility	Included with Zenitel Connect Pro
			Advanced management	Annual subscription per device

## Questions and Support

If you have any questions related to this bulletin, please contact your local Zenitel sales representative. We look forward to further developing our cooperation in 2026 and are grateful for your continued business and support.

Zenitel Group