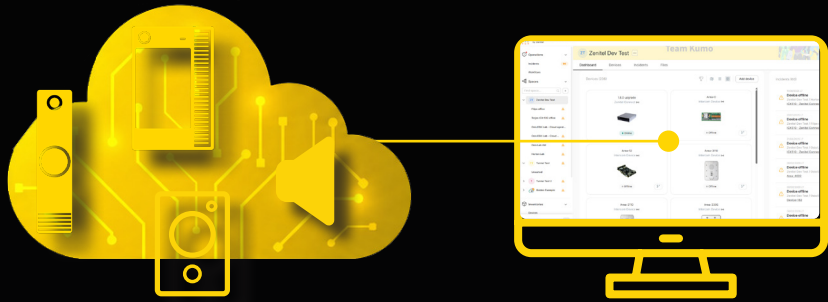




# Zenitel Cloud RMM



PRODUCT SHEET

# FLEXIBILITY

# **GREATER** ACCESSIBILITY

# RELIABILITY

**Zenitel Cloud Remote Monitoring and Management (RMM)** is Zenitel's hybrid cloud service for monitoring and managing connected Zenitel communication devices.

Designed for service delivery and operations, it provides a single, secure view of customers and sites, helping teams detect issues early, reduce on-site visits, streamline maintenance, and manage device lifecycle tasks efficiently via Zenitel Connect Pro.

# Delivering Operational Assurance

Zenitel Cloud RMM enhances Zenitel Connect Pro with proactive monitoring, remote management, and lifecycle management capabilities—helping partners and customers improve operational efficiency, reduce downtime, and scale with confidence.

## Higher system availability

Proactively monitor system health, identify issues before they impact operations, and reduce downtime through remote diagnostics and maintenance.

## Reduce Service Costs

Reduce the reliance on on-site infrastructure and maintenance visits and increase service capacity through remote diagnostics and management.

## Cybersecurity Assurance

Maintain a stronger security posture with firmware compliance, lifecycle management, and visibility across connected systems.

## Future-Ready Growth

Gain continuous access to new features, feature enhancements, and additional services.

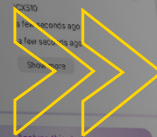
# One Platform. Unified View. Complete Insight.



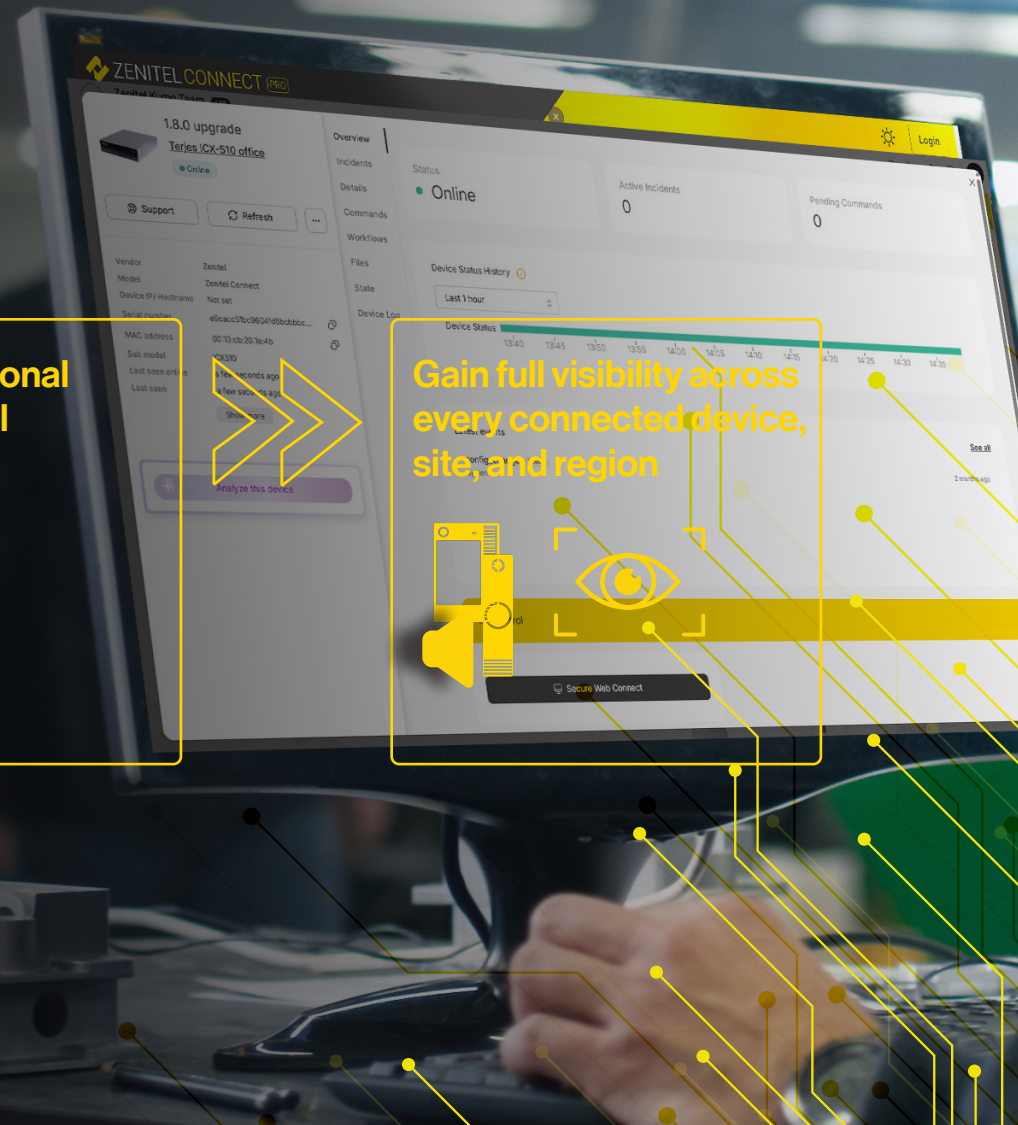
**Manage multiple  
customers from a  
unified dashboard**



**Turn Operational  
Data into real  
insight**



**Gain full visibility across  
every connected device,  
site, and region**

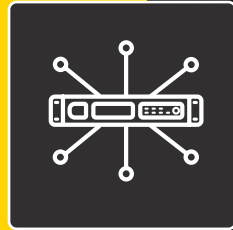


# FROM REACTIVE TO PROACTIVE SECURITY

## Baseline Capabilities

### Platform Management

Zenitel Cloud RMM provides centralised visibility across the entire communication infrastructure. Organisations can efficiently manage customer environments, configure spaces, administer user access, and monitor claimed devices through a unified cloud interface. Real-time status notifications help operators stay informed and respond quickly to potential issues before they impact operations.



### Device Insights

Zenitel Cloud RMM delivers deeper operational visibility into connected devices across the network. Service teams and operators gain access to essential device intelligence — including connectivity status, software versions, uptime, and device-specific information — enabling faster diagnostics, simplified troubleshooting, and more proactive maintenance throughout the system lifecycle.



# FROM REACTIVE TO PROACTIVE SECURITY

## Advanced Capabilities

### Advanced Control

Zenitel Cloud RMM enables organizations to take a more proactive approach to managing critical communication infrastructure. Through remote control capabilities, operators and service teams can remotely initiate software updates, establish secure remote access to on-premise devices, and execute key maintenance actions directly from the platform — helping accelerate response times, simplify support operations, and maintain systems.



### Advanced Dashboard Functions

Zenitel Cloud RMM delivers enhanced operational oversight through advanced dashboard capabilities. Operators can perform system-level tests, trigger custom-defined events such as tone and button tests, from a centralized interface — enabling faster diagnostics, improved responsiveness, and greater control across the entire communication ecosystem.





# Zenitel Cloud RMM

stay connected.  
stay in control.  
stay efficient.

## About Zenitel

Zenitel delivers intelligent communication solutions with a strong focus on cybersecurity, scalability, and interoperability. Zenitel's solutions provide crystal-clear audio and seamlessly integrate with access control, video management, and broader security systems to protect people, assets, and operations.

With interoperability at all levels, we seamlessly integrate with access control, video management and security platforms.

[www.zenitel.com/cloud](http://www.zenitel.com/cloud)

