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ZC-RMM | Zenitel Cloud Remote Monitoring & Management

Secure Cloud Device Monitoring & Management

- ✓ Multi-customer, multi-site operations: manage customers/spaces and device estates from one portal
- ✓ Real-time health & status overview: quick insight across sites, devices, and systems
- ✓ Proactive notifications: catch issues early and reduce downtime
- ✓ Operational lifecycle tools: maintenance mode, bulk actions, history-preserving replacement
- ✓ Granular access control: role-based access with tenant/space scoping
- ✓ Security & compliance focus: authenticated & encrypted communication; SOC 2 Type II + GDPR/CCPA support

[Explore more](#)**ZCP** Zenitel ConnectPRO

Description

Monitor and manage connected Zenitel systems across multiple sites and customers from one cloud portal - real-time visibility, proactive alerts, and operational lifecycle tools powered by Zenitel Connect Pro.

ZC-RMM (Zenitel Cloud Remote Monitoring & Management) is Zenitel's cloud service for monitoring and managing connected Zenitel communication devices. Designed for service operations and large installed bases, it provides a single, secure view across customers and sites - helping teams detect issues early, reduce on-site visits, streamline maintenance, and manage device lifecycle tasks efficiently via Zenitel Connect Pro.

Requirements

ZC-RMM is a cloud service for Zenitel devices connected via Zenitel Connect Pro.

Built for service at scale

Optimised for multi-site and multi-customer operations - ideal for service organisations managing large installed bases.

What's included

- ✓ Cloud visibility for your connected estate
- ✓ Status and health overview across sites, devices, and systems
- ✓ Alerts and notifications to support proactive maintenance

Optional capabilities (subscription add-ons)

- ✓ Remote configuration to reduce on-site visits
- ✓ Firmware updates to keep devices current
- ✓ Extended diagnostics for faster troubleshooting and resolution

Ordering & licensing

ZC-RMM is licensed as an annual subscription per device, making it simple to scale across sites and customer accounts. The service is available through Zenitel's partner channel, and subscriptions are activated and managed via Simplicity.

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Security & compliance

ZC-RMM is developed with security by design and privacy by default principles. The service supports authenticated and encrypted communication and aligns with recognised governance and privacy requirements, including:

- SOC 2 Type II compliance
- Support for GDPR and CCPA requirements
- Designed in accordance with ISO 27001 security principles

Used With

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