

# Release Bulletin

## Release of Zenitel Cloud Remote Monitoring & Management

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To : All Zenitel Offices & Partners

December 2025

**Product Name:** Zenitel Cloud RMM  
**Item Number:** 1015909

**Release Date:** 3 December 2025  
**Licence Model:** Annual subscription per device

### Summary of Release:

Zenitel Cloud RMM introduces a cloud-based service that provides remote monitoring and management for Zenitel devices connected through Zenitel Connect Pro. It provides immediate visibility of device status and health, with optional subscription features enabling remote configuration and diagnostics.

### What's Included at Launch:

- Cloud visibility for Connect Pro linked devices
- Estate, site, and device health overview
- Basic status, connectivity, and insight data
- Subscription-based access to remote configuration, firmware updates, and extended diagnostics

### Commercial Notes:

- Sold only through the partner chain
- No physical product
- Subscription activated and managed via Simplicity
- Intended to support partner service contracts and SLA-based offerings

### Cybersecurity:

- Built with security by design
- Data handling aligned with Zenitel's cloud security processes

### Supporting Material:

- Product and Sales Presentation
- Training module on Zenitel Academy
- Updated Zenitel Connect Pro brochure
- Cloud white paper
- Product page and Wiki updates

### Your Feedback

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 2025 and are grateful for your continued business and support.

Zenitel Group