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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](#)


Zenitel Connect

Description

Zenitel Cloud RMM - 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.

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



ICX-510

Server for Zenitel Connect Pro, providing HD voice and video communications

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