MARTELLOTECHNOLOGIES

MarWatch

COMPLETE NETWORK VISIBILITY FOR PROACTIVE MANAGEMENT

MarWatch® is software as a service (SaaS) that delivers fault & performance management capabilities for Mitel Unified Communication (UC) systems and the associated network infrastructure. As network complexity grows, it is increasingly challenging to ensure reliability and performance. MarWatch keeps a watchful eye on your network, detecting and alerting IT personnel to issues, before they become a problem.

Taking a proactive approach to network management, MarWatch delivers secure remote access to UC systems, real-time monitoring and alerts on a 24/7 basis. This approach reduces network downtime, and virtually eliminates onsite visits for troubleshooting and maintenance. Offering full visibility across all public and private components, MarWatch is ideal for networks of any size and complexity.

HOW IT WORKS

MarWatch was created for IT professionals supporting Mitel UC systems, with deep visibility into these systems and tools to manage their performance. To simplify troubleshooting and eliminate onsite support visits, MarWatch delivers secure remote access to network devices. Real-time alarms for maximized thresholds or device availability ensure that issues are detected and addressed by IT personnel before they can become a problem. MarWatch alarms can be sent using different notification methods; email, SMS, Twitter, and SNMP traps.

Additionally, MarWatch generates detailed monthly reports with key performance information including the location of an event, duration, and any root cause of threshold breaches. Backup service with secure offsite storage completes the offering, preventing the loss of operational data.

MarWatch Dashboard - Home View
Simple and easy to use dashboard with detailed information on alarms, customers, and devices. Optimized for viewing on mobile devices, including tablets and smartphones.

SIMPLE DEPLOYMENT WITH SECURE REMOTE ACCESS

- Service can be installed and running within minutes
- No VPN or custom firewall changes required
- On demand connection to any device on the network means greater visibility
- Professional grade open HTTPS/SSL encryption
- User-friendly dashboard displays overall network performance
- Remote access allows for increased visibility and control from anywhere in the world, on a 24/7 basis
- 80% of onsite visits can be eliminated with remote access

PROACTIVE NETWORK MONITORING

- Continuous monitoring detects problems as they occur
- No hardware updates or requirements needed
- Complete visibility across all public and private components of the network, with no gaps
- Identifies problems immediately and minimizes the troubleshooting to problem resolution period
- Provides information on IP sets (connected or unplugged from MCD)
- Alleviate day-to-day IT frustrations and let experienced IT professionals maintain and improve your network
- Reduce downtime with 24/7 monitoring of network health

FAULT MANAGEMENT WITH 24/7 ALERTS

- Ability to create system alarms to warn users when thresholds are being maximized or breached
- Selective alerting to filter alarms by customer region, severity, time of day, or time of week
- Automatic messages to appropriate personnel via email, SMS or Twitter

DETAILED MONTHLY & ON DEMAND REPORTING

- Monthly reports include accurate and easy to read voice quality graphs and performance history
- Detailed network performance statistics in every report
- Track patterns, capacity planning and load balancing to continually improve network performance
- Customizable reports include key information such as root cause of a problem, where it happened, the time it happened and the time it was resolved

SECURE OFFSITE BACKUP SERVICE FOR MCD

- Scheduled or on-demand backup options
- Alarms for failed backups
- Secure storage
- Downloadable file accessible from web browser for easy restoration of backups

"The ability to offer our customer a full solution that includes not only product, but also the on-going monitoring, maintenance and support, as well as Internet and IP services is something that cannot be matched within the industry. We required a service that would monitor voice quality statistics, and be able to drill down into the root cause of poor calls. MarWatch has helped us to keep a better eye on the status and health of customer networks and keeping customers satisfied".
- Mitel NetSolutions

SUPPORTED PLATFORMS & APPLICATIONS

Mitel Communications Director (MCD, vMCD, MICD)
Mitel 5000 Communications Platform (CP)
Mitel Applications Suite (MSL, MAS, vMAS) and Mitel Standard Linux (MSL)
Mitel Border Gateway (MBG) – SIP &Teleworker VoIP Quality
Mitel Unified Communicator® Advanced (UCA)
Mitel Business Dashboard
Mitel Customer Service Manager (CSM)
Mitel Contact Centre Solution
Managed Ethernet Switches (HP, Cisco, Dell, and others, SNMP manageable)
Routers (Adtran, Cisco, and others, SNMP manageable)
Servers (Windows and Linux, SNMP manageable)

ABOUT MARTELLO TECHNOLOGIES

Martello Technologies is the leading provider of fault and performance management capabilities for Mitel Unified Communications (UC) solutions and multi-vendor networks. Deployed in close to 1000 enterprise and service provider networks around the world, our MarWatch system provides secure 24/7 remote access to equipment and systems. Delivering superior network visibility, MarWatch monitors network equipment and applications in real-time, detecting issues and alerting personnel before service levels are impacted. For more information, visit www.martellotech.com.

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Martello Technologies is a Mitel Solutions Alliance (MSA) Gold Partner. MarWatch is offered by Mitel to its authorizedPARTNERS and customers. Featuring unparalelled visibility into Mitel Unified Communication (UC) systems, MarWatch is the solution of choice for users of these systems.