MITEL FAULT & PERFORMANCE MANAGEMENT

BE PROACTIVE AND SIMPLIFY NETWORK MANAGEMENT

Today's networks have grown more complex, yet the expectation of reliability has never been greater. Successful management of end-to-end networks starts with a solution that is proactive – empowering telecom professionals to detect and resolve issues before they can impact service levels and cause organizational losses.

Deployed in close to 1000 enterprise and service provider networks around the world, the Mitel® Fault & Performance Management service monitors and manages Unified Communication (UC) systems and the associated network infrastructure, delivering performance and availability monitoring and alerts in real-time on a 24/7 basis.

According to a recent industry study[1], 80% of IT staff cited identifying the source of the problem as their primary troubleshooting issue. Mitel's Fault & Performance Management addresses this problem with a cost-effective service that offers deep visibility into UC systems.

KEY BENEFITS

- **COMPREHENSIVE VISIBILITY OF UC SYSTEM**
- **ELIMINATE THE LOSS OF IMPORTANT OPERATIONAL DATA AND ENSURE BUSINESS CONTINUITY**
- **REDUCE THE PROBLEM-TO-RESOLUTION PERIOD AND AVOID DOWNTIME**
- **COST EFFECTIVE TROUBLESHOOTING**
- **ANALYZE THE STATUS OF THE NETWORK IN REAL-TIME.**
- **DASHBOARD IS SECURE, EASY-TO-USE, AND CUSTOMIZABLE.**

KEY FEATURES

- **SECURE REMOTE ACCESS**
- **COMPREHENSIVE MONITORING**
- **FAULT MANAGEMENT WITH 24/7 ALERTS**
- **POWERFUL USER INTERFACE**
- **OFF-SITE BACKUP SERVICE**
- **DETAILED PERFORMANCE REPORTING**

SECURE REMOTE ACCESS

Secure remote access to UC systems with Mitel's Fault & Performance Management virtually eliminates onsite service visits, reducing the cost of providing support. Virtual Private Networks (VPNs) are no longer required, with an on-demand remote connection to the Local Area Network (LAN). Designed for cost-effective troubleshooting, the solution's remote access functionality is convenient and secure. Features include:

- Integrated remote web proxy provides higher performance remote access to the MiVoice Business ESM (Embedded Systems Manager) web interface.

- Full security ensures controlled and secure access to the network. All communications are authenticated and encrypted, with standards-based IP security mechanisms including SSL (RSA-2048/AES 128), SSH (RSA1024/AES 128) and HTTPS. An access control list (ACL) can be established, and alarms generated for attempted ACL violation. All remote access sessions are tracked in the audit log, and appear in the Remote Access Panel.

- Remote network diagnostic tools such as remote DNS, Ping, Traceroute, and a Simple Network Management Protocol (SNMP) Browser.

- Remote access to system information, including device alarms, inventory (ie: system hardware and information), reachability, and license inventory.

1 Network Instruments Fifth Annual State of the Network Global Study. March13, 2012.
http://www.netinst.com/assets/pdf/press/statenetwork_study_2012.pdf

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COMPREHENSIVE MONITORING

To empower users with timely and actionable data, Mitel's Fault & Performance Management service remotely monitors, tracks, and analyzes the status of the network in real-time. Leaving no gaps in performance monitoring, it delivers comprehensive visibility across the public and private components of UC systems. Monitoring features include:

- Support for a broad range of devices in public and private networks.

- Special focus on Mitel UC equipment, with VoIP Quality, IP Quality of Service (QoS), and IP Service Level Agreement (SLA) Monitoring.

- Comprehensive visibility of IP Set Inventory with status (in service, disconnected, never connected, or unprogrammed) and optional alarms for disconnected sets.

- Collection and storage of SMDR records from remote MiVoice Business, with Secure Cloud storage or a customer specified file server.

- Voice and performance metrics:

  - Voice Quality Ratings by Call (R Factor)

  - Digital Trunk Utilization

  - Interface Availability and Performance Statistics

  - CPU Utilization

  - Memory Utilization

  - Disk Usage

FAULT MANAGEMENT WITH 24/7 ALERTS

Alerts that warn of impending network issues in real-time help IT professionals to reduce the problem-to-resolution period and avoid downtime. The Mitel Fault & Performance Management service delivers a comprehensive set of customizable alerts, warning when thresholds are maximized or breached. Status alarms are also generated for device availability/reachability and interface availability. Alerting features include:

- Customizable by recipient and delivery method - email, SMS (Short Message Service) or twitter.

- Displayed in dashboard by severity, duration and customer/site.

- Triggered according to configured thresholds, customizable by the user.

- Alarms include:

  - System alarms

  - Memory utilization

  - Voice quality

  - Device Reachability - Internet Control Message Protocol(ICMP), Ping, SNMP)

  - Remote access security violation

  - License expiry for MiVoice Business, MiVoice Border Gateway and MiVoice Office

POWERFUL USER INTERFACE

Designed to display critical device information, Mitel's Fault & Performance Management dashboard is secure, easy-to-use, and customizable. In one glance, users can view current and historical performance data, along with alarms colour-coded by location, severity and status. The user interface optimized for mobile devices (iOS and Android) features:

- Ability to show / hide alarms and identify specific devices under duress

- Ability to sort by severity, duration, customer / site

- Three levels of user type (admin, limited and customer)

- Ticket management by number, owner, and status

- Ability to export alarms to ticketing system

OFF-SITE BACKUP FOR MIVOICE BUSINESS

Eliminate the loss of important operational data and ensure business continuity, with Mitel's Fault and Performance Management backup services for MiVoice Business systems. The backup feature provides remote scheduled and on-demand backups. The secure off-site backup storage is accessible to authorized personnel from a standard web browser. Features include:

- Scheduled and on-demand options, with alarms for backup issues.

- Secure off-site storage (Amazon S3)

- Downloadable file (for restoration)

- Back up of MiVoice Business system database with optional embedded voice mail and call history.

- The backup file contains:

- MiVoice Business configuration

- Call history: incoming, outgoing, and duration

- Embedded voice mail configuration and data

DETAILED PERFORMANCE REPORTING

Delivering assurance for Service Level Agreements, monthly and on-demand performance reports are provided by Mitel's Fault & Performance Management service. The reports provide accurate and easily understood quality graphs with key performance metrics. Features include:

- Monthly or on-demand (up to 90 days) options.

- PDF format, delivered by email.

- Reports include:

  - Message space customizable by Administrator

  - Customer Device Inventory

  - Device Availability Summary Device Performance Info (by device)

DEPLOYMENT OPTIONS

Easy to deploy and operate, this SaaS solution is provided in two cost-effective offerings: Mitel Remote Monitoring & Access Service (RMAS) and Mitel MarWatch.

REMOTE MONITORING & ACCESS SERVICE	MARWATCH SYSTEM
Comprehensive service subscription delivered from Mitel's Remote Monitoring & Access Team.	Self-managed Fault & Performance Management system.
End customers subscribe to this service for monitoring and escalation. The service is a hosted monitoring platform providing monitoring and management of the communication infrastructure. Providing actionable data, the service detects performance issues and reports them to Mitel's service technicians before they become business impacting.	Mitel authorizedPARTNERs integrate this system directly into their service and support operations.
Monitor alarms for MiVoice only (includes Mitel service desk remote support)	Monitor alarms for MiVoice Business, MiVoice Office and Managed Ethernet Switches as well as support for third-party devices: · Routers, Servers, PBX Switches, Uninterruptable Power Supplies (UPS)

TECHNICAL SPECIFICATIONS

SUPPORTED MITEL PLATFORMS AND APPLICATIONS

MiVoice Business (VMWare Virtual Appliance, Multi-instance platform – all variants)

MiVoice Office

MiCollab and Mitel Standard Linux (MSL)

MiVoice Border Gateway – SIP and Teleworker VQ

MiCollab Client

MiVoice Business Dashboard

MiContact Center Enterprise

MiContact Center Business

Managed Ethernet Switches*

Support for third-party devices: Routers, Servers, PBX Switches, Uninterruptable Power Supplies (UPS)*

*Only available with Mitel MarWatch.

LANGUAGES SUPPORTED

US English

SOFTWARE REQUIREMENTS

Web Browser	Internet Explorer® release 8.0, and 9.0, or Mozilla® Firefox® release 14.0

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