

MarWatch

Customer Success Story



www.mavericknetworks.net



www.kleenblast.com

Maverick Networks

Maverick Networks Navigates its Customers to Success with MarWatch

Founded in 2003, Maverick Networks is a leader in converged communications solutions and a Mitel Gold Exclusive PARTNER. Based in California, Maverick takes a comprehensive approach to caring for their customers' business communications needs, which can include phone systems, network services, cable infrastructures and data networks. Their customers operate in a range of industries, from enterprise to manufacturing, but share a need to better manage their Mitel Unified Communication (UC) systems.

UC solutions have become the de facto standard in business communications. Interconnecting equipment ranging from handsets to conferencing and call center equipment, unified communication systems link the many components of a business communications network for efficient and convenient communications and collaboration. Mitel's UC solutions lead the industry in flexibility and efficiency, with cloud-based and on-premise options delivering flexibility, simplicity and reliability.

Challenge

Maverick's customers needed a way to protect their investment in UC systems, and ensure maximum uptime. Today's networks are complex, and there are many factors that can impact a UC system's performance. Maverick Networks understands the importance of keeping the customer's network running optimally – after all, a disruption in the UC system can cause business communications to grind to a halt. Maverick needed a way to help their customers detect issues that are predictive of failure or voice quality problems. An early warning system would allow Maverick to proactively address these issues before they could cause any disruption in service. According to Maverick President Aaron Lee, "Our clients just didn't know when they were getting alarms or into scenarios that could jeopardize their voice applications".

Solution

Today, Maverick Networks has deep visibility into their customer's UC systems, with 24/7 monitoring and real-time alerts for immediate notification of issues. Since Maverick began offering MarWatch fault & performance management, more than 10 customers have deployed the solution in just 3 months. "It's quickly becoming an accepted add-on that our customers appreciate and want", said Mr. Lee.

Easily installed on customer networks, MarWatch is fault & performance management software. MarWatch delivers secure remote access to customer sites, with 24/7 performance and availability monitoring of Mitel UC equipment and associated equipment such as PoE (Power over Ethernet) switches.

Customer Needs

- Early detection of issues that are predictive of failure.
- Minimized downtime
- Reduce the cost of supporting UC systems.
- Proactive approach to monitoring multiple sites.

"MarWatch ensures that our IP phone system and network infrastructure is operating smoothly by detecting issues before they can lead to downtime. This helps Kleen Blast to focus our resources on core business activities, rather than dealing with network issues".

John Herbert
Kleen Blast

To ensure detected issues are acted upon quickly, MarWatch features a flexible alarming system, dispatching alerts via email, Twitter, SMS or SNMP trap for issues such as exceeded thresholds, availability problems and remote access control violations.

For Maverick Networks, deploying MarWatch has resulted in a significant reduction in costs, with the ability to remotely complete tasks such as troubleshooting, which in the past would require more costly onsite visits. The solution's monitoring and alerts have further enhanced their ability to keep customer networks up and running as close to 100% as possible.

"MarWatch gives us much more alert and monitoring capacity that we didn't have before. We now know of issues much faster and can clear them as they occur making our responses much more proactive versus reactive and waiting for our clients to call us", said Mr. Lee.

Customer Kleen Blast provides quality abrasives, sandblasting equipment and supplies, and agrees that the MarWatch system delivers proactive support of their Mitel system: "Kleen Blast operates full service distribution warehouses in Northern and Southern California, Tacoma, Washington, and Portland, Oregon", said John Herbert, Vice President of Sales for Kleen Blast. "Reliability of the Mitel business communications network is key to the successful day-to-day operation of these locations. MarWatch ensures that our IP phone system and network infrastructure is operating smoothly by detecting issues before they can lead to downtime. This helps Kleen Blast to focus our resources on core business activities, rather than dealing with network issues".

This proactive approach to UC management with MarWatch is part of a paradigm shift that is taking place in the telecom industry. As network complexity intensifies with cloud-based and multi-vendor components, managing networks has become more challenging than ever. At the same time, there is a growing recognition of the costs of downtime to organizations, and a high expectation of reliability. Taken together, these trends point to the need for capabilities that detect and alert IT professionals to the key predictors of failure, so that they can proactively address issues before the failure can ever occur. Maverick Networks has joined the ranks of telecom resellers that can now deliver the industry's most proactive support of UC systems.

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.



Secure. Reliable. Proactive.
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