



Mitel MarWatch

Webinar

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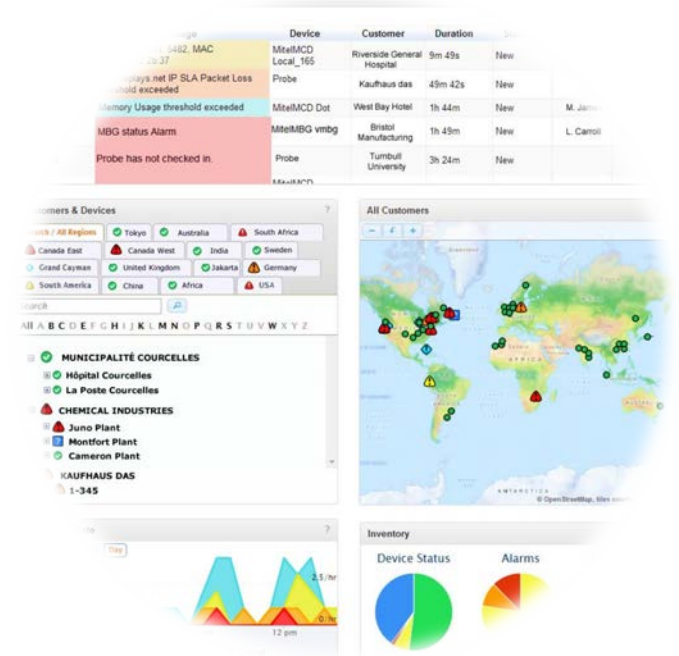
MarWatch Business Case

1,000+ accounts already use it.

Version 5 - five years of in-market operation.

Offered by Mitel as part of its programs & services.

**MarWatch - the new standard
for proactive fault &
performance management.**



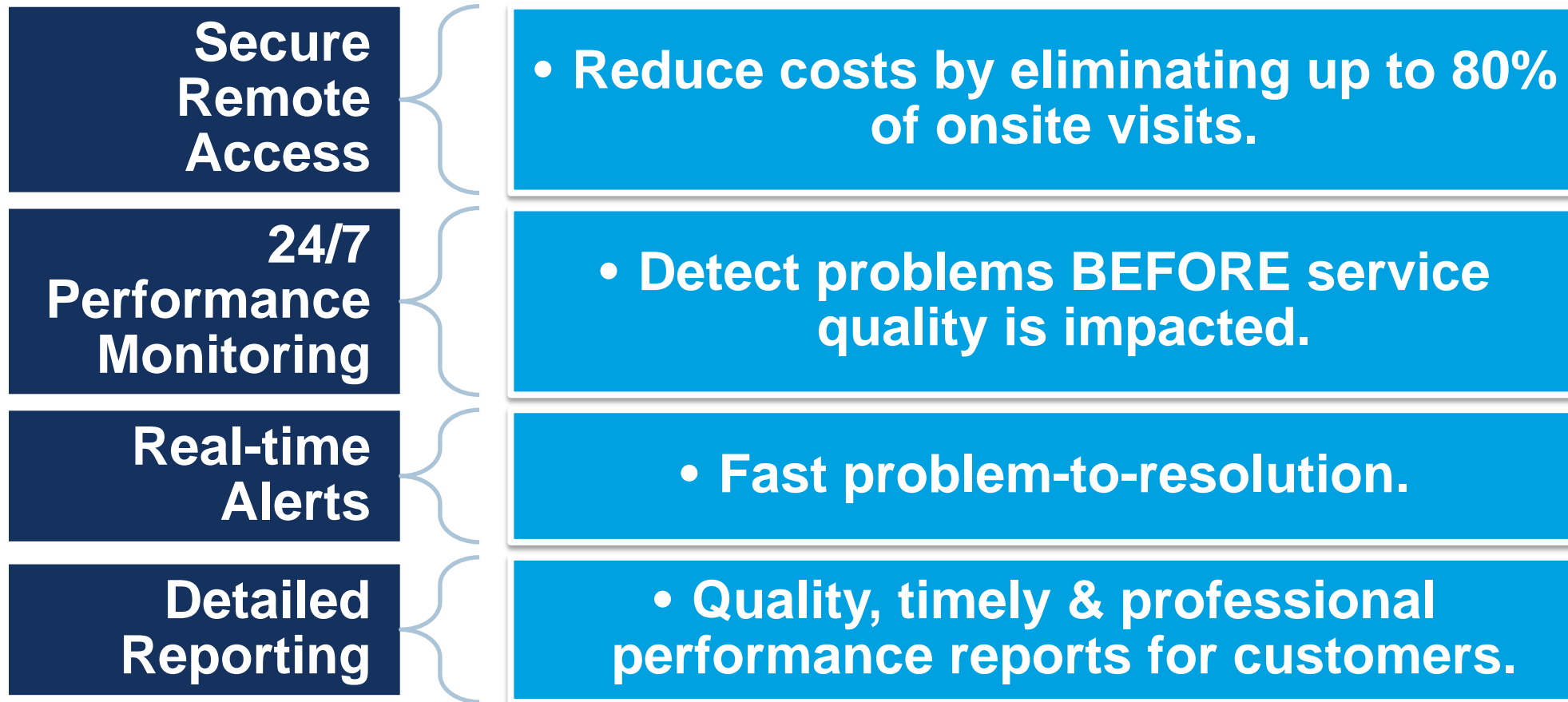
Proactive Support for Business Success

Fault & Performance Management software for Mitel unified communications.

- ✓ Detect & address problems BEFORE they impact the user
- ✓ Lower support costs
- ✓ Drive recurring services revenue
- ✓ Speed problem-to-resolution
- ✓ Use IT resources more efficiently
- ✓ Designed specifically for Mitel UC



MarWatch Snapshot



Mitel Fault & Performance Management Offerings

Powering business connections with Mitel.



Mitel Cloud Solutions (NetSolutions)

MiCloud (MarWatch an optional component)

Starting in
MiCloud
2.0.

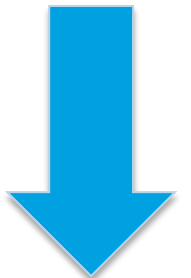
TotalSolution Program (TSP)/Mitel Maintenance Contract

Remote Monitoring & Access Service (RMAS)

Premium Software Assurance & Support
(premise-based authPARTNER sales)

Mitel MarWatch (partner-managed SaaS product)

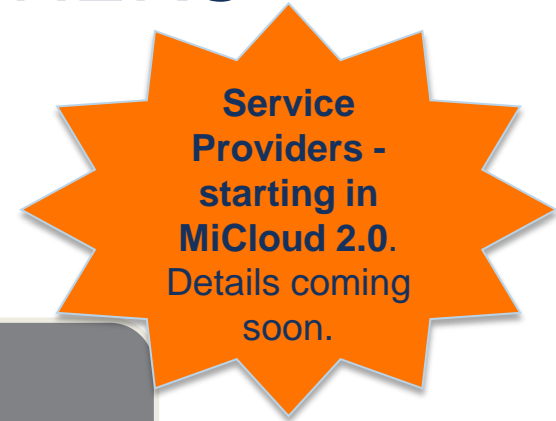
Mitel
Managed



Partner
Managed

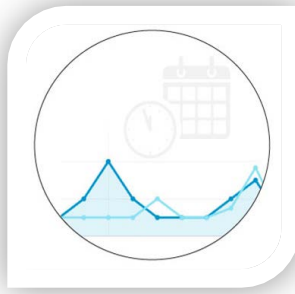
Premium Software Assurance for authorizedPARTNERS

Getting Started in 3 Steps (authorizedPARTNERS):



Mitel MarWatch is now part of Premium Software Assurance & Support, available to authorizedPARTNER sales/renewals on Mitel premise-based products.

Features



Secure Remote Access

Reduce onsite support visits by up to 80% - with secure remote access from anywhere.

- No VPN required
- Single click access to monitored devices
- Integrated web-proxy server for remote access to Mitel Embedded System Management (ESM) interface
- Access Control List (Blacklist/Whitelist)
- Remote Access Network Tools (Ping, Traceroute)

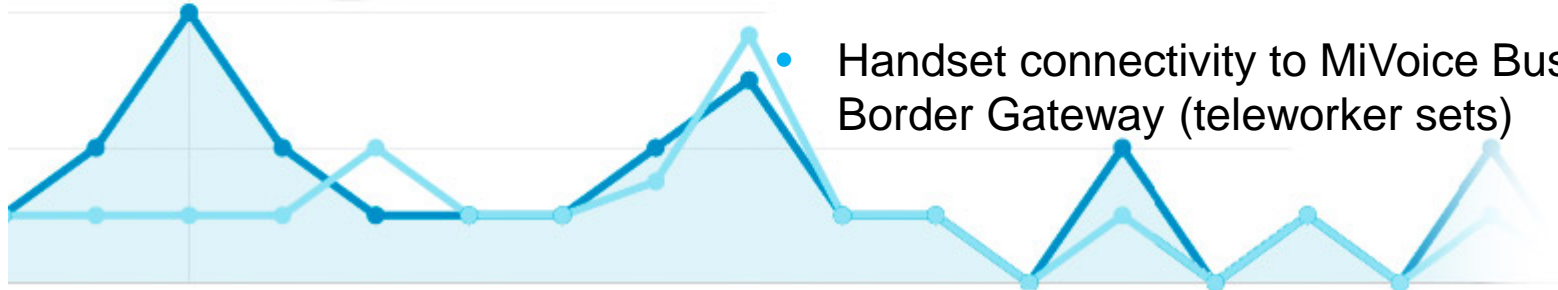


Performance Monitoring

24/7 performance and availability monitoring proactively detects issues.

COMING SOON

Active Testing Tools



- Voice Quality R Factor Ratings by Call
- RTT, Jitter, Packet Loss metrics
- System Performance Metrics: Memory & CPU utilization, disk usage, digital trunk utilization
- System Reachability and Availability
- Inventory (system hardware, software information, hardware ID, App Record)
- Handset connectivity to MiVoice Business/MiVoice Border Gateway (teleworker sets)

Advanced Management Features

Secure Offsite Backup

- Scheduled and on-demand backups for MiVoice Business.

IP Set Monitoring

- Inventory of MiVoice Business and MBG handsets, with alarms for disconnected sets.

Third-Party Device Support

- Servers, routers, managed ethernet switches, etc.

Active Testing

- Improved tools (incl. Ping/Traceroute) to identify root cause of problems.

**COMING
SOON**

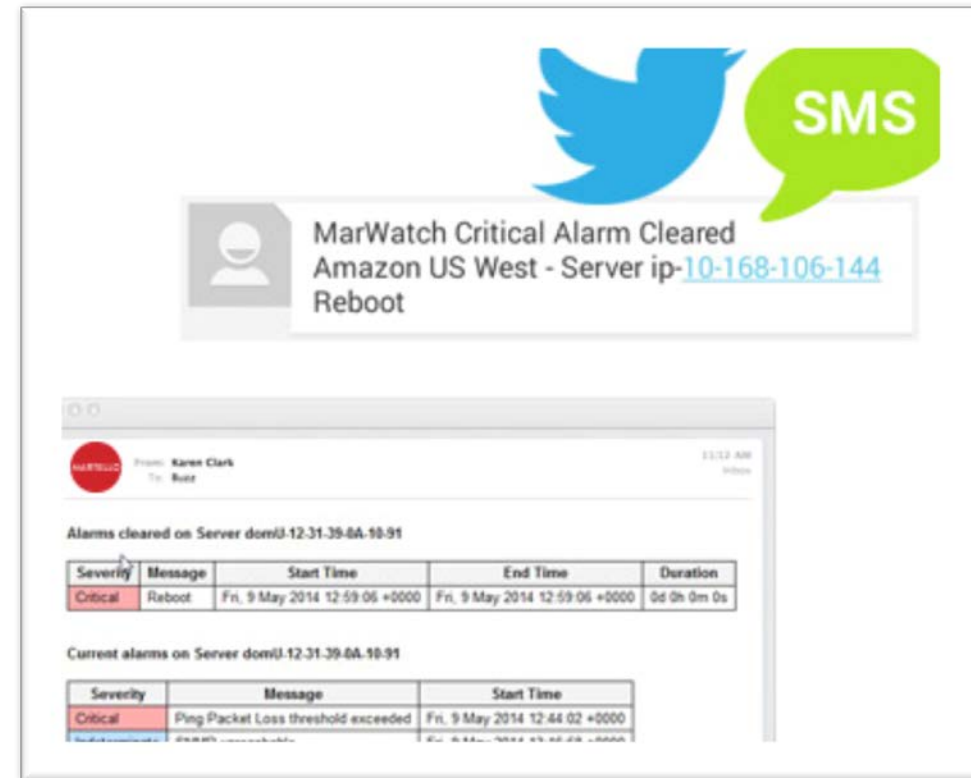
Expanded SNMP Device Support

- Expanded device support, including MX-ONE and customer-configurable devices.

**COMING
SOON**

Real-Time Alerts

- Alerts by email, SMS, Twitter
- System alarms 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
- Alarms colour coded by location and severity and displayed on map



ALARMS:

- Voice Quality
- System
- License Expiry
- Remote access security violation
- Memory utilization
- Device reachability

Detailed Reports

Performance and availability history at-a-glance.

- Monthly or on-demand
- PDF format, via email
- Customizable message and logo space

COMING
SOON
Predictive
Analytics

Reports include:

- Customer device inventory
- Performance data (by device)
- Device availability summary



Powerful Dashboard



Standard Web browsers
(Internet Explorer® and
Firefox®)

Secure – HTTPS / SSL

Mobile Optimized (iOS,
Android tablets,
smartphones)

Critical data – alarms, map
view, inventory.

Custom dashboard views.

Brandable – logos, color
schemes, fonts, etc.

COMING
SOON

Multiple Reseller
Access Levels

Supported Mitel Devices & Applications

MiVoice
Business

MiVoice
250

MiCollab

COMING
SOON
**MiVoice
MX-ONE**

NEW

MiContact
Center
(Business/Enterprise)

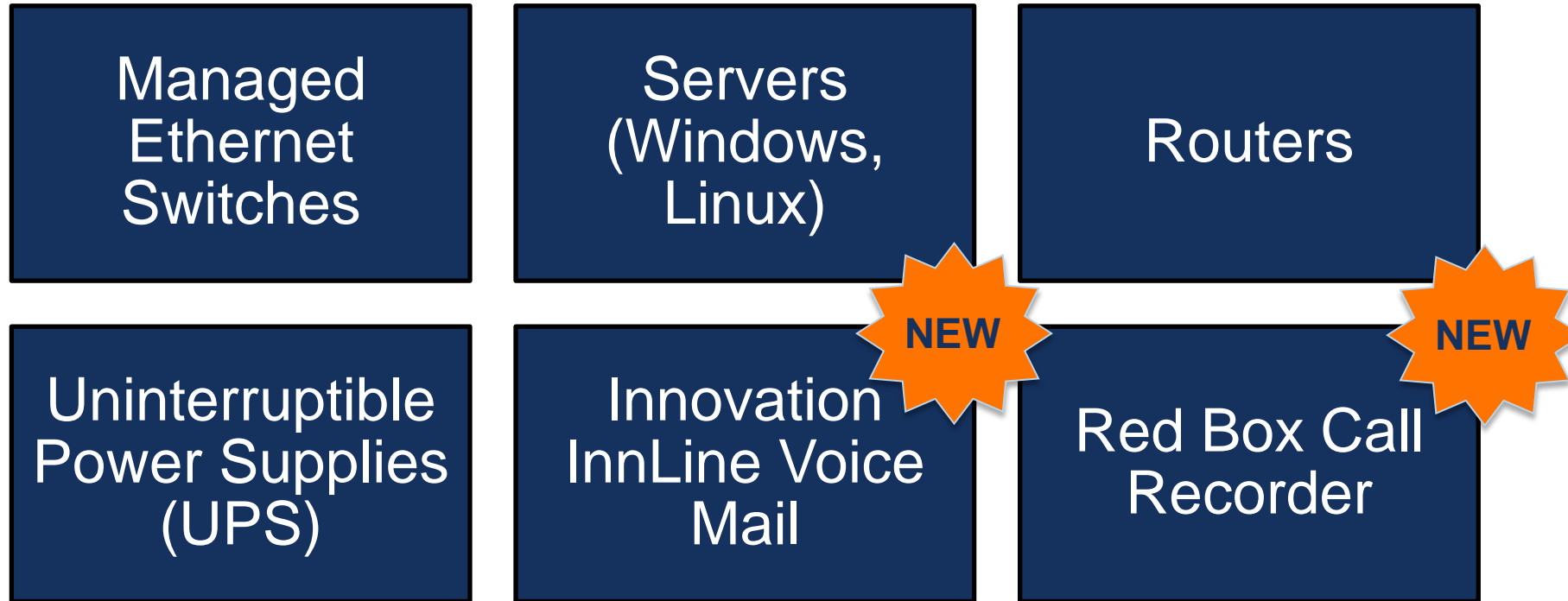
MiVoice Border
Gateway
(SIP & Teleworker
VQ)

Mitel Business
Dashboard

NEW

MiVoice Call
Recording
(Oaisys)

Third-Party Device Support



COMING SOON:

- Expanded SNMP Device Support
- Customer-configurable SNMP devices

Demo

Questions?

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