

# Introducing MarWatch 5.0



# MarWatch Background

Fault & performance management software-as-a-service (SaaS) for Mitel business communications solutions, delivering:



24/7 performance and availability monitoring



Secure remote access to devices anywhere in the world



Fault management with real-time alerts & testing tools



Detailed Reporting



Backups for MiVoice Business

# Key New Features



# Flexible and Branded Multi-Tenant Organization

- User and role-based access to devices & features
- ‘Container’ data organization allows top level user (ie: service provider or reseller) to place devices in ‘containers’ by customer, location, region.
- Create branded dashboards for each customer
- Customized URL of the reseller’s choice for login page (reseller must own the domain).

First level support activities and data can be shifted to customers.

# Remote IP Testing Tools

www.government.se Ping Trace Route MTR ifTop DNS Lookup Stop Clear

```
> ping -n 10 -w 2000 www.government.se
Pinging al467.dscksd.akamai.net [67.69.196.176] with 32 bytes of data:
Reply from 67.69.196.176: bytes=32 time=6ms TTL=58
Reply from 67.69.196.176: bytes=32 time=17ms TTL=58
Reply from 67.69.196.176: bytes=32 time=6ms TTL=58
Reply from 67.69.196.176: bytes=32 time=6ms TTL=58
Reply from 67.69.196.176: bytes=32 time=6ms TTL=58
Reply from 67.69.196.176: bytes=32 time=6ms TTL=58
Reply from 67.69.196.176: bytes=32 time=6ms TTL=58
Reply from 67.69.196.176: bytes=32 time=7ms TTL=58
Reply from 67.69.196.176: bytes=32 time=6ms TTL=58
Reply from 67.69.196.176: bytes=32 time=6ms TTL=58

Ping statistics for 67.69.196.176:
    Packets: Sent = 10, Received = 10, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 6ms, Maximum = 17ms, Average = 7ms

> nslookup www.government.se
Server: google-public-dns-a.google.com
Address: 8.8.8.8

Name: al467.dscksd.akamai.net
Addresses: 2001:4958:300:480:b896:9d2b
          2001:4958:300:480:b896:9d12
          67.69.196.176
          67.69.196.171
Aliases: www.government.se
         www.regeringen.se
         www.regeringen.se.edgesuite.net

Non-authoritative answer:
>
```

Tab through available tools:

- Ping
- Traceroute
- MTR \*NEW\*
- ifTop \*NEW\*
- DNS Lookup

Easy access via main menu.

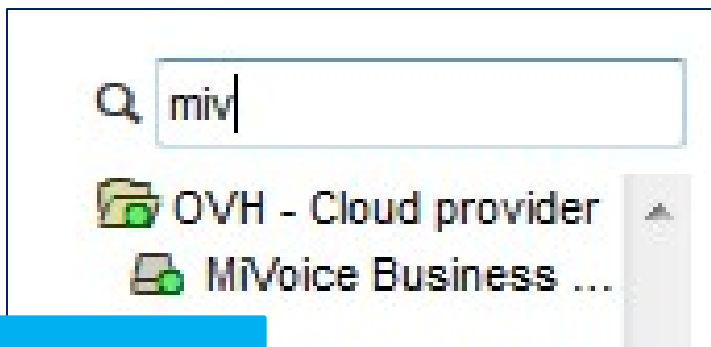
The screenshot shows the Martello Technologies MarWatch interface. At the top, there are navigation tabs: MarWatch, Resellers, and Probe Resellers. A main menu is open, showing options like Reports, Alarm Queries, Audit Log, Mib Browser, Connectivity, Network Tools (highlighted with a blue box), Status, Log, JVM, Diagnostics, and Probe Software. The interface also displays various monitoring panels such as Device Information, Basic IP SLA, and Remote Access.

Pinpoint the source of a problem more easily, for faster resolution.

Ping & Traceroute now include response time for insight into latency/network congestion.

# Dynamic Searching

- Searches all MarWatch information fields (name, type, IP address, description/notes).
- Examples
  - “router” system shows everything containing “router”
  - “ba” ... system shows everything containing “ba”



**“miv” finds “MiVoice Business”**

**Find devices  
quickly, for faster  
problem  
resolution .**

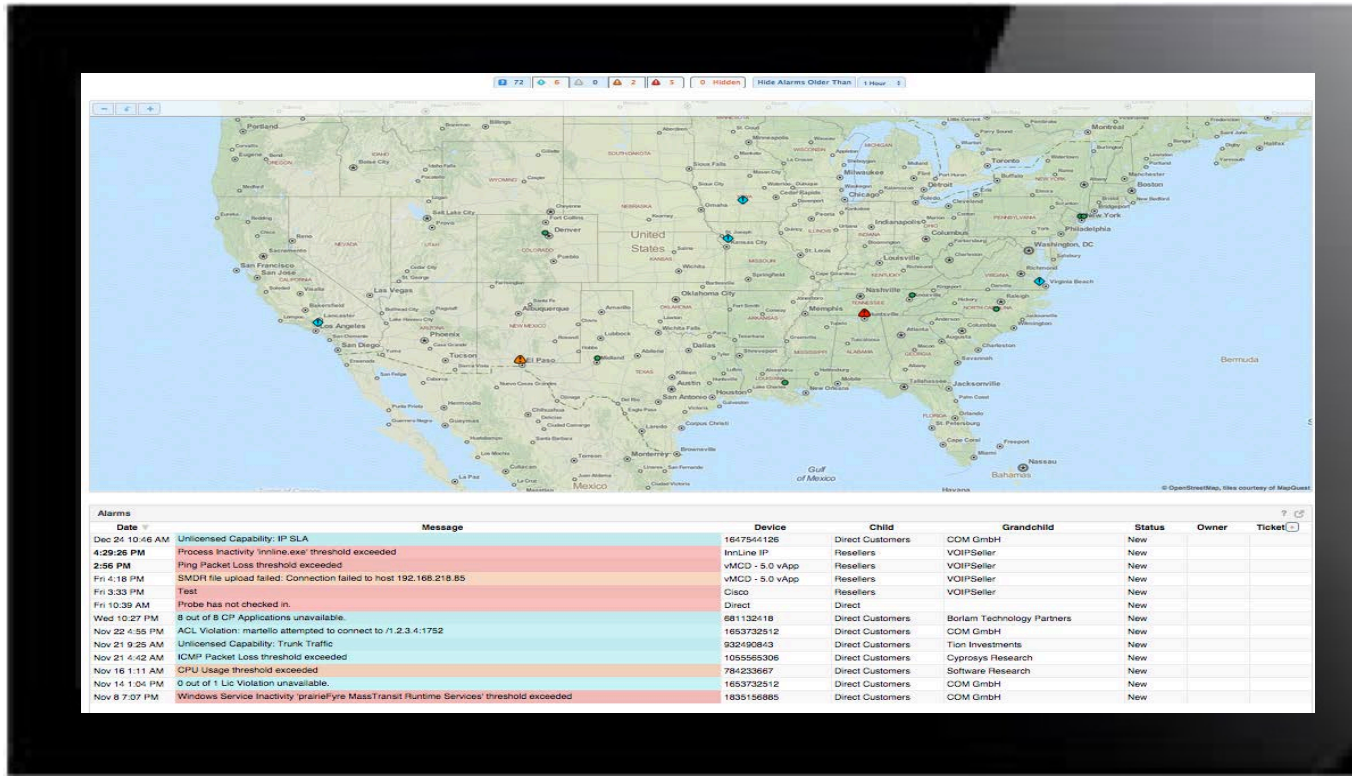
# Flexible Alerting and Reporting



- Reports and alerts can be generated by:
  - Reseller
  - Customer
  - Location
  - Device

**Additional revenue  
opportunity with new  
report types  
customized for a  
specific audience.**

# Widescreen KPI Dashboard – NOC View



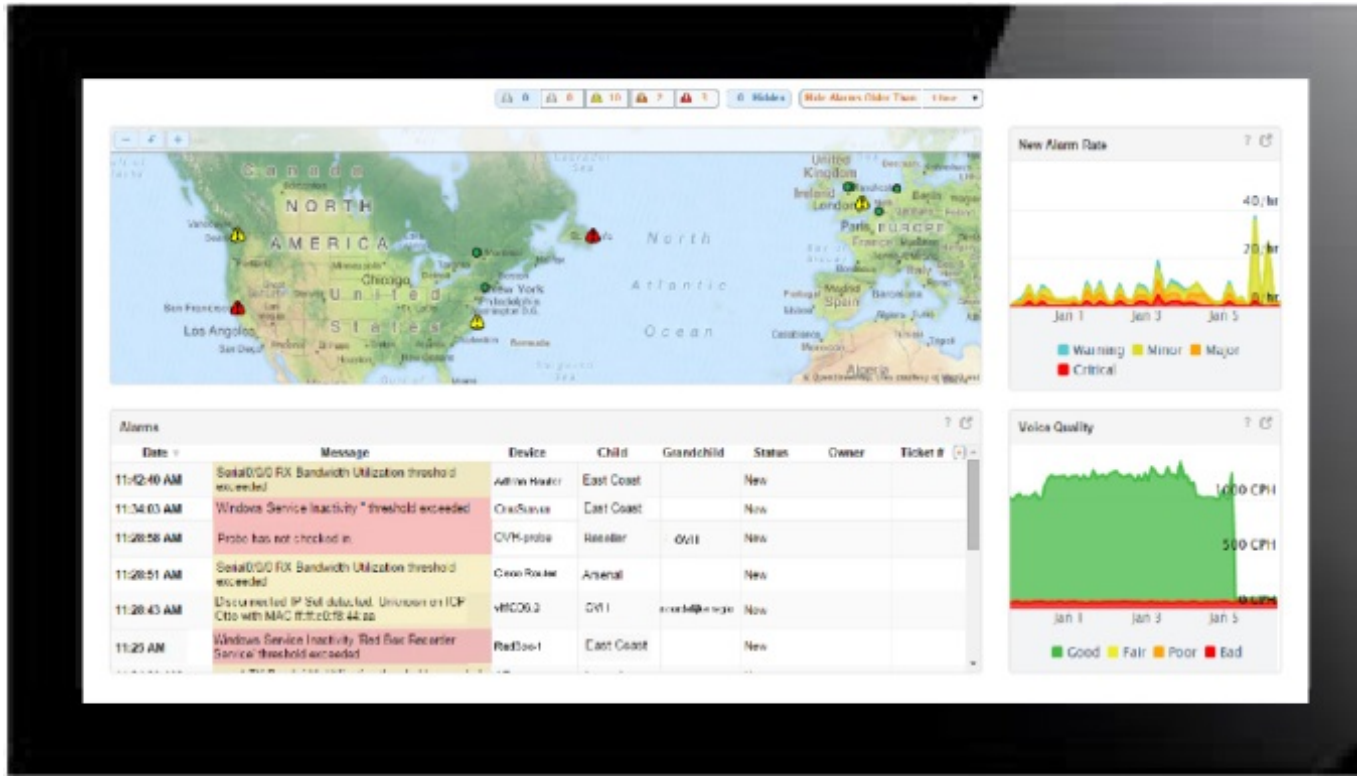
Improved alarm filtering provides effective at-a-glance status.

Large screen, at-a-glance view of incoming alarms, for rapid response by NOC team. Larger map view simplifies viewing of multiple sites.





# Widescreen KPI Dashboard – Problem Finder View



NOC view with additional data to pinpoint cause of alarms.

# Dashboard Views & Data Organization



# Top Level Dashboard

Intuitive main menu.

MARTELLO TECHNOLOGIES • MarWatch MarWatch

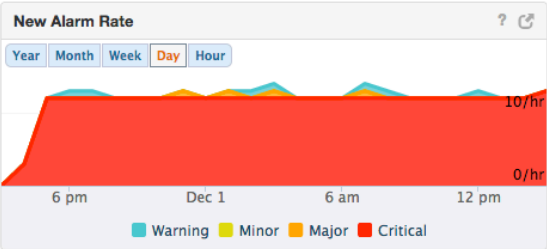
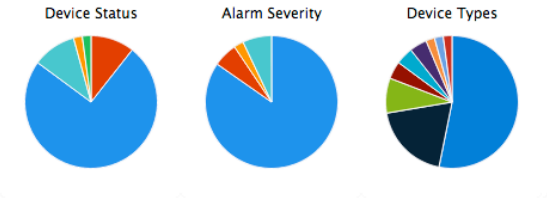
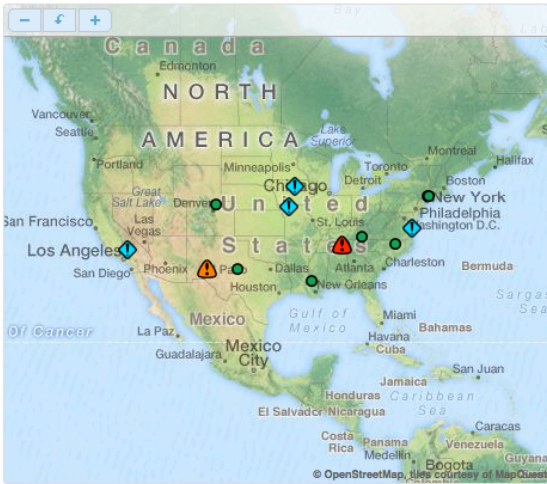
🔧 + ⚙️ 👤

72 6 0 2 5 0 Hidden Hide Alarms Older Than 1 Hour

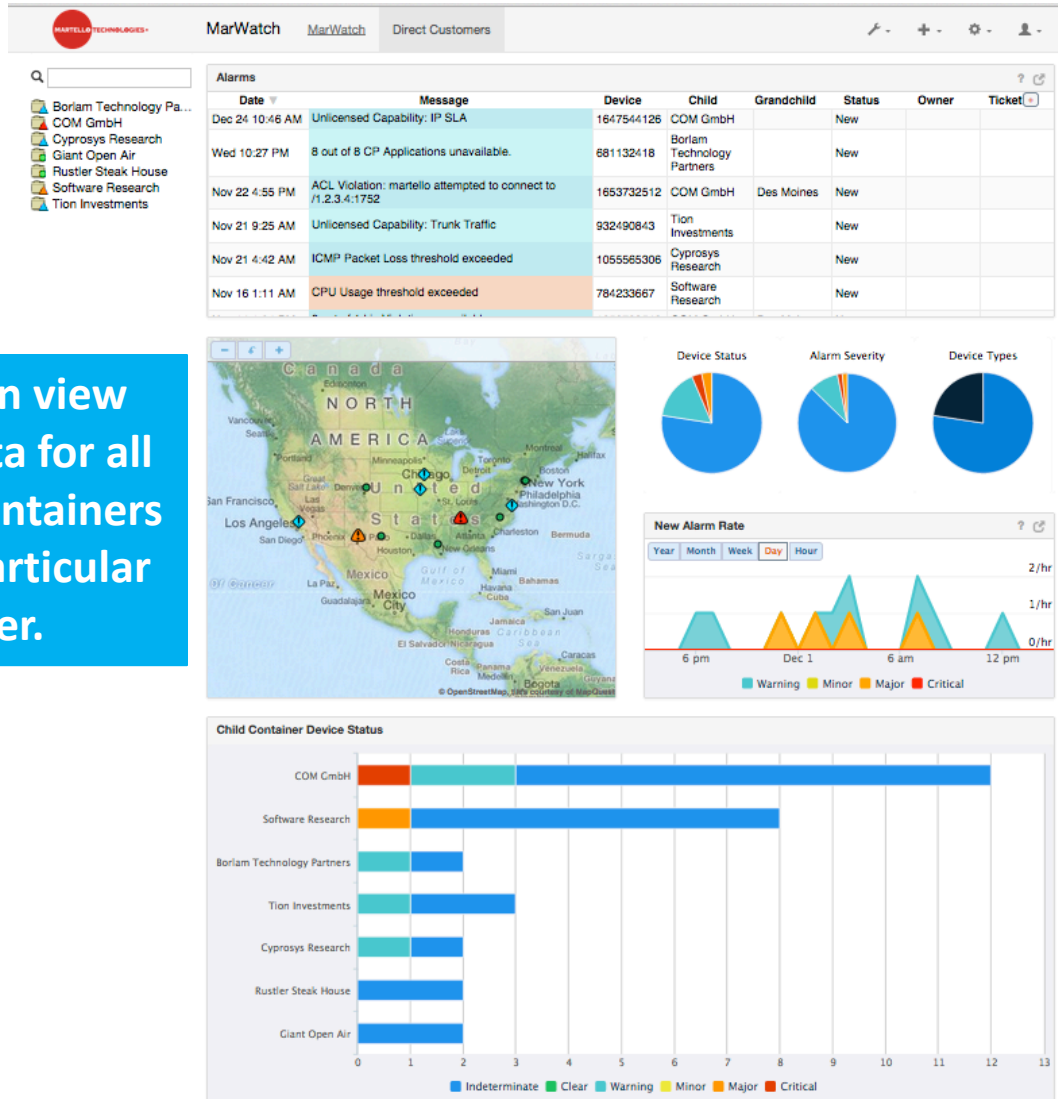
- Direct
- Direct Customers
- Resellers

Date	Message	Device	Child	Grandchild	Status	Owner	Ticket
Dec 24 10:46 AM	Unlicensed Capability: IP SLA	1647544126	Direct Customers	COM GmbH	New		
3:49:10 PM	Process Inactivity 'inline.exe' threshold exceeded	InnLine IP	Resellers	VOIPSeller	New		
2:56:27 PM	Ping Packet Loss threshold exceeded	vMCD - 5.0 vApp	Resellers	VOIPSeller	New		
Fri 4:18 PM	SMDR file upload failed: Connection failed to host 192.168.218.85	vMCD - 5.0 vApp	Resellers	VOIPSeller	New		
Fri 3:33 PM	Test	Cisco	Resellers	VOIPSeller	New		
Fri 10:39 AM	Probe has not checked in.	Direct	Direct		New		
Wed 10:27 PM	8 out of 8 CP Applications unavailable.	681132418	Direct Customers	Borlam Technology Partners	New		

Ideal for Service Providers – View all resellers and customers.



# Reseller View with Container Rollup

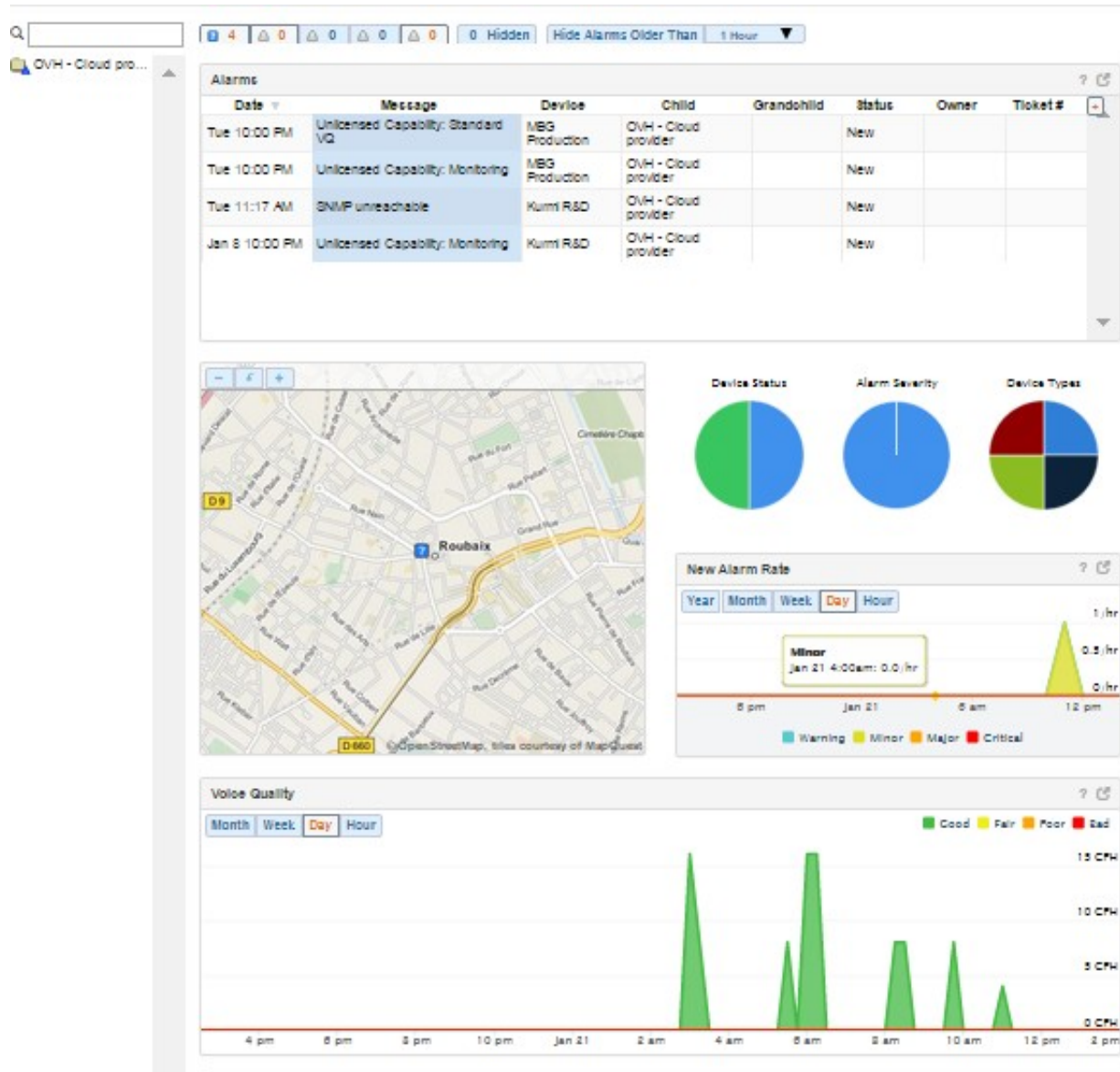


Resellers can view summary data for all customers/containers or select a particular customer.

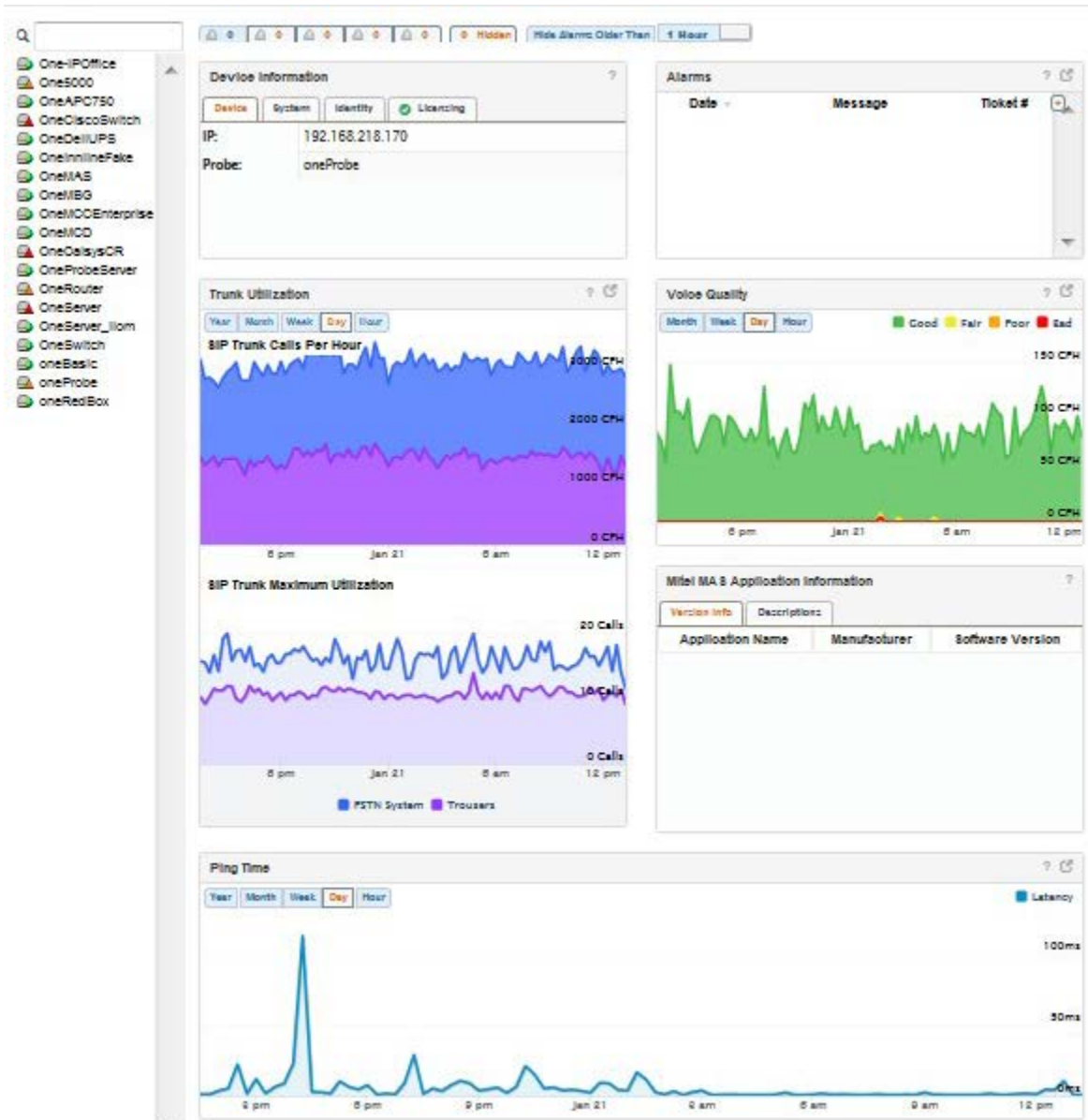
View device status for all containers at a glance.



# Customer View



# Device View



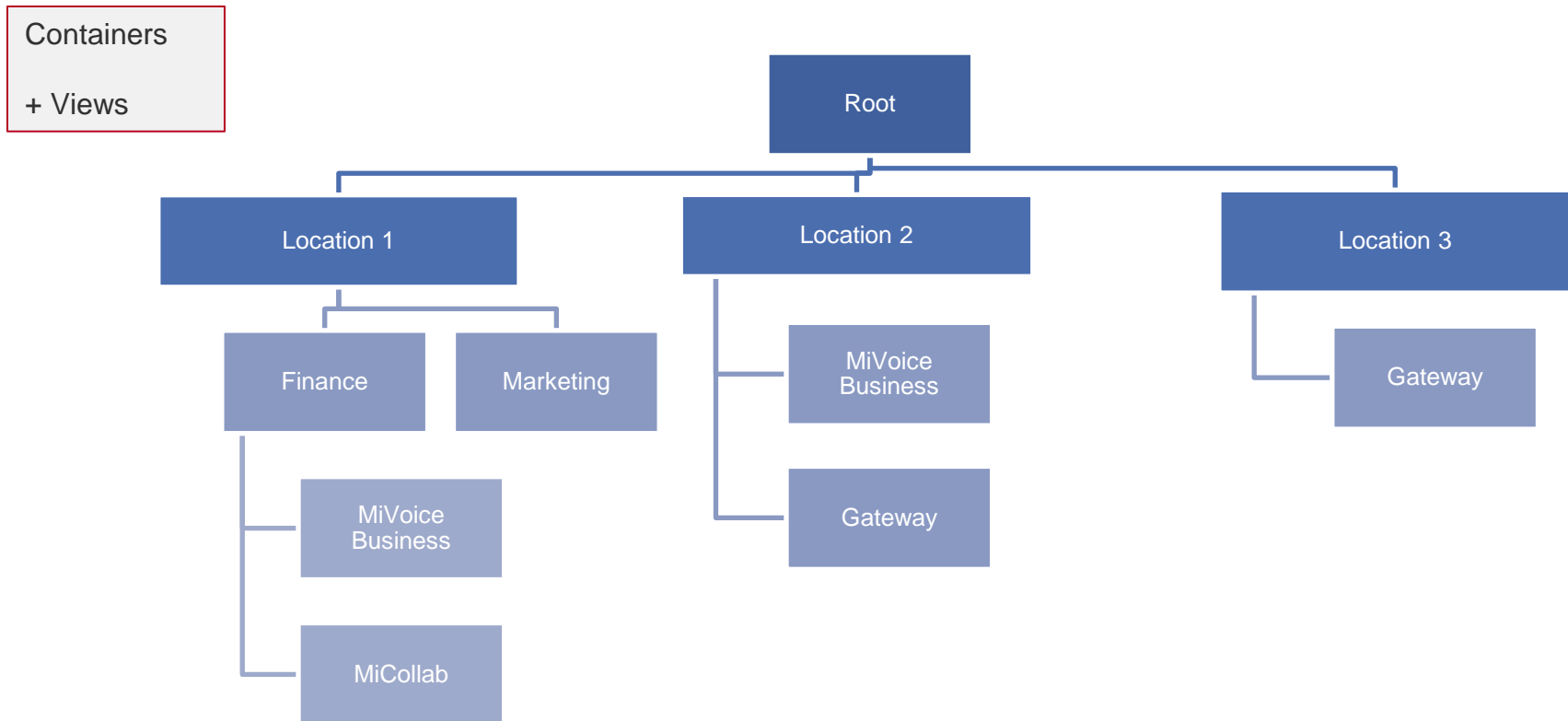
**Example: MiVoice  
Border Gateway**

# Data Organization

- Devices
  - IP network elements monitored for fault and performance management
  - Views / Dashboards
- Users
  - MarWatch System users
  - Access privileges
  - Access to all container and all sub-tending containers
- Containers
  - User-defined collections of Devices, Users and Containers
  - Inherited and inheritable properties
  - Views / Dashboards

# Example – Large Enterprise

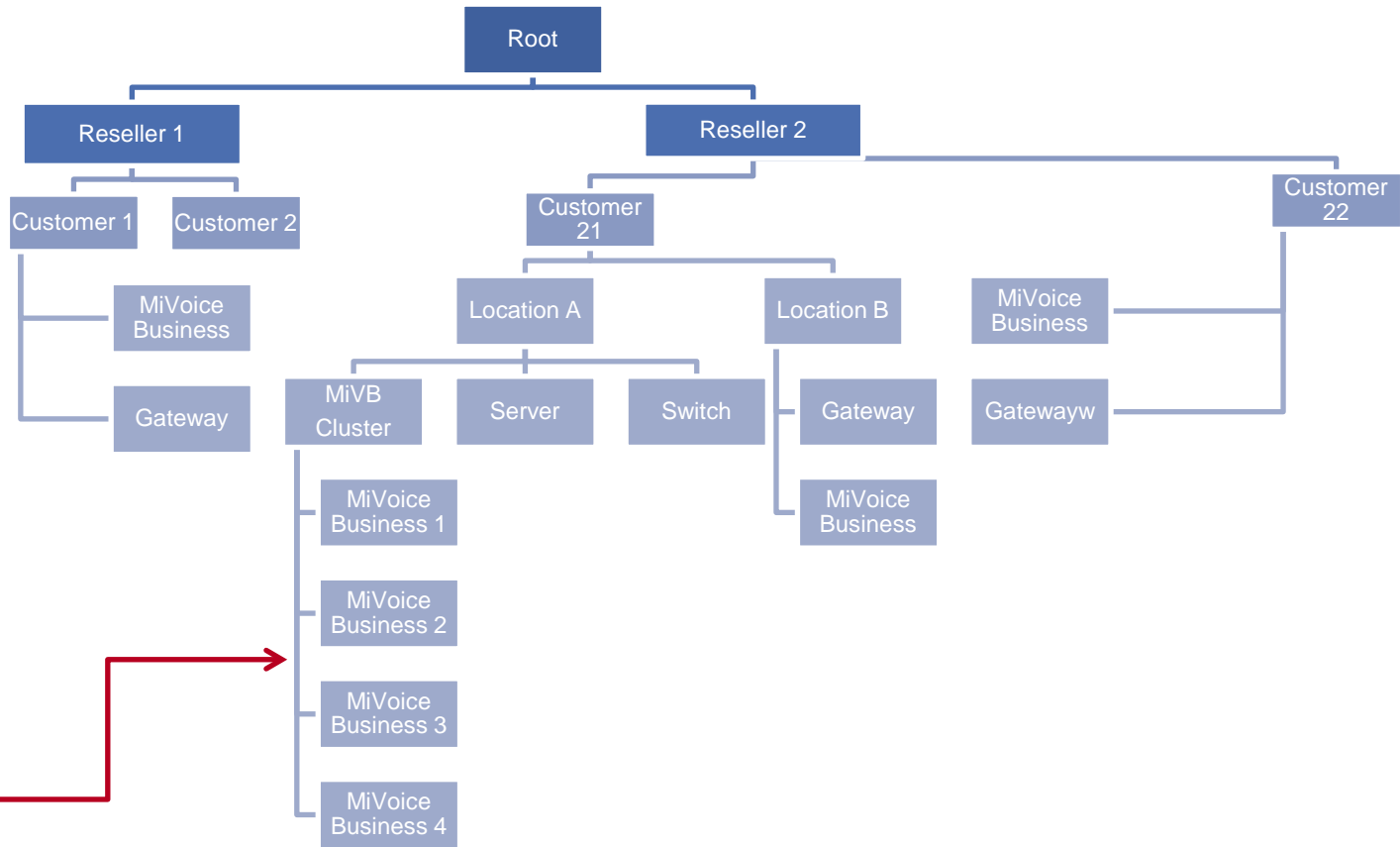
Three locations, view from any Container or Device





# Example - Reseller

- Two resellers, four customers, multiple devices



Containers  
+ Views

Devices  
+ Views



# Other Improvements

## Security

- Using latest stable version of Tomcat, Java, Postgres
- MarProbe updated to Debian 7.7 (Wheezy)
- All known security issues addressed

## Audit Logs

- Greater event resolution
- Improved reporting and export

