



Fault & Performance Management

Service Provider Presentation

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info@martellotech.com

Mitel Fault & Performance Management Outline

- Key UC Management Challenges for Service Providers
- Service Quality for Business Success
- MiCloud MarWatch Device Support
- MiCloud Software Assurance & Support
- Key Benefits
- Key Features
- Advanced MiVoice Business Features
- Customer Success



Key Management Challenges for Service Providers

Service providers are tasked with managing service quality for complex cloud-hosted networks.

Resolving typical network issues requires more costly 3rd level support resources.

Finding the problem source is the primary troubleshooting problem for network professionals.

Users expect reliability from their business communications solution.

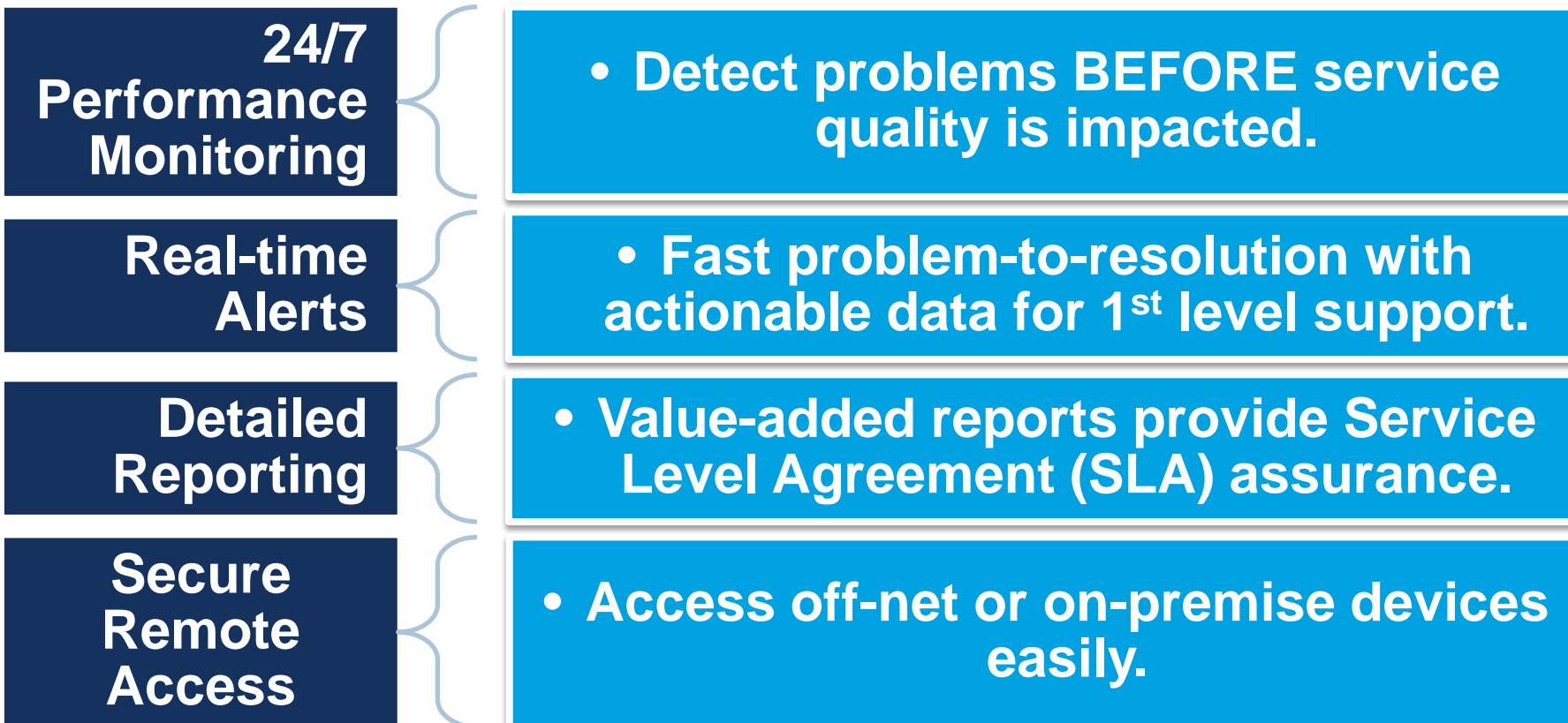
MarWatch - Service Quality for Business Success

Find the source of service quality issues faster – to reduce churn and make more efficient use of technical support resources.



MarWatch Snapshot

Fast problem resolution and better service quality decrease the service provider's churn rate.



Why Fault & Performance Management?

- Improve your support offering – find and resolve performance problems before they can impact the customer.
- Reduce the cost of support delivery - make better use of 1st/3rd level support resources.
- Reduce churn and win new business with a key competitive differentiator – proactive support.
- Increase contract renewal rates and revenue.

MiCloud 2.0 and Fault & Performance Management

MarWatch fault & performance management is provided as an optional component of **Oria**.

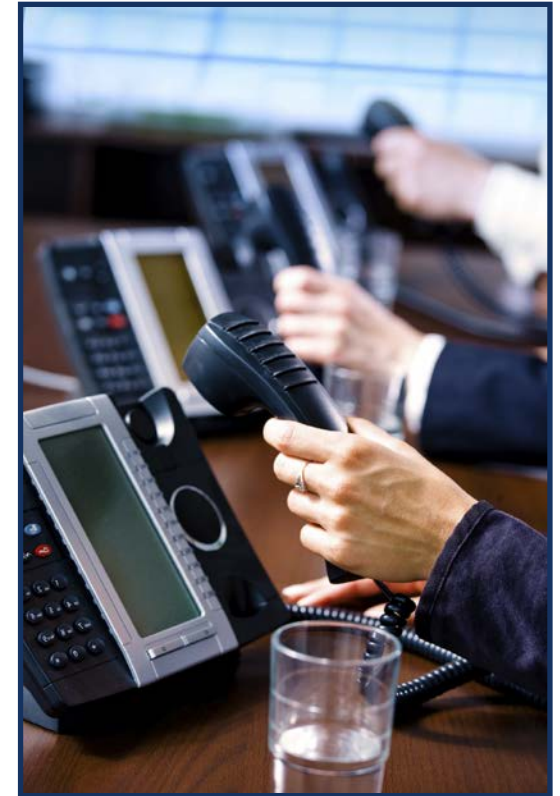
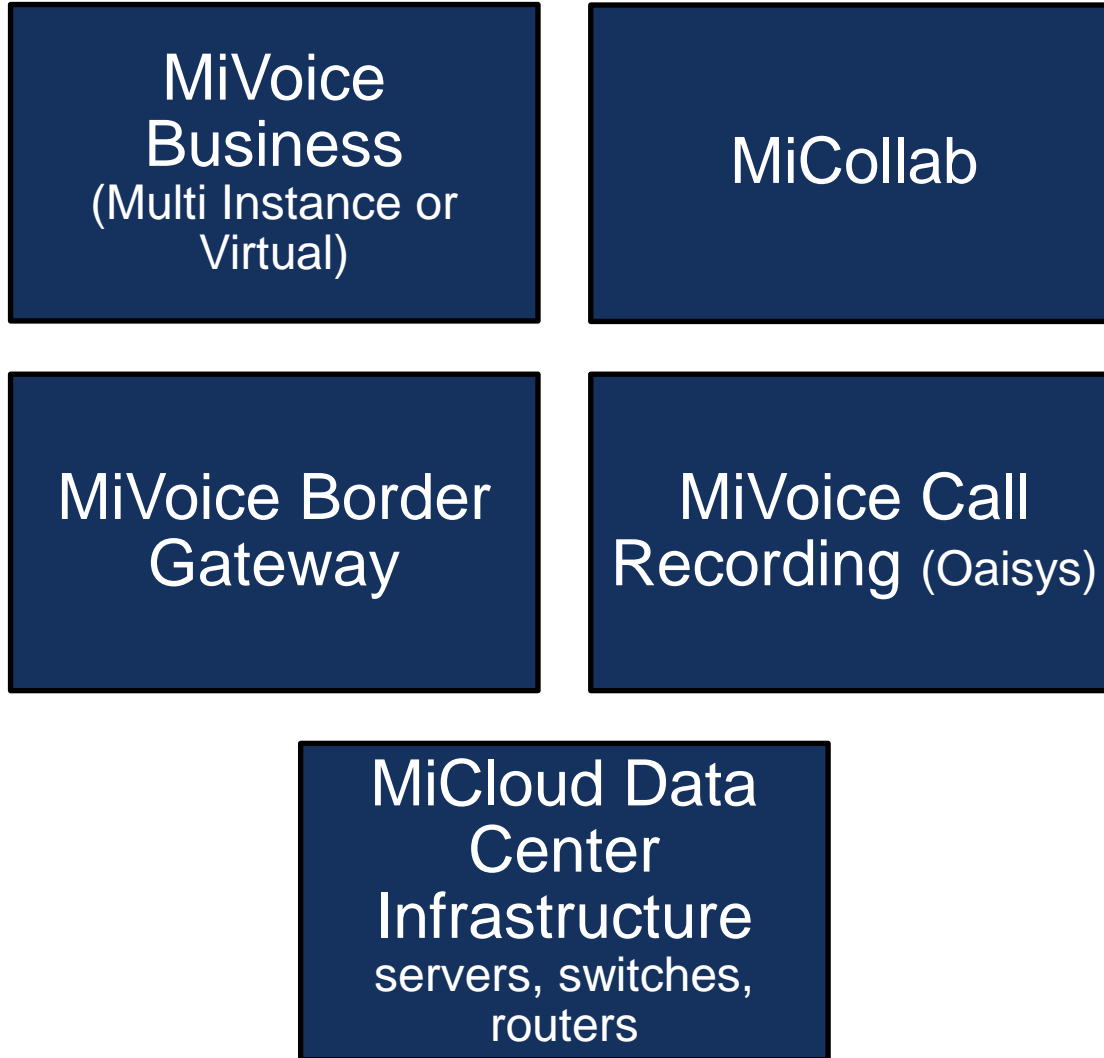
Oria is multi-customer provisioning software for service providers.

- ✓ Included in all MiCloud purchases by service providers.
- ✓ Integrated access to MarWatch



MiCloud 2.0 for
Service
Providers

MiCloud – MarWatch Device Support



MiCloud 2.0 Software Assurance & Support Options

	OPEX/Subscription Model	CAPEX/Purchase License Model
MiCloud STANDARD SOFTWARE ASSURANCE & SUPPORT	Mandatory Included with MiCloud subscription	Mandatory Additional annual purchase.
MiCloud PREMIUM* SOFTWARE ASSURANCE & SUPPORT	Optional Additional monthly cost per seat.	Optional Additional annual purchase.



MarWatch Fault & performance management is included with **PREMIUM** Software Assurance & Support

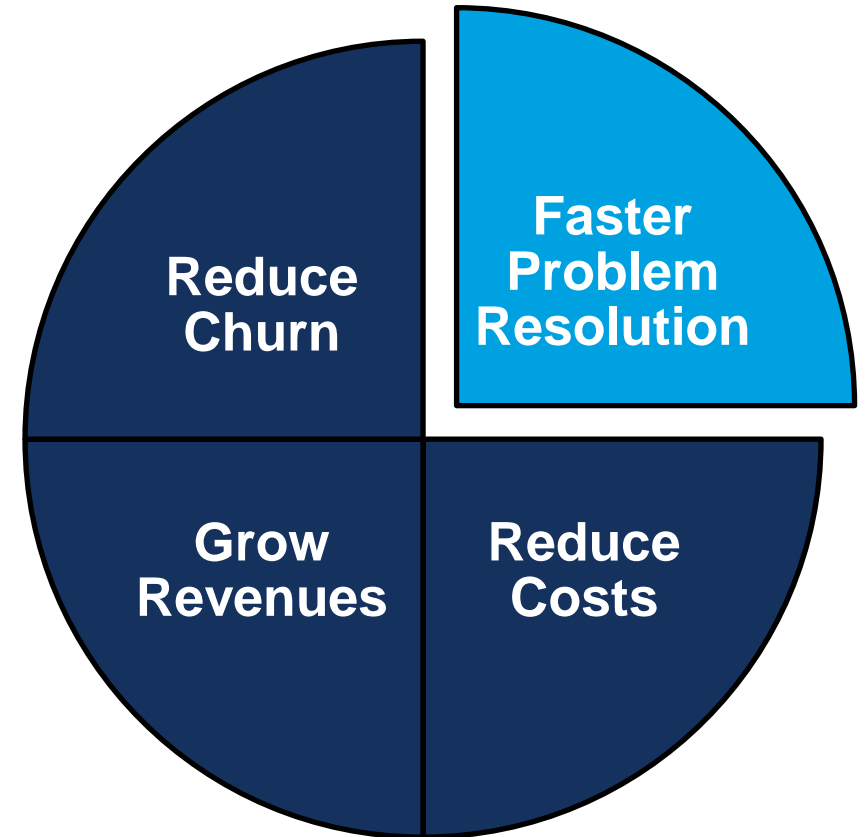


Service providers opting into **PREMIUM** Software Assurance & Support must provide coverage to **ENTIRE** customer base.

Key Benefits

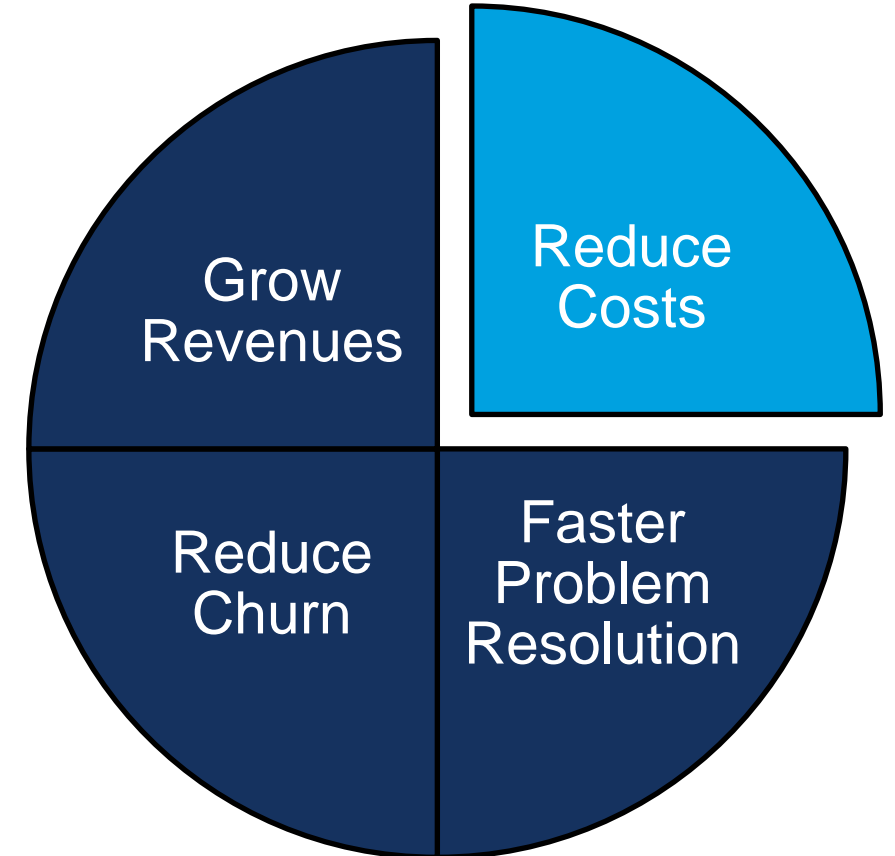
Faster Problem Resolution

- Around the clock monitoring of voice quality and other performance metrics.
- Configurable thresholds allow detection of problems at an early stage.
- Alerts ensure the right person receives actionable data at the right time.
- Secure remote access to customer networks ensures timely off-net/on-premise problem resolution.



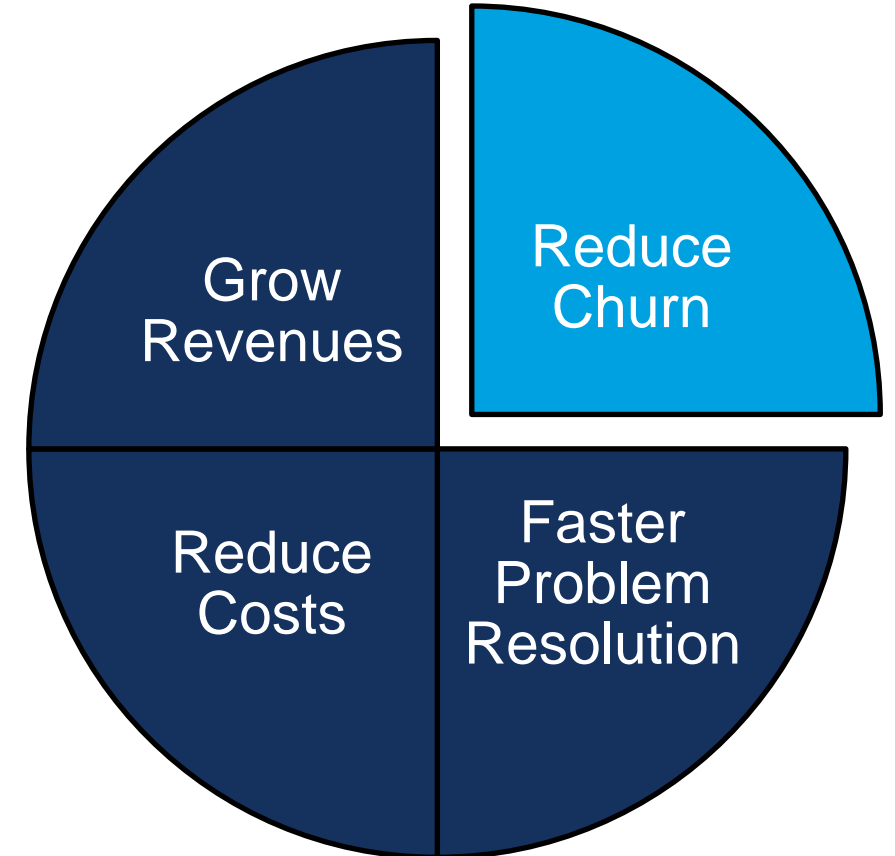
Reduce Costs

- Empower 1st level support staff with the tools to resolve issues, reducing dependence on costly 3rd level support for typical network problems.
- Consolidate UC management tools in a single pane of glass.



Reduce Churn

- Consistently high service quality results in satisfied customers.
- Resolution of problem by 1st level support increases customer satisfaction.
- Early detection means problems can be resolved before the customer is impacted.
- Reports demonstrate SLA performance and help with forecasting, planning & load balancing.

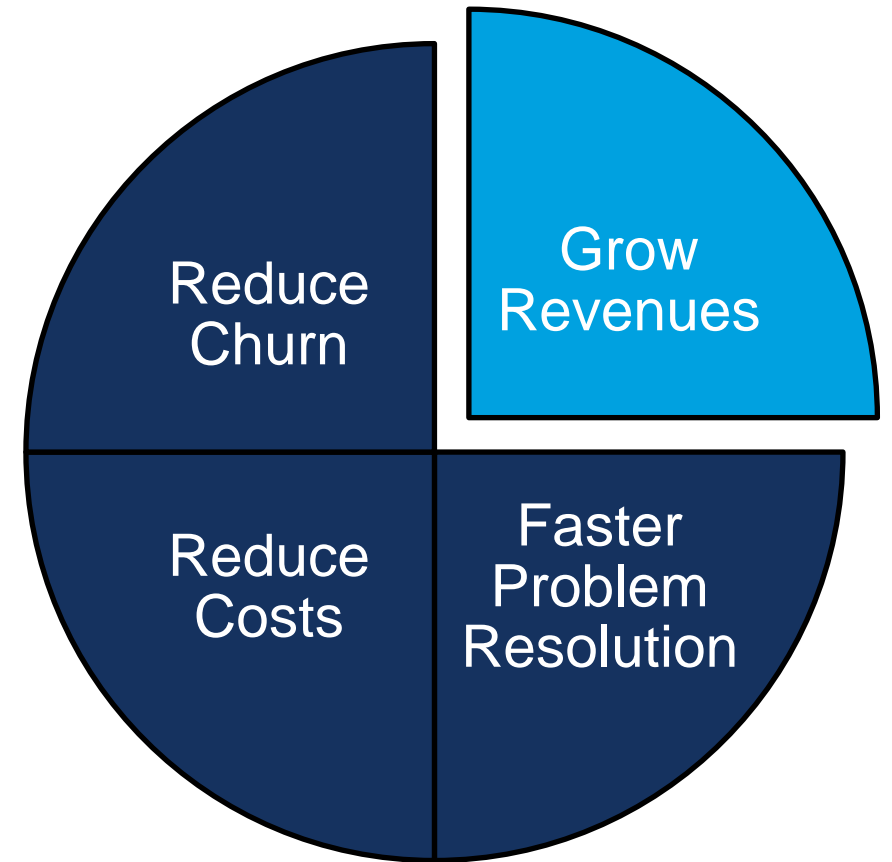


Grow Revenues

- Increase contract renewal rates and revenue.
- Prevent lost revenue from missed SLA commitments due to system problems.
- Opportunity to upsell advanced reports.



Service providers opting into **PREMIUM** Software Assurance must provide coverage to **ENTIRE** customer base.



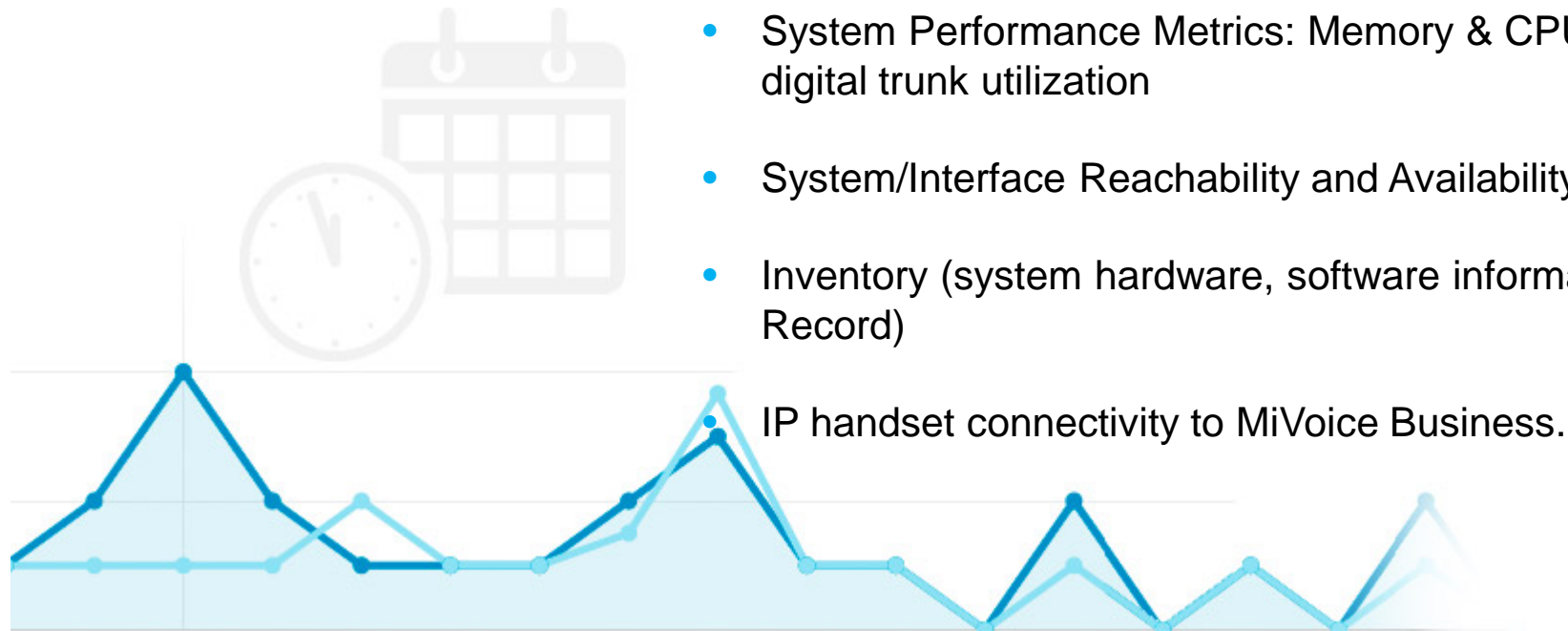
Key Features



Performance Monitoring

24/7 performance and availability monitoring detects issues quickly.

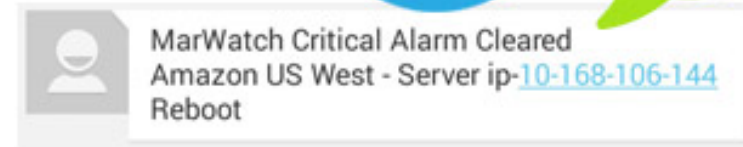
- Support for Mitel MiCloud devices on private and public networks.
- Voice Quality R Factor Ratings by Call
- RTT, Jitter, Packet Loss metrics
- System Performance Metrics: Memory & CPU utilization, disk usage, digital trunk utilization
- System/Interface Reachability and Availability
- Inventory (system hardware, software information, hardware ID, App Record)



Real-Time Alerts

Timely, actionable data to resolve problems quickly.

- Alerts by email, SMS, Twitter DM
- System alarms warn users when thresholds are being maximized or breached
- Customizable alarm thresholds.
- 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, with filtering for fast identification of problem sites.



From: Karen Clark
To: Bob

11:12 AM

Alarms cleared on Server domU-12-31-39-0A-10-91

Severity	Message	Start Time	End Time	Duration
Critical	Reboot	Fri, 9 May 2014 12:59:06 +0000	Fri, 9 May 2014 12:59:06 +0000	0d 0h 0m 0s

Current alarms on Server domU-12-31-39-0A-10-91

Severity	Message	Start Time
Critical	Ping Packet Loss threshold exceeded	Fri, 9 May 2014 12:44:02 +0000
Indeterminate	SNMP unreachable	Fri, 9 May 2014 13:16:58 +0000

ALARMS INCLUDE:

- Voice Quality
- System
- Interface availability
- Remote access security violation
- Memory utilization
- Device reachability
- Disconnected IP handset

Detailed Reports

Reports demonstrate SLA performance to customers, with advanced reports a potential upsell opportunity.

- Monthly or on-demand
- PDF or Excel format, via email
- Reports by reseller, customer, location or device.
- Upsell opportunity giving customer visibility into performance metrics for improved planning, forecasting and load balancing.
- Customizable message and logo space

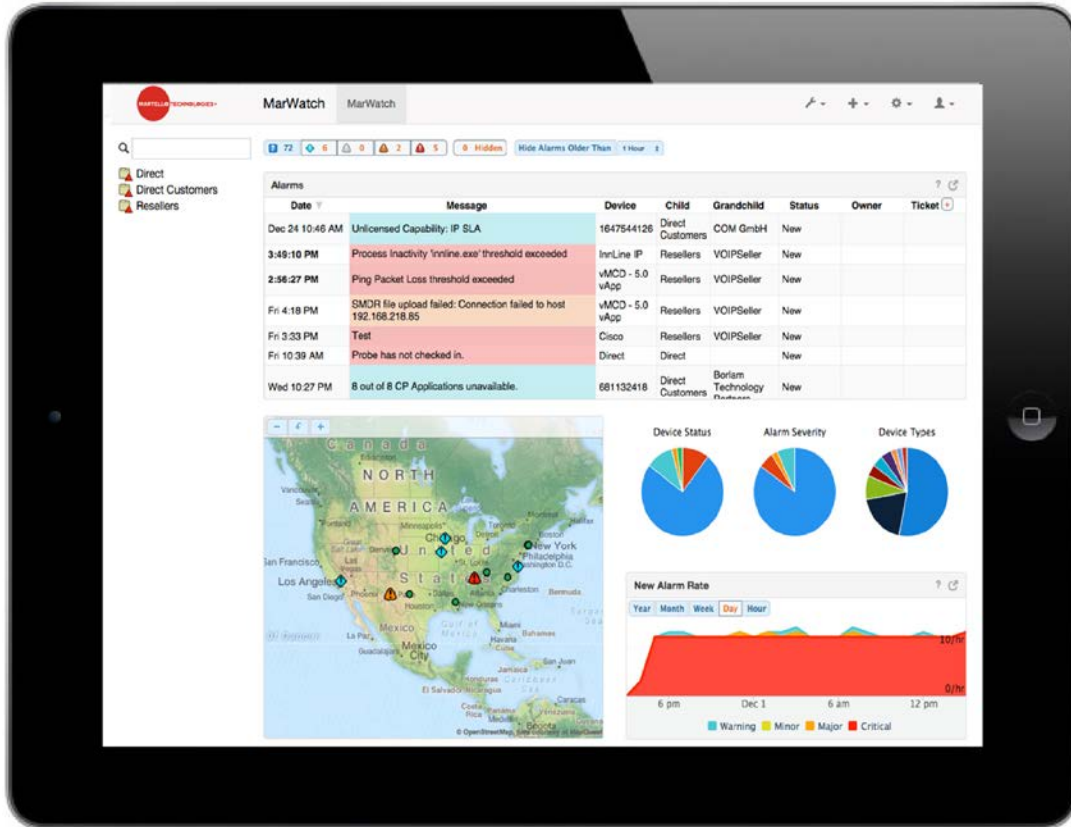
Reports include:

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

COMING
SOON
Predictive
Analytics



Powerful Dashboard



Standard Web browsers
(Internet Explorer® and
Firefox®)

Secure – HTTPS / SSL

Mobile Optimized (iOS,
Android tablets,
smartphones)

Critical data – alarms filtered
& matched with map view.

Custom dashboard views.

Brandable – logos, URLs,
color schemes, fonts, etc.

Access levels for limited
device/site access by
resellers/customers.

Widescreen display option
for NOCs/data centers.

Dynamic searching to find
devices quickly.

Secure Remote Access

Speed problem resolution for off-net/on-premise deployments with secure remote access from anywhere.

- No VPN required
- Single click access to devices on LANs and VLAN isolated customer deployments on hosted platform.
- Integrated web-proxy server for remote access to Mitel Embedded System Management (ESM) interface
- Access Control List (Blacklist/Whitelist)
- Authenticated & encrypted with SSL, SSH & HTTPS
- Remote Access Network Tools (MTR, Ping, Traceroute, Iftop, SNMP browser)



Advanced MiVoice Business Management Features



Backups -
Scheduled and on-demand backups with a retention policy and downloadable file for restoring.



IP Set Inventory Monitoring –
Record of all IP sets known to MiVoice Business and alarm if unplugged.



SMDR Collection –
Collection and central storage for SMDR Records from MiVoice Business.

Backups for MiVoice Business

- MiVoice Business Configuration Details
- Call history: incoming, outgoing, and duration
- Embedded voice mail configuration and data
- All at regular intervals and stored in service provider's data centre
- Downloadable file (for restoring) easily accessible via web browser



Value-add for business continuity.

SERVICE PROVIDER SUCCESS

“MarWatch gives our first level support staff the tools they need to solve the customer’s problem. Fast problem resolution is key in our business, and helps ensure our customers remain satisfied and loyal”.

VoIP Networks

“Access to voice quality and other performance data helps us solve problems faster – often before the customer even notices the problem. MarWatch improves our support offering, allowing us to use our IT resources more effectively”.

“Our 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.”

Mitel Cloud Solutions

Digital Exchange Products (DXP)

Deployed in more than 1,500 enterprise and service provider networks around the world.



THANK YOU

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