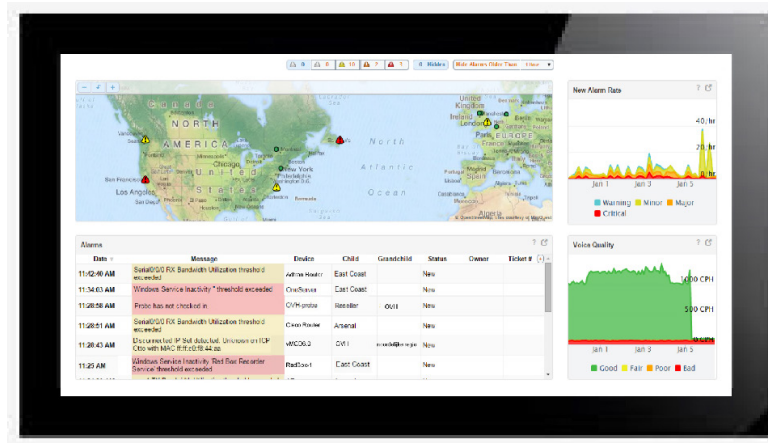


# Fault & Performance Management

## Key Features

- 24/7 Performance Monitoring
- Fault Management with Alerts & Testing Tools
- Secure Remote Access
- Powerful KPI Dashboard
- Detailed Reporting
- Backups for MiVoice Business



Drive Revenues and Reduce Costs with Proactive Fault & Performance Management

Today's cloud-hosted business communications networks are complex – yet customer expectations for service quality and reliability have never been greater. Deployed in more than 1,500 networks worldwide, Mitel's Fault & Performance Management software gives channel partners the tools to proactively detect and address service quality issues BEFORE the customer is impacted.

## Benefits

### FASTER PROBLEM RESOLUTION

Detect problems in real-time and identify their source.

### REDUCE OPERATIONAL COSTS

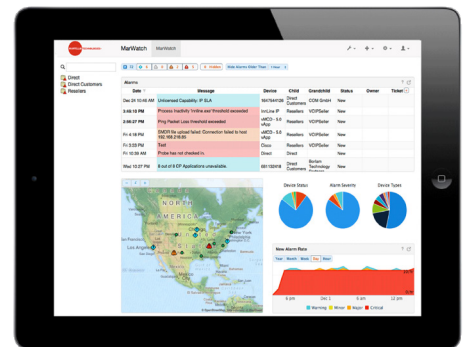
Secure remote access eliminates up to 80% of onsite support visits, for significant cost savings.

### GROW REVENUES

Upsell an enhanced, proactive service offering to your customers for a new recurring revenue stream.

### REDUCE CHURN

Fast problem resolution and reliable service quality results in satisfied customers. Proactive fault & performance management means problems can be addressed before the customer is impacted.



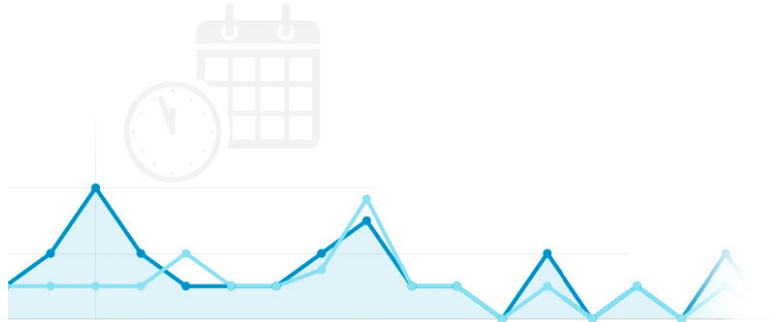


## Features

### Performance Monitoring

Detect problems quickly with 24/7 performance monitoring, for proactive customer support.

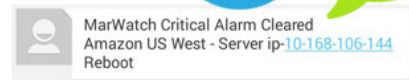
- Support for a broad range of Mitel and third-party devices in public and private networks.
- IP Set Inventory monitoring for MiVoice Business and MiVoice Border Gateway with status (in service, disconnected, never connected, or unprogrammed) and optional alarms for disconnected sets.
- Collection of SMDR records from remote MiVoice Business, with storage on customer's file server or a secure cloud.
- 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 Alerts and Testing Tools

Alerts warn of impending network issues in real-time, while active testing identifies the source of the problem. Together, these tools help channel partners reduce the problem-to-resolution period and make more efficient use of Level 1 support resources.

- Customizable by recipient and delivery method - email, SMS (Short Message Service) or Twitter DM.
- Displayed in dashboard:
  - *Listed by severity, duration and customer/site*
  - *Colour coding by severity on geographic map, for fast view of most problematic sites.*
- Triggered according to configured thresholds, customizable by the user.
- Alarms include:
  - *System alarms (ie: MiVoice Business, MiVoice Border Gateway)*
  - *Device availability & reachability*
  - *Device interface availability & utilization*
  - *Voice quality (R Factor rating by call)*
  - *Remote access security violation*
  - *Disconnected IP handset*
  - *Windows service status (non-running services)*
- Network diagnostic tools include MTR, remote DNS, Ping, Traceroute, iftop and a Simple Network Management Protocol (SNMP) Browser.



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	04:00:00.00

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



## Secure Remote Access

Secure remote access to devices anywhere in the world eliminates up to 80% of onsite service visits, reducing costs.

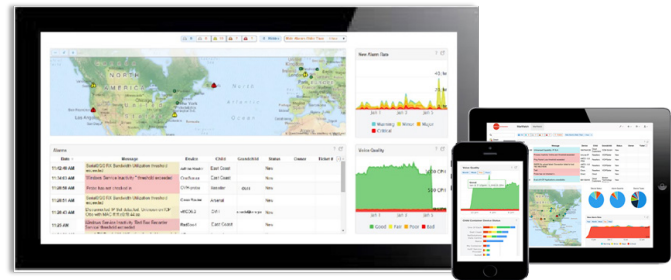
- On-demand remote connection to Local Area Network (LAN), with no VPN required.
- Integrated remote web proxy provides higher performance remote access to the MiVoice Business ESM (Embedded Systems Manager) web interface.
- Communications are authenticated and encrypted, with standards-based IP security mechanisms including SSL (RSA-2048/AES 128), SSH (RSA1024/AES 128) and HTTPS.
- Access control list (ACL) can be established, and alarms generated for attempted ACL violation. Remote access sessions are tracked in the audit log.



## Powerful KPI Dashboard

Optimized for viewing on mobile devices and PCs, the Mitel MarWatch dashboard delivers key performance indicator (KPI) data at-a-glance.

- Map view displays alarms colour coded by severity, linked with filtering for fast identification of most problematic sites.
- Show / hide alarms and sort by severity, duration and customer/site.
- Optional widescreen dashboard for NOCs and data centers, with NOC and Supervisor views.
- Multiple user types (admin, limited and customer)
- Multi-tenant access allows user and role-based access to particular devices or capabilities.
- Ticket management by number, owner, and status, and option to export to third-party ticketing system.
- Advanced search filtering to find any device easily by name, type, IP address or notes/description.
- Branded dashboard can be created for channel partner or customer, and can feature a 'message of the day'.
- Channel partners can choose any URL they own for the MarWatch login page.
- Accessed via standard web browsers: Internet Explorer and Firefox.



“MARWATCH ADDS VALUE TO THE MITEL SALE. IT SIMPLIFIES REMOTE ACCESS AND MONITORING OF MULTIPLE SITES, ALLOWING US TO SUPPORT OUR CUSTOMERS MORE EFFICIENTLY AND PROACTIVELY, WHILE REDUCING OUR COSTS”.

- MXN CORPORATION



## Detailed Reporting

High quality and timely performance reports help channel partners demonstrate Service Level Agreement assurance to their customers

- Monthly or on-demand (up to 90 days) options.
- Delivered by email in PDF or Excel format.
- Reports by reseller, customer, location or device.
- Reports include:
  - *Message space customizable by Administrator*
  - *Customer device inventory*
  - *Device availability and performance summary*



## Backups for MiVoice Business

The backup feature prevents the loss of critical data to ensure business continuity.

- Scheduled and on-demand options, with alarms for backup failures/issues.
- Backed up at regular intervals with secure offsite storage.
- Downloadable file (for restoration) accessible from standard web browser.
- Back up file includes configuration, call history and optional embedded voice mail.

## Supported Mitel Systems

- MiVoice Business
- MiVoice Office 250
- MiCollab
- MiVoice Border Gateway
- Mitel Business Dashboard
- MiContact Center(Business/Enterprise)
- MiVoice Call Recording

## Third Party Device Support\*

- Servers (Windows/Linux)
- Routers (Cisco/Adtran)
- Managed Ethernet Switches (HP, Cisco, Dell, Avaya (Nortel) Extreme)
- Uninterruptible Power Supply (UPS) – American Power Corporation (APC) models with Ethernet network management interface.
- Red Box Call Recorders
- Innovation InnLine Voice Mail
- PathSolutions Performance Monitor

*\*Only available with Mitel MarWatch*

## Deployment Options

### Remote Monitoring & Access Service

Hosted 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 MarWatch

Partner-managed software-as-a-service integrates directly into the authorized partner's service operations.

### Premium Software Assurance (SWA)

authorized partners purchasing or renewing SWA for premise-based product sales receive a Mitel MarWatch license entitlement.