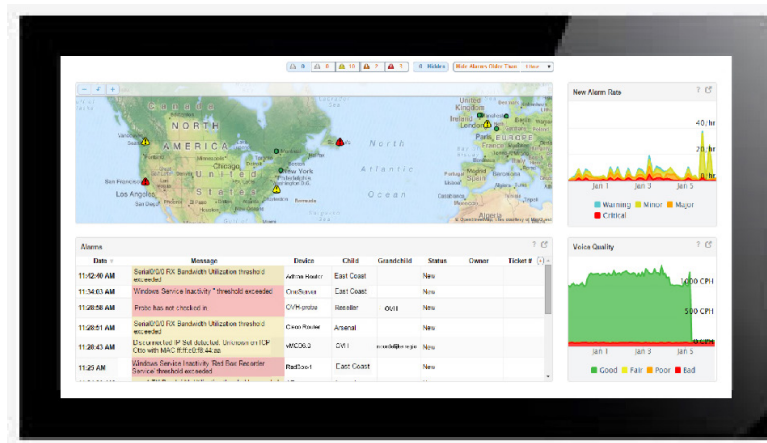# Mitel MarWatch for Service Providers
Optional Add-On to Oria

Key Features

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

Drive Revenues and Reduce Churn with Proactive Fault & Performance Management

Today's cloud-hosted business communications networks are complex – and service providers are tasked with the challenge of meeting customer expectations for service quality and reliability. Mitel MarWatch gives service providers the tools to proactively detect and address service quality issues BEFORE the user is impacted. Available as part of MiCloud Business for Service Providers, this software monitors and manages Mitel business communications networks on a 24/7 basis.

Benefits

FASTER PROBLEM RESOLUTION

Detect problems in real-time and identify their source.

REDUCE OPERATIONAL COSTS

Empower 1st level support staff with troubleshooting and testing tools, reducing dependence on more costly IT resources.

GROW REVENUES

Increase support contract renewal rates and revenue by meeting Service Level Agreement (SLA) commitments.

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.


Mitel
Powering connections

Features

Performance Monitoring

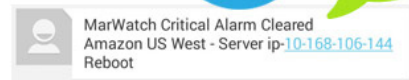Detect problems quickly with 24/7 performance monitoring, for proactive customer support.

- Support for a broad range of Mitel and third-party devices in public and private networks.
- IP Set Inventory monitoring for MiVoice Business with status (in service, disconnected, never connected, or unprogrammed) and optional alarms for disconnected sets.
- 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*
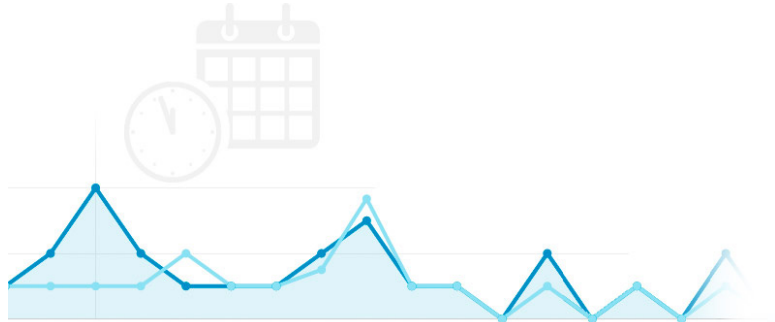
Fault Management with Alerts and Testing Tools

Alerts warn of impending network issues in real-time, while remote IP testing identifies the source of the problem. Together, these tools help service providers 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 Direct Message (DM).
- Displayed in dashboard:
  - *Listed by severity, duration and customer/site*
  - *Color 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.

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 color coded by severity. Filtering helps identify most problematic sites quickly.
- Show / hide alarms and sort by severity, duration and customer/site.
- Optional widescreen dashboard for NOCs and data centers, with NOC and Problem Finder views.
- Multiple user types (admin, limited and customer).
- Multi-tenant access levels for 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 service provider, reseller or customer, and can feature a 'message of the day'.
- Service providers can choose any URL they own for the MarWatch login page.
- Accessed via standard web browsers: Internet Explorer and Firefox.
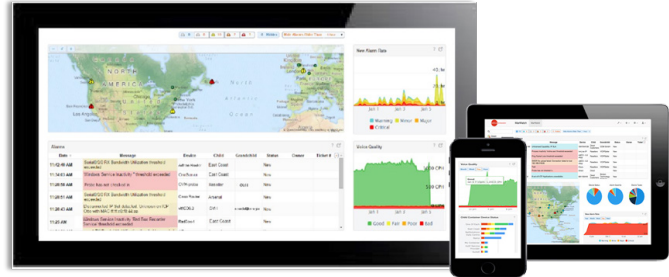
Backups for MiVoice Business

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 and stored in service provider's data center.
- Downloadable file (for restoration) accessible from standard web browser.
- Back up file includes configuration, call history and optional embedded voice mail.

"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".

- Mark Mowad, VoIP Networks

Detailed Reporting

High quality and timely performance reports help service providers demonstrate Service Level Agreement (SLA) assurance to their customers, and can provide an upsell opportunity.

- 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*
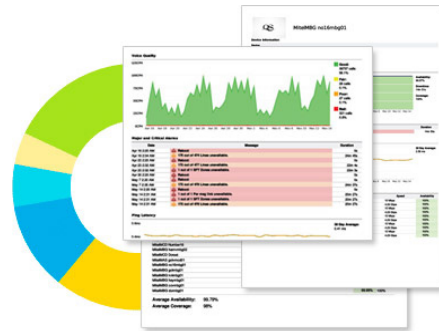
Secure Remote Access

Secure remote access to devices anywhere in the world reduces the cost and inconvenience of onsite service visits for off-net or on-premise devices.

- Single click access to devices on LANs and VLAN isolated customer deployments on hosted platform, 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.

Supported MiCloud Devices and Applications

- MiVoice Business (Multi Instance or Virtual)
- MiCollab
- MiVoice Border Gateway
- MiVoice Call Recording
- MiCloud Data Center Infrastructure - servers, switches, routers.

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