MARTELLO TECHNOLOGIES

MarWatch

Fault & Performance Management SaaS

REDUCE DOWNTIME. DRIVE REVENUE. LOWER SUPPORT COSTS.

Detecting and resolving problems on today's increasingly complex business communications networks is a challenge. Users increasingly expect reliability and service quality. MarWatch gives service providers, resellers and IT departments the tools to proactively detect and address service quality problems BEFORE the user is impacted.

PERFORMANCE MONITORING

ALERTS/ TESTING TOOLS

POWERFUL KPI DASHBOARD

SECURE BACKUPS

DETAILED REPORTING

SECURE REMOTE ACCESS

Mitel | Gold Preferred MSA Partner

MITEL SOLUTIONS ALLIANCE

KEY FEATURES

- 24/7 PERFORMANCE MONITORING
- SECURE REMOTE ACCESS
- FAULT MANAGEMENT - ALERTS/TESTING TOOLS
- SECURE BACKUP SERVICE
- POWERFUL KPI DASHBOARD
- DETAILED REPORTING

PERFORMANCE MONITORING

Monitor Mitel & third-party devices anywhere in the world, around the clock. Offering visibility across the public and private components of networks, MarWatch monitoring delivers timely and actionable performance and availability data.

- Special focus on Mitel UC equipment, including Voice Quality, IP Quality of Service (QoS), and IP Service Level Agreement (SLA) Monitoring.
- IP handset inventory monitoring for MiVoice Business and MiVoice Border Gateway with status (in service, disconnected, never connected or unprogrammed), and alarms for disconnected sets.

Voice and performance metrics include:

- Voice Quality Ratings by Call (R Factor)
- Digital Trunk Utilization
- Interface Availability & Performance Statistics
- CPU Utilization
- Memory Utilization
- Disk Usage

SECURE REMOTE ACCESS

Eliminate up to 80% of costly on-site service visits with on-demand secure remote connection to a LAN, with no need for a VPN. IT staff can easily and cost effectively troubleshoot network issues from any location.

- Integrated remote web proxy, providing higher performance remote access to the MiVoice Business ESM (Embedded Systems Manager) web interface.
- Access control list (ACL) can be established, with alarms generated for attempted ACL violation. Remote access sessions are tracked in the Audit Log.
- Communications are authenticated & encrypted, with standards-based IP security mechanisms including SSL(RSA-2048/AES 128), SSH (RSA-1024/AES 128) and HTTPS.
- Remote access to system information, including device alarms, inventory (ie: system hardware and information), reachability, and license inventory.

WHY MARWATCH?

FASTER PROBLEM RESOLUTION
Detecting and addressing problems before the user is affected increases client satisfaction and reduces churn.

REDUCED DOWNTIME
Proactive service quality management prevents downtime, and its repercussions: revenue losses and customer churn.

INCREASED REVENUE
Win business, increase contract renewal rates and upsell enhanced service quality management capabilities.

REDUCED SUPPORT COSTS
Less costly first line support can resolve problems, while secure remote access eliminates costly onsite troubleshooting visits.

1,500+ networks under management

5,000+ devices monitored around the world

FAULT MANAGEMENT
ALERTS & TESTING TOOLS

Alerts warn of impending network issues in real-time, while active testing identifies the source of the problem. Together, these tools reduce the problem-to- resolution period, preventing a disruption in service.

Alarms:
- Customizable by recipient and delivery method - email, SMS (Short Message Service) or Twitter DM (Direct Message).
- Displayed in dashboard:
  - Listed by severity, duration and customer/site.
  - Colour coded by severity on geographic map, for fast identification of most problematic sites.
- Triggered according to configured thresholds, customizable by the user.

Alarms include:
- System alarms Voice quality (R Factor rating by call)
- Device availability/reachability (ICMP Ping/ SNMP)
- Device interface availability & utilization
- Remote access security violation
- Disconnected IP handset (from MiVoice Business/MiVoice Border Gateway)
- Windows services status (non-running services)

Testing Tools:
- MTR
- ifTop
- Remote DNS
- Ping
- Traceroute
- Simple Network Management Protocol (SNMP) browser

SECURE BACKUPS AND SMDR COLLECTION FOR MIVOICE BUSINESS

Advanced management features for MiVoice Business include backups and SMDR record collection.

- Scheduled and on-demand backup options, with alarms for issues.
- Secure backup storage, either off-site (Amazon S3) or in the service provider's data center.
- Downloadable backup file (for restoration)
- Back up of MiVoice Business system database with optional embedded voice mail and call history.
- Collection of SMDR records from remote MiVoice Business, onsite or secure cloud storage.

The backup file contains:

- MiVoice Business configuration
- Call history: incoming, outgoing, and duration
- Embedded voice mail configuration and data

POWERFUL KPI DASHBOARD

Designed to display critical information at-a-glance, the MarWatch dashboard is easy-to-use, customizable and optimized for mobile devices (iOS and Android). Dashboard features include:

DASHBOARD FEATURES INCLUDE:

- Show / hide alarms and sort by severity, duration, customer / site
- Map View displays alarms colour coded by severity, linked with filtering
- Ticket management by number, owner & status, and exporting of alarms to third-party ticketing system
- Optional widescreen Problem Finder display ideal for identifying latest alarms quickly in NOCs and data centers.
- Multi-tenant access for user and role-based access to particular devices or capabilities
- Advanced search to find any device by name, type, IP address or notes/description.
- Branded dashboard for channel partner or customer, with 'message of the day' feature.
- Accessed via standard web browsers: Internet Explorer & Firefox.

"MarWatch monitoring gives us confidence that we can avoid downtime".

Carleton University

DETAILED REPORTING

Delivering assurance for Service Level Agreements, MarWatch provides monthly and on-demand performance reports. Accurate and easily understood quality graphs are delivered, with key performance metrics.

Features include:

- Monthly or on-demand options
- PDF or Excel format, delivered by email.
- Reports by reseller, customer, location or device
- Reports include:
  - Customizable message space
  - Customer Device Inventory
  - Device Availability Summary
  - Device Performance Info (by device)

SUPPORTED DEVICES & APPLICATIONS

MITEL:

- MiVoice Business (MCD)
- MiVoice Office 250 (Mitel 5000)
- MiCollab (Mitel Applications Suite)
- MiVoice Border Gateway – SIP and Teleworker VQ
- MiVoice Business Dashboard
- MiContact Center Enterprise
- MiContact Center Business
- MiVoice Call Recording

THIRD-PARTY:

- Red Box Call Recorders
- Innovation InnLine Voice Mail
- Cisco and Adtran Routers
- Windows and Linux Servers
- Managed Ethernet Switches (HP, Cisco, Dell, Avaya (Nortel) Extreme)
- PathSolutions Performance Monitor
- Uninterruptible Power Supply (UPS) – American Power Corporation (APC)
- Avaya IP Office 500 v1 or 2, IP Office Serve Edition, R7.0 or later

"MarWatch allows us to proactively plan events based on factual data, which is less intrusive, mitigates risk and can be better executed with fewer people. All of which represents a significant step up in service for our clients and allows us to offer a greater value for money".

4Sight Communications
- Reseller

Mitel Gold Preferred MSA Partner
MITEL SOLUTIONS ALLIANCE

Martello is a Mitel Solutions Alliance (MSA) Gold Partner. MarWatch is delivered by Mitel to its authorized partners, service providers and customers in several offerings. Visit mitel.com for more information.