

Fault & Performance Management for Partners

Key Features

- 24/7 Performance Monitoring
- Fault Management with Alerts
- Active Testing Tools
- Secure Remote Access
- At-a-Glance Status Dashboard
- Detailed Reporting
- Advanced Management Features



Drive Revenues and Reduce Costs with Proactive Fault & Performance Management

Today's business communications networks are complex – yet customer expectations for service quality and reliability have never been greater. Deployed in more than 2,000 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 quickly.

REDUCE OPERATIONAL COSTS

Monitor any number of multi-vendor devices, anywhere in the world.

GROW REVENUES

Prevent lost revenue from missed Service Level Agreement (SLA) commitments, and increase contract renewal rates.

REDUCE CHURN

Fast problem resolution and reliable service quality results in satisfied customers.

Features



24/7 Performance Monitoring

Proactively detect voice quality problems and their cause, with monitoring of Mitel systems and the entire network infrastructure surrounding them.

- Support for a broad range of Mitel and third-party devices, including configurable support for SNMP and SSH CLI devices.
- IP Set 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:
 - Voice Quality Ratings by Call (R Factor) for Mitel SIP sets, including MiVoice Border Gateway 9.1 SIP Teleworker
 - SIP and Digital Trunk Utilization for MiVoice Business
 - Interface Availability and Performance Statistics
 - CPU and Memory Utilization, Disk Usage
 - IP Class of Service (CoS) monitoring for Cisco routers
 - Windows Services (running/non-running)



Fault Management with Alerts

Real-time notification speeds problem resolution and makes more efficient use of Level 1 support resources.

- 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
 - Can be hidden, assigned and filtered by user.
 - Option to export to third-party ticket system.
 - Colour coded by severity on geographic map, for fast view of most problematic sites.
- Triggered according to thresholds by container, configured by the user.
- Alarms include:
 - System alarms
 - Device availability & reachability
 - Device interface availability & utilization
 - Voice quality (R Factor rating by call)
 - Disconnected IP handset (MiVoice Business/MiVoice Border Gateway)
 - Windows service status (running/non-running)



Date	Message	Device	
2:01:34 PM	(A125) Invalid Software License	Customer B	✎ ⚙
Tue 5:05 PM	Rollback of Idap data successful	MX-One	✎ ⚙ ✕
Tue 5:05 PM	LIM reloaded and restarted	MX-One	✎ ⚙ ✕



Active Testing Tools

Addressing problems starts with identifying the source. Considered a top challenge for IT professionals, MarWatch includes active testing tools to speed problem resolution.

- Rapid access to MIB browser and network tools from main menu on all SNMP device pages.
- Remote IP set network test tools (MiVoice Business)
- Network diagnostic tools:
 - MTR
 - DNS/Reverse DNS
 - Ping (includes TOS, Count, Flood)
 - Traceroute
 - iftop
 - Simple Network Management Protocol (SNMP) MIB Browser, with ability to import custom MIBs





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.



At-a-Glance Status Dashboard

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

- Map view displays alarms colour coded by severity, linked with filtering for fast identification of most problematic sites.
- Optional read-only widescreen dashboard for NOCs and data centers.
- Reseller and customer dashboard views.
- Multi-tenant container architecture.
- Advanced search filtering to find any device easily by name, type, IP address, notes/description.
- Branded dashboard can be created for channel partner or customer using logo or own HTML CSS.
- Customizable 'Message of the Day' banner for device and container dashboards
- Customizable 'Container Admin Contact Information' banner.
- Channel partners can choose any URL they own for the MarWatch login page.
- Accessed via standard web browsers: Internet Explorer, Chrome and Firefox.



or

“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.

Customer Container Reports

- Monthly, weekly or on-demand options, with preview.
- Demonstrates performance and availability of all devices in container.
- Includes customizable message space and partner branding.
- Delivered by email in PDF format.

Quick Queries

- Key on-demand reports such as: Top 10 Critical Devices, License Expiry, Active/Inactive Users, Device Thresholds.
- Scheduled or on-demand.
- Can be emailed in .csv format, with optional pivot table and pie chart presentation.



Advanced Management for MiVoice Business

- Advanced management features for MiVoice Business deliver additional services to maximize the platform, including backups and SMDR record collection.
- Scheduled and on-demand backup options, with alarms for backup failures/issues.
- Backed up at regular intervals with secure offsite or on-premise storage.
- Downloadable file (for restoration) accessible from standard web browser.
- Back up file includes configuration, call history and optional embedded voice mail.
- Collection of SMDR records, with storage on customer's file server or a secure cloud.

Supported Mitel Systems

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

Third Party Device Support

MarWatch supports a basic level of management for all IP network devices. The solution's SNMP management capabilities allow advanced management of ANY SNMP or CLI device on a network - from session border controllers to IP DECT base stations.

Additional advanced capabilities using SNMP and vendor specific interfaces are provided for the following devices:

- 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