everything you *ever* needed to know about
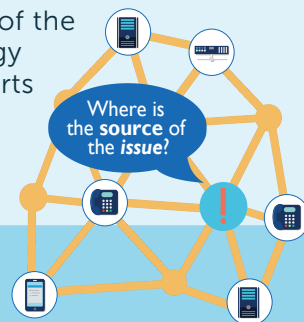
MITEL PERFORMANCE ANALYTICS

WHY SERVICE QUALITY MATTERS

Delivering service quality is critical and voice quality problems are difficult to pinpoint. Poor service quality stalls user adoption and increases customer churn, it also depletes valuable and costly IT resources.

FIND & FIX PROBLEMS

Mitel Performance Analytics (MPA) proactively **detects** and **addresses** **performance problems** before they impact the end user. MPA offers real-time views of the network topology and instantly alerts to speed up problem resolution.

Where is the **source** of the *issue*?

MPA PLUS

Cloud-Hosted   OR   **On-Premise**

MPA is software that delivers fault & performance mgmt. solutions for enterprises.
Formerly known as Enterprise Manager

➤ Monitors Mitel and 3rd party systems (servers, routers)
➤ Group operations for large multi-node networks

MPA

Cloud-Hosted

MPA offers fault & performance mgmt. SaaS to manage service quality
Formerly known as MarWatch

➤ Monitors performance of Mitel solutions

MPA KEY BENEFITS

PERFORMANCE MONITORING
Monitors the status and performance of Mitel systems and the network infrastructure on a 24/7 basis.

ALERTS
Real-time alerts give IT professionals timely, actionable data on network issues.

SECURE REMOTE ACCESS
Access network devices anywhere in the world, for more efficient troubleshooting & maintenance.

AT-A-GLANCE STATUS DASHBOARDS
Well designed dashboards makes it easy to identify the most critical issues.

DETAILED REPORTS
Reports demonstrate network and device performance, improving capacity planning and trend identification.

TESTING TOOLS
Identify the source of a problem quickly, for faster resolution.

ADVANCED OPERATIONS
Easing the management of large, multi-node networks with scheduled, bulk and SMDR collection.

HOW TO ORDER

MPA is available with Premium Software Assurance.

MPA *PLUS*

+ Chargeable UPLIFT to Premium Software Assurance Subscription

MPA

✓ INCLUDED with Premium Software Assurance Subscription

WHY MPA?

Reduce Costs
- Remote access to devices reduces onsite visits
- Consolidated network management tools
- Avoid downtime, deploy & manage in the cloud

Customer Retention
- High service quality results in satisfied customers
- 1st level support resolution & early detection
- Problems resolved before customer is impacted

Faster Problem Resolution
- 24/7 voice quality & performance monitoring
- Monitoring Mitel & multi-vendor networks
- Real-time alerts & secure remote access

Increase Revenue
- Establish recurring monitoring revenue stream
- Upsell Enhanced Service Level Agreements
- Increase contract renewal rates

LEFT WANTING MORE? GET IN TOUCH!

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