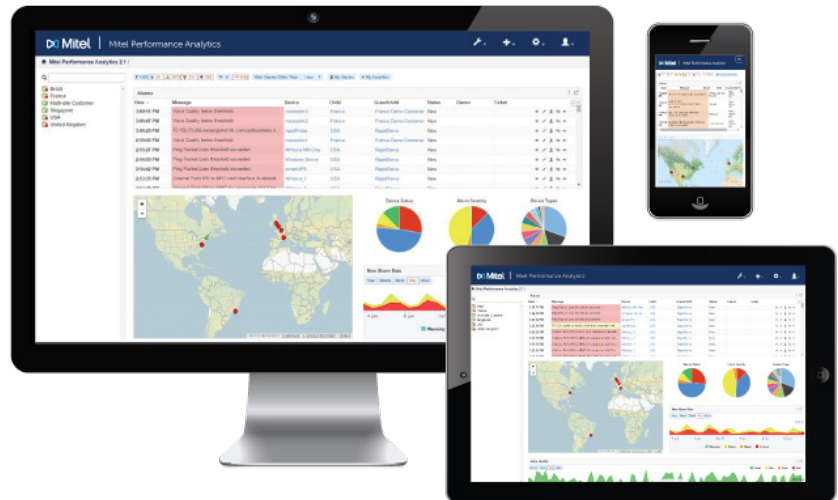# Mitel Performance Analytics
for Partners

Key Benefits

- Faster problem resolution
- Revenue growth from service & maintenance.
- Improved user satisfaction and adoption
- Better use of IT resources

Service Quality Driving Partner Revenues

Reliable business communications network performance makes for satisfied, loyal customers. Choose Mitel Performance Analytics to deliver proactive fault & performance management of Mitel solutions. Problems are resolved faster, often before the customer is impacted - and partners gain a competitive advantage.

Hosted in the cloud for anywhere, anytime access.

Specialized Mitel support.

Mitel®
Powering connections

Features

PERFORMANCE MONITORING

Monitors the status and performance of Mitel systems on a 24/7 basis.

- Performance Monitoring
    - Voice quality
    - System Performance
    - Application Performance
    - Network Performance

- Mitel UC Performance
    - Digital / SIP Trunks (MiVoice Business/MBG)
    - SIP Trunks (MiVoice Business/MBG)
    - SIP and Legacy gateway utilization (MiVoice MX-ONE)
    - Digital and SIP Routes (MiVoice MX-ONE)
    - Extensions / IP Sets (MiVoice Business/MX-ONE)

ALARMS

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

- Displayed on dashboard:
    - Color coded by severity.
    - Displayed on geographic map for easy identification of problem locations.
    - Alarms can be filtered, hidden, silenced, assigned and exported to third-party ticket system.

- Flexible alarm management:
    - Receive alerts by email, SMS, Twitter DM or SNMP trap
    - Create multiple alerts profiles for users/days/times of the week
    - Thresholds can be customized per container
    - Alarm digest reduces alarm fatigue

Alarm Types:

Device Alarms - generated and reported by the devices and applications that Mitel Performance Analytics monitors.

Threshold Alarms - generates alarms when thresholds for certain configured performance parameters are exceeded (ie: voice quality)

System Alarms - generates alarms to indicate service problems (ie: "Device SNMP or ICMP Unreachable")

24/7 PERFORMANCE MONITORING

ALARMS & ANALYTICS

TESTING TOOLS

REMOTE ACCESS

REPORTING

ALARM ANALYTICS

In a sea of data, alarm analytics ensures that you see the issues that matter most to you.

- Rates alarms based on user behaviour.
    - Assigning or creating a ticket= higher rating
    - Ignoring or hiding an alarm=lower rating
- Create and follow labels that matter to you.
- Alarms that are most critical to you are presented first.

SECURE REMOTE ACCESS & SINGLE SIGN-ON

Easily access network devices anywhere in the world, for more efficient troubleshooting & maintenance.

- No VPN required for remote access.
- Single click access to monitored devices.
- Integrated web-proxy server for remote access to Mitel Embedded System Management (ESM) interface.
- Single sign-on (SSO) and shared SSO for fast access to MiVoice Business without entering credentials.
- Authenticated and encrypted with SSL, SSH & HTTPS.

AT-A-GLANCE STATUS DASHBOARD

Well designed dashboard make it easy to identify the most critical issues.

- Accessed using standard web browsers (Chrome, Firefox, Internet Explorer).
- Can be branded to a company's look & feel.
- Multi-tenant design, allowing customers to access only their devices.
- Advanced search finds any device quickly.
- Customizable 'Message of the Day' and 'Contact Info' banners communicate information across containers.

DETAILED REPORTS

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

Container-Level Reports
- Performance & availability of devices over reporting period
- Customizable logo and message space
- Reports by container or by device
- PDF format, delivered via email
- Preview and archive
- Monthly, weekly or on-demand

Quick Queries
- Retrieve key data, delivered in .csv format
- Optional pie chart and pivot table displays
- Available queries include:
    - Container alert profile
    - Device thresholds
    - Top 10 critical devices
    - License

TESTING TOOLS

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

- Network diagnostics tools can be launched from any device dashboard:
    - MTR   -Ping
    - IfTop   -Traceroute
    - DNS   - Reverse DNS
    - SNMP MIB Browser

- Remote IP set network test tool:
    - Run IP traceroute directly from MiVoice Business handset.

- Connectivity test provides quick confirmation of device availability.

SIMPLE DEPLOYMENT

Whether you're licensing one device or one thousand, MPA makes it simple.

- Device discovery: MPA scans the network and discovers devices, speeding set-up.

- System configuration wizard: simplifies system set up and onboarding/licensing of new devices.

"Premium Software Assurance is now a 'standard' offering for us, because of MPA. It's changed the way we deliver service from reactive to proactive – we can stay ahead of problems for our customers".

- Southeastern Telecommunications

Mitel Channel Partner

Supported Mitel Systems

- MiVoice Business
- MiVoice MX-ONE
- MiCollab
- MiVoice Border Gateway
- MX-ONE Application Servers

Supported with additional license:
- MiVoice Office 250
- MiContact Center (Business/Office)
- Mitel Business Dashboard
- MiVoice Call Recording

Mitel Performance Analytics Plus

Mitel Performance Analytics Plus is available as a chargeable uplift to MPA in the Premium Software Assurance offering. MPA Plus offers all of the fault & performance management features of MPA, with the following additional capabilities:

- Cloud or on-premise deployment options
- Multi-vendor device support (ie: routers, switches, etc.)
- Backups & SMDR collection
- IPT User dashboard
- Operations Scheduler
- Inventory Reports (users, sets, services)
- User Operations (moves, deletes)