

# 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.

## 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
- Emergency 911 - listens for incoming Emergency Response (ER) SNMP traps from MiVoice Business devices.
- 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 & ALERTS

Real-time alerts give IT professionals timely, actionable data on network issues, so problems are resolved more quickly.

- 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 & ALERTS



TESTING & SITE QUALIFICATION



REMOTE ACCESS



REPORTS & ANALYTICS



STATUS DASHBOARDS



ADVANCED MANAGEMENT

### 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.


## TESTING & SITE QUALIFICATION

Identify the source of a problem quickly, for faster resolution. Active testing and site qualification simplifies the process.

- 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.
-  UCScore site qualification tests network fitness for UC deployments, for more successful onboarding and performance.

## 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).
- Upload your own network diagrams (Visio), for an at-a-glance visualization of the devices and sets that are experiencing problems.
- 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



### Voice Quality Analytics

- New voice quality graphs point towards the cause of a problem.
  - Call Quality by Directory
  - Voice Quality by Hour of Day
  - Worst Performing DN's (%)
  - Worst Voice Quality by Subnets
  - Worst Voice Quality- Devices

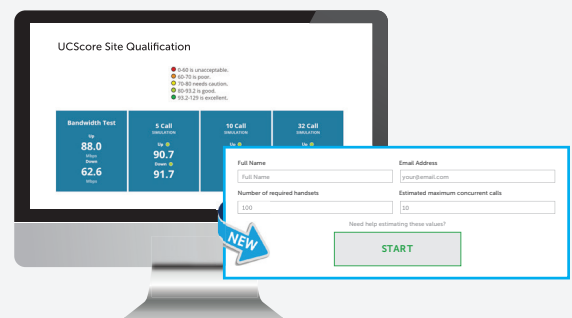
### Quick Queries

- 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

## UCScore

MPA Users have access to UCScore.com, a network site qualification tool.

- Web-based – no software installation.
- Specialized for UC.
- Tests network fitness for a UC deployment, testing what matters to voice performance.
- Know when more network capacity is needed for good performance.



Visit: [www.ucscore.com](http://www.ucscore.com)

## 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.

## 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)

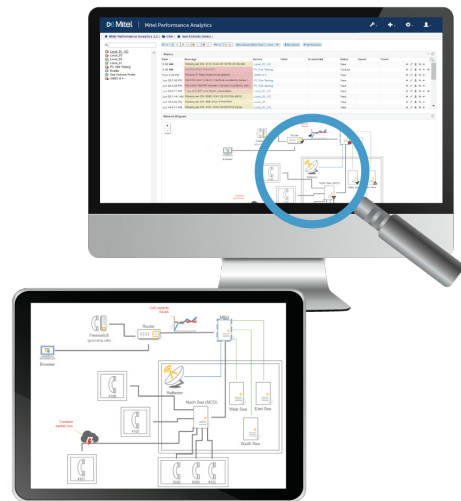
## Supported Mitel Systems

- MiVoice Business
- MiVoice MX-ONE
- MiCollab
- MiVoice Border Gateway
- MX-ONE Application Servers
- MiContact Center Enterprise
- MiContact Center Office
- Mitel Business Dashboard
- MiVoice Business Multi Instance devices
- Mitel Open Integration Gateway devices
- Mitel Oria devices
- Mitel SIP DECT Open-Mobility Manager (OMM) devices
- Mitel SIP DECT Radio Fixed Part (RFP) devices

Supported with additional license:

- MiVoice Office 250
- MiContact Center (Business/Office)
- Mitel Business Dashboard
- MiVoice Call Recording

## NETWORK DIAGRAM IN MITEL PERFORMANCE ANALYTICS DASHBOARD



*Customers are more tech-savvy than ever, and with MPA we have a way to demonstrate quickly where a problem originated, and ensure our first level support techs have it resolved quickly”.*

- TCS Canada