

MarWatch

NETWORK COMPLEXITY - SIMPLIFIED.

As network complexity has grown, so too has the expectation of reliability. IT professionals need tools to proactively monitor and manage networks, allowing them to more easily detect and resolve issues before they impact service levels.

Deployed in close to 1000 enterprise and service provider networks around the world, MarWatch® is fault & performance management software as a service (SaaS) that monitors and manages Mitel Unified Communication (UC) systems and the associated network infrastructure. Featuring secure remote access for simplified troubleshooting, MarWatch keeps a watchful eye on networks on a 24/7 basis, alerting IT staff in real-time when issues are detected. This proactive approach to network management dramatically reduces downtime, and virtually eliminates costs associated with onsite support & maintenance.

According to a recent industry study¹, 80% of IT staff cited identifying the source of the problem as their primary troubleshooting problem. MarWatch provides the solution, with simple, low cost software that monitors and manages networks of any size, in any location.

KEY FEATURES

- SECURE REMOTE ACCESS
- COMPREHENSIVE MONITORING
- FAULT MANAGEMENT WITH 24/7 ALERTS
- POWERFUL USER INTERFACE
- OFF-SITE BACKUP SERVICE
- DETAILED PERFORMANCE REPORTING

SECURE REMOTE ACCESS

Secure remote access with MarWatch eliminates disruptive and costly on-site repairs. Accessing network devices from any location, IT staff can easily and cost effectively troubleshoot network issues. For added convenience and cost savings, MarWatch provides an on-demand remote connection to a LAN without the need for a VPN.

Other features include:

- Integrated remote web proxy, providing higher performance remote access to the MCD ESM (Enterprise Service Manager) web interface.
- Remote network diagnostic tools such as remote DNS, Ping, Traceroute, and SNMP Browser.
- Full security, with HTTPS and SSL encryption.
- Remote access to system information, including device alarms, inventory (ie: system hardware and information), reachability, and license inventory.

WHY MARWATCH?

BE PROACTIVE

The tools provided by MarWatch help IT professionals to detect and address issues before they impact service levels.

REDUCE SUPPORT COSTS

Secure remote access to network devices virtually eliminates costly onsite visits for support and maintenance tasks.

SIMPLIFY NETWORKS

MarWatch provides visibility into public, private and cloud-based components of networks.

REDUCE DOWNTIME

Proactive remote monitoring and 24/7 alerts help IT professionals address issues quickly, avoiding losses associated with network downtime.

GROW REVENUE

By helping resellers to improve service levels, MarWatch can increase support & maintenance revenue.

ENHANCE PRODUCTIVITY

24/7 remote access and monitoring makes IT professionals more productive, while MarWatch reporting assists planning.



PROACTIVE MONITORING



24/7 ALERTS



DETAILED REPORTING



FUTURE PLANNING

COMPREHENSIVE MONITORING

To empower users with timely and actionable data, MarWatch remotely monitors, tracks, and analyzes the status of the network in real-time. Leaving no gaps in performance monitoring, it delivers comprehensive visibility across the public and private components of networks to quickly detect, diagnose and resolve network performance problems. Monitoring features include:

- Support for a broad range of devices in public and private networks.
- Special focus on Mitel UC equipment, including VoIP Quality, IP Quality of Service (QoS), and IP Service Level Agreement (SLA) Monitoring.
- Easily manage and monitor which IP sets are connected or unplugged to MCDs.

Voice and performance metrics that are tracked include:

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

FAULT MANAGEMENT WITH 24/7 ALERTS

Alerts that warn of impending network issues in real-time help telecom professionals to reduce the problem-to-resolution period and avoid downtime. MarWatch delivers a comprehensive set of customizable alerts, warning when thresholds are maximized or breached. Status alarms are also generated for device availability/reachability and interface availability. Alerting features include:

- Customizable by recipient and delivery method (email, SMS, twitter).
- Displayed in dashboard by severity, duration and customer/site.
- Triggered according to configured thresholds, customizable by the user.

Alarms include:

- System alarms
- Memory utilization
- Voice quality
- Device Reachability (ICMP Ping/ SNMP)
- Remote access security violation
- License expiry for MCD, MBG and M5000

POWERFUL USER INTERFACE

Designed to display critical device information, the MarWatch dashboard is easy-to-use, customizable and optimized for mobile devices. In one glance, users can view current and historical performance data, along with alarms colour-coded by location, severity and status. The user interface features:

- Ability to show / hide alarms
- Ability to sort by severity, duration, customer / site
- Historical view by table / timeline
- Ticket management by number, owner, and status
- Ability to export alarms to ticketing system

OFFSITE BACKUP FOR MCD

Eliminate the loss of important operational data and ensure business continuity with MarWatch's offsite backup for Mitel Communications Director (MCD). The backup feature provides remote scheduled and on-demand backups. Secure off-site backup storage is accessible to authorized personnel from a standard web browser. Features include:

- Scheduled and on-demand options, with alarms for backup issues.
- Secure off-site storage (Amazon S3)
- Downloadable file (for restoration)
- Back up of MCD system database with optional embedded voice mail and call history.

The backup file contains:

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

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 format, delivered by email.
- Reports include:
 - Customizable message space
 - Customer Device Inventory
 - Device Availability Summary
 - Device Performance Info (by device)



Martello is a Mitel Solutions Alliance (MSA) Gold Partner. MarWatch is offered by Mitel to its authorized PARTNERS and customers. Featuring unparalleled visibility into Mitel Unified Communication (UC) systems, MarWatch is the solution of choice for users of these systems.

"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 greater value for money."
-4Sight Communications



MarWatch Dashboard - Home View

TECHNICAL SPECIFICATIONS

SOFTWARE REQUIREMENTS

Web Browser	Internet Explorer® release 7.0, 8.0, and 9.0, or Mozilla® Firefox® release 4.0
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LANGUAGES SUPPORTED

- US English

SUPPORTED PLATFORMS & APPLICATIONS

Mitel Communications Director (MCD, vMCD, MICD – all variants)

Mitel 5000 Communications Platform (CP)

Mitel Applications Suite (MAS, vMAS) and Mitel Standard Linux (MSL)

Mitel Border Gateway (MBG) – SIP and Teleworker VQ

Mitel Unified Communicator® Advanced (UCA)

Mitel Business Dashboard

Mitel Customer Service Manager (CSM)

Mitel Contact Center Solutions

Managed Ethernet Switches

Support for third-party devices: Routers, Servers, PBX Switches, Uninterruptable Power

Servers (Windows and Linux, SNMP manageable)

ABOUT MARTELLO TECHNOLOGIES

Martello Technologies is the leading provider of fault and performance management capabilities for Mitel Unified Communications (UC) solutions and multi-vendor networks. Deployed in close to 1000 enterprise and service provider networks around the world, our MarWatch® system provides secure 24/7 remote access to equipment and systems. Delivering superior network visibility, MarWatch monitors network equipment and applications in real-time, detecting issues and alerting personnel before service levels are impacted. For more information visit www.martellotech.com.

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