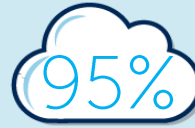


BETTER DATA, BETTER DECISIONS

The CLOUD Makes SERVICE QUALITY MANAGEMENT

A STRATEGIC Requirement



Of organizations are operating in the cloud.
Up from 93% in 2015
RightScale State of the Cloud Survey

Why Move to the Cloud?

- ✓ Lowers Operating Costs
- ✓ Optimizes IT Resources
- ✓ Get You Mobile Ready
- ✓ Security Management
- ✓ Flexible and Versatile

2 MILLION Mitel

More than 2 million cloud business communications users trust Mitel every day - nearly one in four subscribers.

Why Analytics?

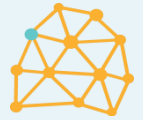
Know Your User the end user experience is critical
Know Your Network monitoring and analytics is essential



Quality Affects Customer Churn



Network Downtime is Not An Option



The Cloud Presents New Challenges

Network Challenge: Find & Fix Problems

As service providers move to the cloud, network complexity grows as do the challenges to deliver reliable performance. Pinpointing issues is time consuming and costly.



Network Management
+ UC Management

= Complete Fault
Detection and Analytics

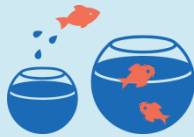


38% Of Customer Churn Is Due To Voice Quality Issues

The NUMBER ONE reason for customer dissatisfaction is POOR VOICE QUALITY
Nokia-Siemens Report

“ You need to set a baseline in order to understand *how the environment changes over time*. Maybe there's no problem right now, but over time you can predict that a problem will occur and *you can solve the problem before it actually happens*. ”
Analyst, Zeus Kerravala

Impact of Poor Service Quality



Source Hard To Pinpoint



Poor Service Quality

Stalls User Adoption Increases



Depletes IT Resources

Fixing Costs Time & Money



Potential Of Using Analytics



COLLECT

performance and usage data on your network



DELIVER

tools that resolve performance problems



IMPROVE

the end user experience with quick resolution

Analytics: from Reactive to Proactive



- ✓ Know when there's a problem
- ✓ Can find the source of the problem
- ✓ Fix problems before they affect the user
- ✓ Know how services are being used
- ✓ Know actual & perceived quality of service