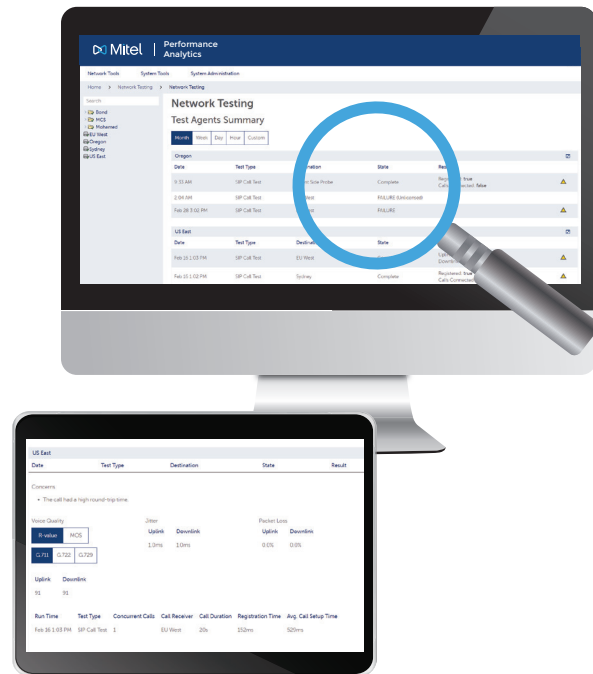


# Mitel Performance Analytics Plus

## for Enterprises

### Key Benefits

- Faster problem resolution
- Simplified management of large networks
- Improved user satisfaction and adoption
- Better use of IT resources



## Better Service Quality for Business Success

Reliable network performance improves the user experience and ensures full adoption of business communications solutions. Mitel Performance Analytics is a software solution that monitors and manages the performance of Mitel and third-party components of the business communications network, for faster problem resolution and reliable performance.



Cloud or premise  
deployment



Mitel and Multi-Vendor  
Support



Advanced Group  
Operations

## Features

### PERFORMANCE MONITORING

Monitor the status and performance of Mitel and third-party systems in the network.

- 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 or Twitter DM, SNMP Trap
  - Create multiple alert profiles for users/days/times of the week.
  - Thresholds can be customized per container
  - Alarm digest reduces alarm fatigue.
  - Customizable email alert templates.
- Custom alarm filters:
  - Manage service level commitments easily with custom alarm filters.
  - Schedulable alarm filters automate the process - action the right alarms at the right time.
- 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

## AT-A-GLANCE STATUS DASHBOARD

Well designed dashboards 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 regions/locations to access only their devices.
- Advanced search finds any device quickly.
- Customizable 'Message of the Day' and 'Contact Info' banners communicate information across containers.

## REPORTS & ANALYTICS

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



### Trunk Traffic and MiCollab AWW Utilization Reports

- Know when more capacity is needed for better performance and identify cost savings opportunities.
- PDF reports are easily downloaded & shared.



### 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 DNs (%)
  - 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
  - Active / Inactive users

## 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.
- VMWARE ESKI.
- 2 Factor Authentication for added security.

## TESTING & SITE QUALIFICATION

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

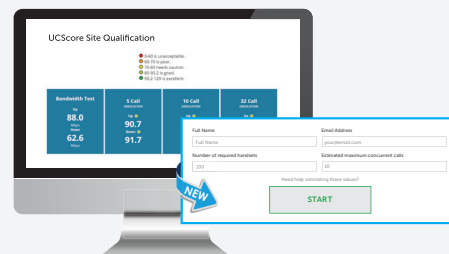
- Network diagnostics tools can be launched from any device dashboard:
  - MTR
  - Ping
  - IfTop
  - Traceroute
  - DNS
  - SNMP MIB browser
- Remote IP set network test tool
  - Run IP traceroute directly from MiVoice Business handset
- Agent based network testing prevents problems with on-demand or scheduled VoIP and network performance tests customized to voice and video.
  - \* requires additional part number
- UCScore site qualification tests network fitness for UC deployments, for more successful onboarding and performance.



### 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)

## ADVANCED GROUP & USER OPERATIONS

Simplify common management & administration operations.

### Backups & SMDR Collection

- Scheduled or on-demand backups, for single or multiple MiVoice Business or MiVoice MX-ONE systems.
- Scheduled or on-demand SMDR collection, for single or multiple MiVoice Business, MiVoice MX-ON or MiVoice Office 250 systems.

### Advanced User Operations for MiVoice Business

- Moves and deletes

### Advanced Inventory Reports

- Create custom reports with key inventory data: users, sets, licenses, services.
- Report templates can be saved, and each report can be downloaded.

### Operations Scheduler

- Schedule key operations for single or multiple devices, with Scheduler Results report:
  - Backups & SMDR collection
  - IDS full / incremental sync
  - Hot desk logout
  - Go to day / Go to night service

### IPT User Dashboard: displays data by user including:

- Name, directory number
- Services and groups
- Voice quality by call
- Alarms for user

### Schedulable Maintenance Mode



- Configure and schedule maintenance mode for greater flexibility when devices are out of service, avoiding unnecessary alerts.

## Supported Mitel Systems

- MiVoice Business
- MiVoice MX-ONE ( IPv6 supported )
- 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 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

## 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 has improved our monitoring and management capabilities, compared with Enterprise Manager. We're more proactive instead of reactive with MPA Plus, with flexible alerting and a single dashboard for visibility into voice quality and trunk utilization". - Health Quest*

## Third Party Device Support

Mitel Performance Analytics supports a basic level of management for all IP network devices. The solution's SNMP management capabilities allow advanced management of ANY SNMP or CLI device. Additional advanced capabilities using SNMP and vendor specific interfaces are provided for devices including:

- Servers (Windows/Linux)
- Routers (Cisco/Adtran)
- Managed Ethernet Switches (HP, Cisco, Dell Avaya (Nortel) Extreme)
- Uninterruptible Power Supply (UPS)
- Innovation InnLine voice mail
- PathSolutions
- Red Box Call Recorders