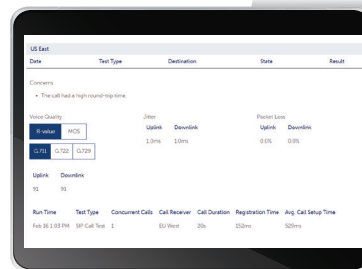
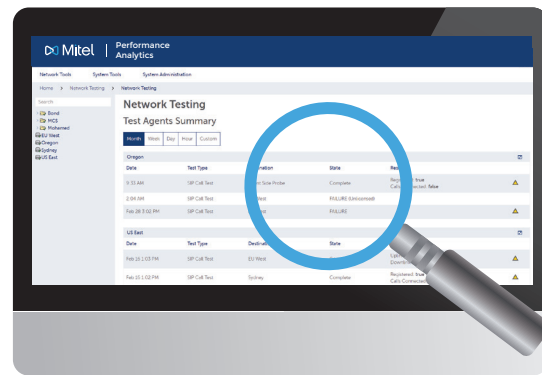


Mitel Performance Analytics for Partners

Key Benefits

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



AGENT BASED
NETWORK TESTING

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
- 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

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.
- 2 Factor Authentication for added security.



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.
- 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.



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 DNs (%)
 - Worst Voice Quality by Subnets
 - Worst Voice Quality- Devices

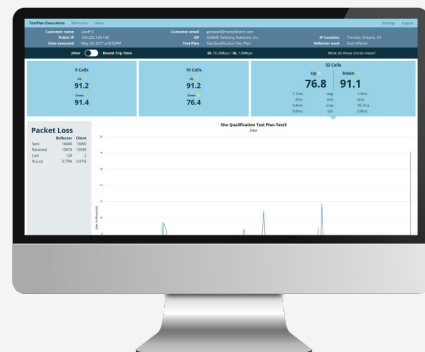
Quick Queries

- 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
 - License

UCScore

MPA Users have access to UCScore, 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.



SIMPLE DEPLOYMENT & OPERATIONS

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.



Schedulable Maintenance Mode

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

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)
- 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.



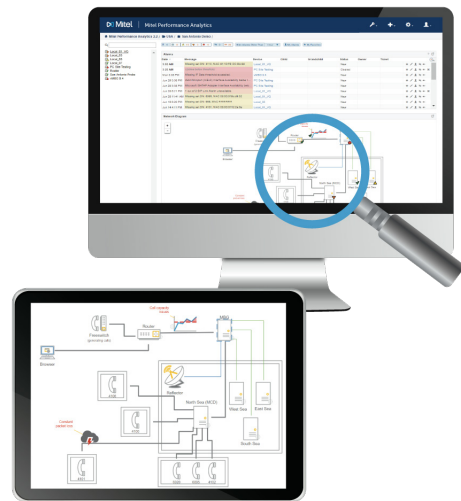
Supported Mitel Systems

- 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

NETWORK DIAGRAM IN MITEL PERFORMANCE ANALYTICS DASHBOARD



“Mitel Performance Analytics gives us the tools to quickly identify, troubleshoot and remotely resolve voice quality issues - often before any users are impacted.”

- Timico