



# Mitel Performance Analytics for MiVoice Connect

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January 2019

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# Introduction to Mitel Performance Analytics

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December 2018

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# You've Got QUESTIONS

Do I have a voice quality problem?

What's the cause of the problem?

How can I troubleshoot and resolve problems more efficiently?

How can I get more visibility into my network?



# Mitel Performance Analytics (MPA) has ANSWERS

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# Mitel Performance Analytics Overview



## Prevent & Detect Problems

24/7  
Performance Monitoring  
(UC, VQ, Network, System)

Alarms

Advanced UC  
Network Testing



## Troubleshoot Problems

Secure Remote  
Access

Testing Tools  
(Ping, Traceroute, MTR)

IPT User  
Dashboard



## Manage For Insight

Scheduled Backups

Reports  
(Performance, Inventory and  
Queries)

Analytics



# Features of Mitel Performance Analytics

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## PERFORMANCE MONITORING & VOICE QUALITY

# Performance Monitoring

## Performance

- Voice Quality
- System Performance
- Application Performance
- Network Performance

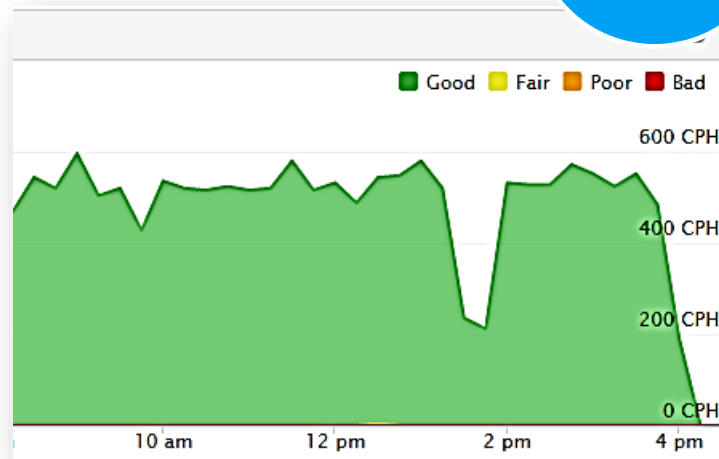
## Voice Quality

- Mitel MiNet IP phones (MiVoice Business)
- Mitel SIP devices (MiVoice MX-ONE)
- MBG – Teleworker and SIP trunking

## 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)

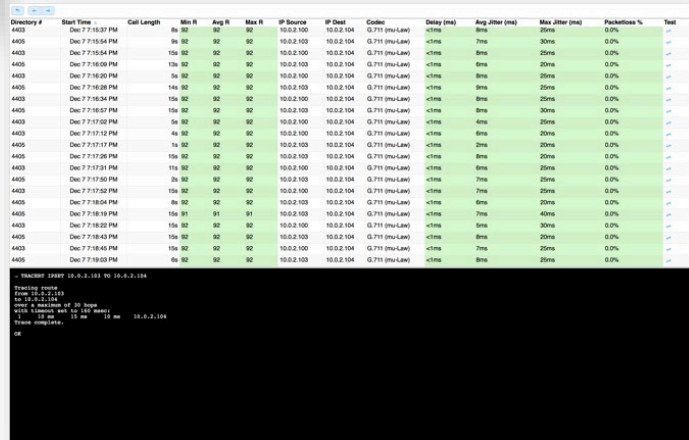
*Focus on Mitel with network infrastructure coverage*



# Voice Quality Panel



## Call Records





# Comprehensive Dashboard

**Secure  
HTTPS/SSL**

**Mobile  
Optimized  
iOS, Android  
Tablets,  
Smartphones**

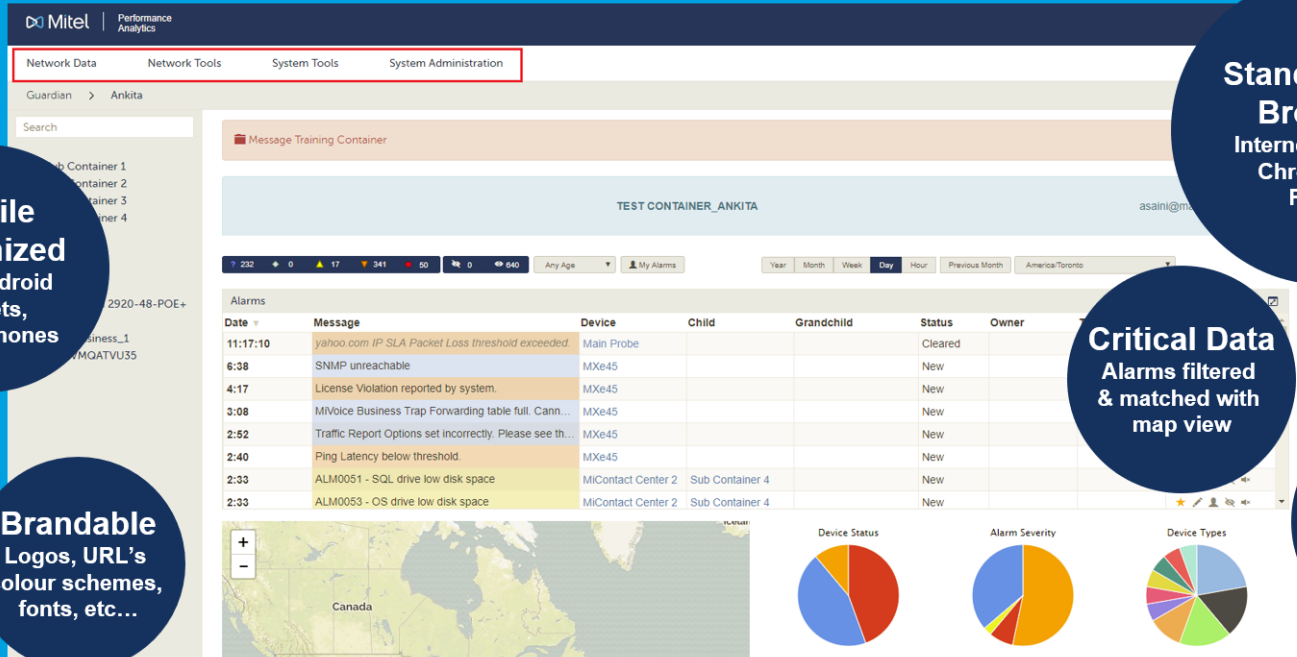
**Read-Only  
Widescreen  
Option**

**Brandable  
Logos, URL's  
colour schemes,  
fonts, etc...**

**Standard Web  
Browsers  
Internet Explorer®  
Chrome® and  
Firefox®**

**Critical Data  
Alarms filtered  
& matched with  
map view**

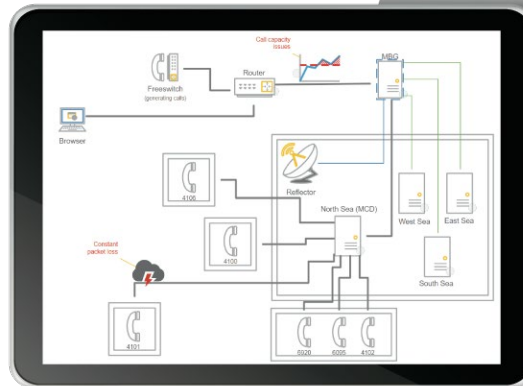
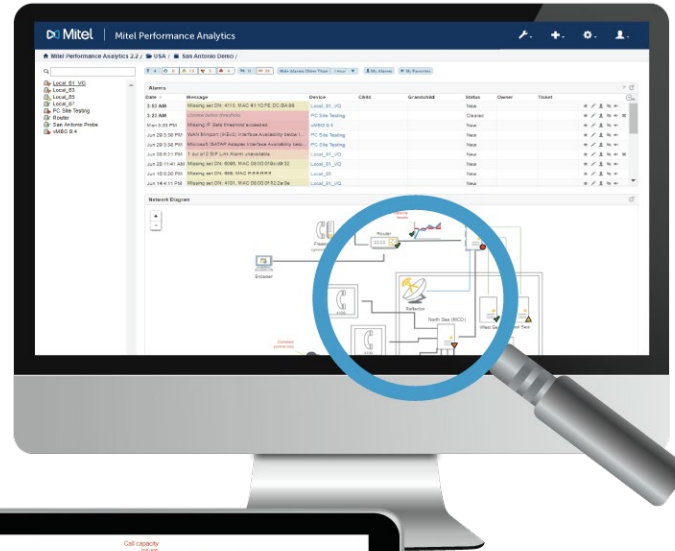
**Dashboard  
Views  
For the Reseller  
and Customer**



# Container and Device Dashboards

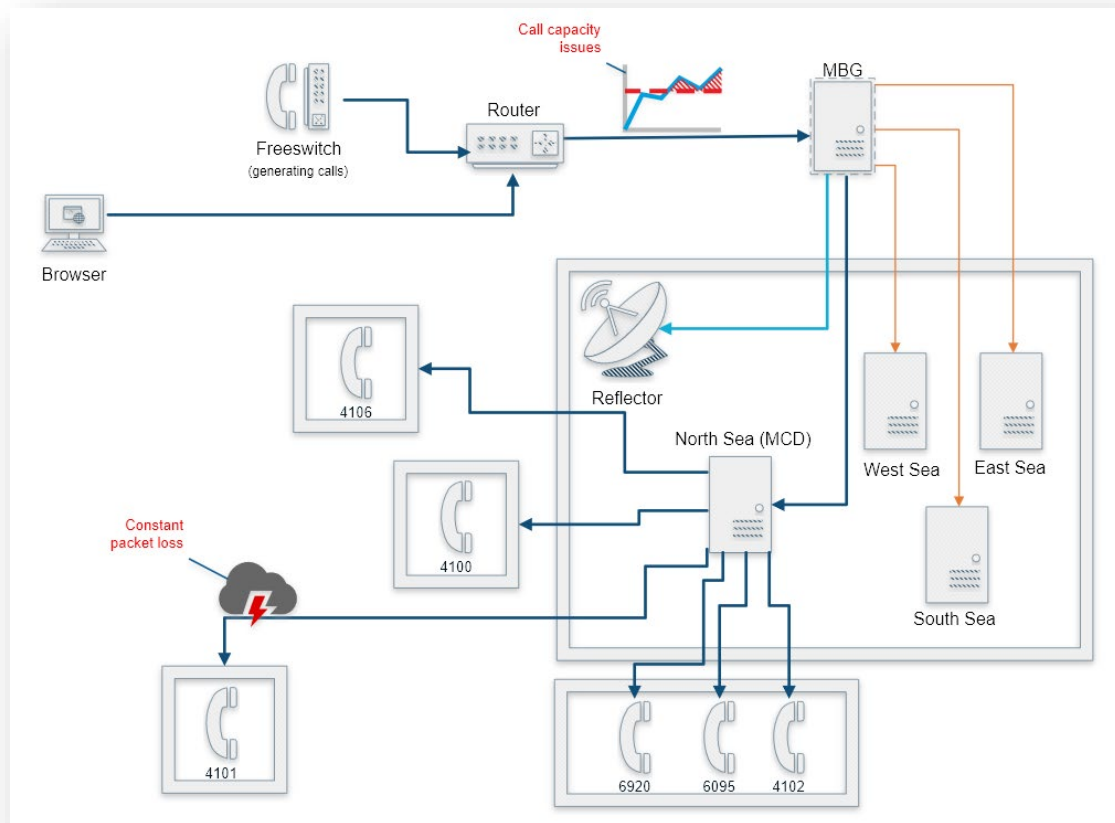
## Container & Device

- Alarms
- Voice Quality
- UC Performance Metrics
- Geographic map



Network Diagrams

# Network Diagrams

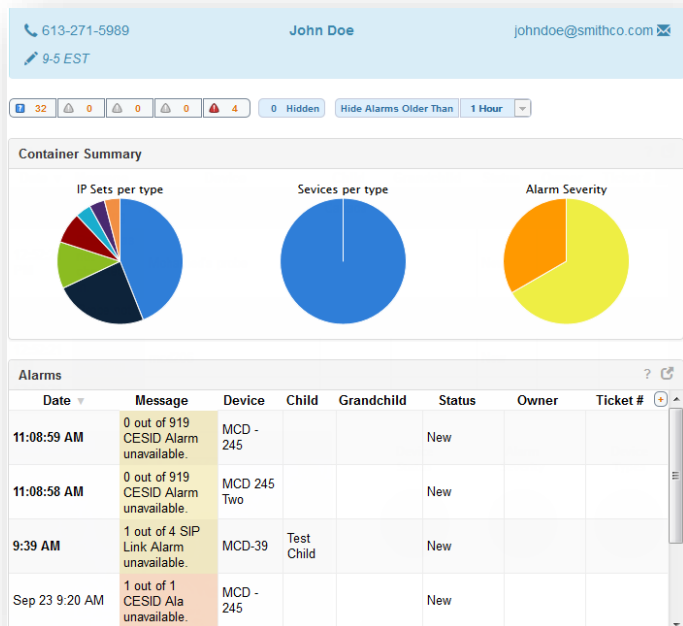


Visualize the source of a voice quality problem on a Visio network diagram uploaded by the MPA user.

Insight into:

- ✓ **Which device** is experiencing a problem.
- ✓ What's causing the problem:
  - **Capacity**
  - **Misconfiguration**
  - **Network faults**

**View data** for each user, including voice quality for **each** call.



User Information					
Services		Groups			
Group Number	Group Type	Home Element	Secondary Element		
2119	Ring Group	MCD206	Not assigned		
2112	MDUG	MCD206	Not assigned		
2110	Hunt Group	MCD206	Not assigned		

Group Members:

Index	Number	Presence	Name	Home Element	Secondary Element
4	2117	Present	Silga,Jean	vmcd206	Not assigned
3	2114	Present	Plawczyk,Feliks	vmcd206	Not assigned
2	2112	Present	Roux,Antoine	vmcd206	Not assigned
1	2111	Present	Boukaa,Mohamed	vmcd206	Not assigned

### Voice Quality

Directory	Start Time	Call Length	Source IP	Destination
2112	4:03:52 PM	5m 8s	192.168.16.86	172.16.0.20
2112	3:49:24 PM	13m 45s	192.168.16.86	172.16.0.20
2112	3:14:33 PM	20m 45s	192.168.16.86	172.16.0.20
2112	Fri 4:21 PM	5m 52s	192.168.16.86	172.16.0.20
2112	Fri 2:20 PM	3s	192.168.16.86	172.16.0.20



## ANALYTICS

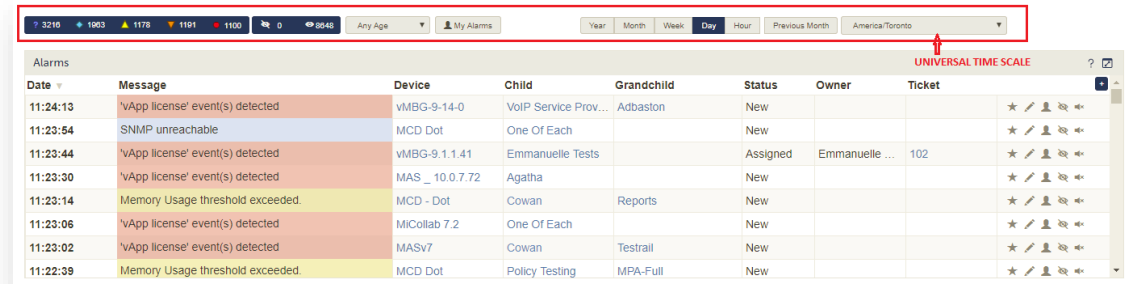
# Alarms and Notifications

*Real time, actionable data to resolve problems quickly.*



## Alarm management

- Alarms colour coded by location and severity
- Displayed on geographic map
- Reduce alarm clutter: hide, silence same type or filter alarms by severity
- Assign alarms and create/edit tickets



The screenshot shows a web interface for managing alarms. At the top, there's a status bar with counts: 3210, 1003, 1178, 1101, 1100, 0, and 9545. Below this is a filter bar with 'Any Age' and 'My Alarms' options. A red box highlights the top navigation area, which includes a 'UNIVERSAL TIME SCALE' dropdown menu. The main table lists alarms with columns for Date, Message, Device, Child, Grandchild, Status, Owner, and Ticket. The table contains several rows of alarm data, including 'vApp license' events, 'SNMP unreachable', and 'Memory Usage threshold exceeded'.

Date	Message	Device	Child	Grandchild	Status	Owner	Ticket
11:24:13	'vApp license' event(s) detected	vMBG-9-14-0	VoIP Service Prov...	Adbaston	New		
11:23:54	SNMP unreachable	MCD Dot	One Of Each		New		
11:23:44	'vApp license' event(s) detected	vMBG-9.1.1.41	Emmanuelle Tests		Assigned	Emmanuelle ...	102
11:23:30	'vApp license' event(s) detected	MAS_ 10.0.7.72	Agatha		New		
11:23:14	Memory Usage threshold exceeded.	MCD - Dot	Cowan	Reports	New		
11:23:06	'vApp license' event(s) detected	MICollab 7.2	One Of Each		New		
11:23:02	'vApp license' event(s) detected	MASv7	Cowan	Testrail	New		
11:22:39	Memory Usage threshold exceeded.	MCD Dot	Policy Testing	MPA-Full	New		

## Alerts by email, SMS, Twitter...

- Alert profiles for different users, days/times of the week
- Alarms can be sent as digest, for reduced alert fatigue
- In-browser alarm notification

## Alarm Types

**Device Alarms** – generated by monitored devices

**Threshold Alarms** – generated by MPA when configured threshold are exceeded (i.e.: voice quality)

**System Alarms** – generated by MPA to indicate service problem for a monitored device (i.e.: "iSNMP unreachable")



# Alarm Analytics: How it Works

In a *SEA* of data, *SEE* what's *most critical*.

**BEHAVIOUR-BASED** filtering

Assign an alarm?  
It's rated **HIGHER**  
in importance

**BEHAVIOUR #1**  
Assign Alarm

Wed 5:49 PM	Memory Usage threshold exceeded	MiVB VQ & Trunk	Reno Office-US	New	John	2345
-------------	---------------------------------	-----------------	----------------	-----	------	------

Hide an alarm?  
It's rated **LOWER**  
in importance

**BEHAVIOUR #2**  
Hide Alarm

Wed 1:38 PM	1 out of 1 E2T Comms unavailable.	MiVB IP Set	Reno Office-US	New	
Wed 1:38 PM	1 out of 1 CFSID Alarm unavailable.	MiVB IP Set	Reno Office-US	New	
		MiVB 3300MXe	Caldicot		

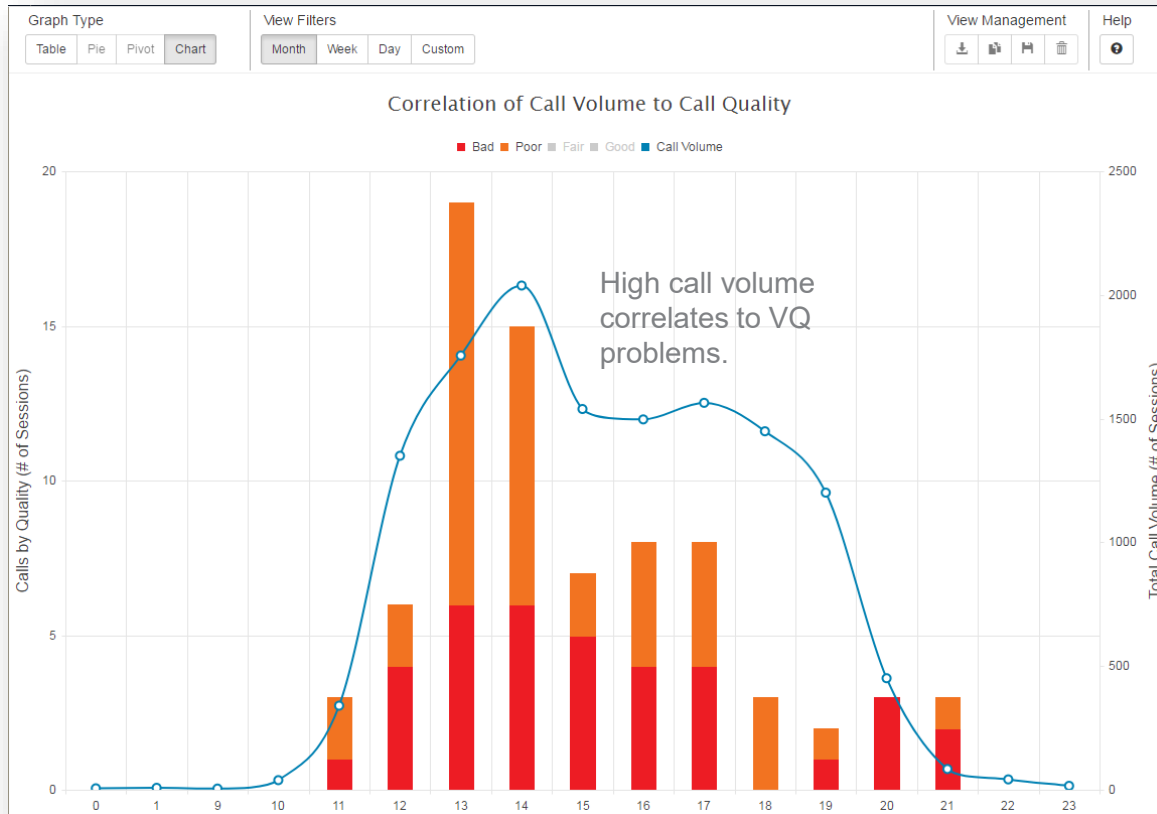
Edit ticket info  
Hide this alarm

Doing **NOTHING** also  
lowers the alarm's  
importance rating

**BEHAVIOUR #3**  
Ignore Alarm

9:57:35 AM	Missing set DN: 2193, MAC 30:31:32:31:39:33	MiVB IP Set	Reno Office-US	New	
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# Voice Quality Cause Visualization



Spot **trends** and identify root cause with graphs demonstrating:

- ✓ Call Volume correlation to Call Quality
- ✓ Worst Performing Directory Numbers
- ✓ Worst Voice Quality by Subnet and Device

# SIP Trunk Utilization



**Monitor** traffic on SIP trunks



**Know** when it's time to scale or add licenses



*Know when more capacity is needed for better performance and identify cost saving opportunities.*

- PDF reports can be downloaded, emailed, printed or the HTML links shared.
- See underutilized and overutilized trunks on MiVoice Business
- Shows key metrics including Grade of Service (GoS)
- Offers recommendations to meet GoS targets.

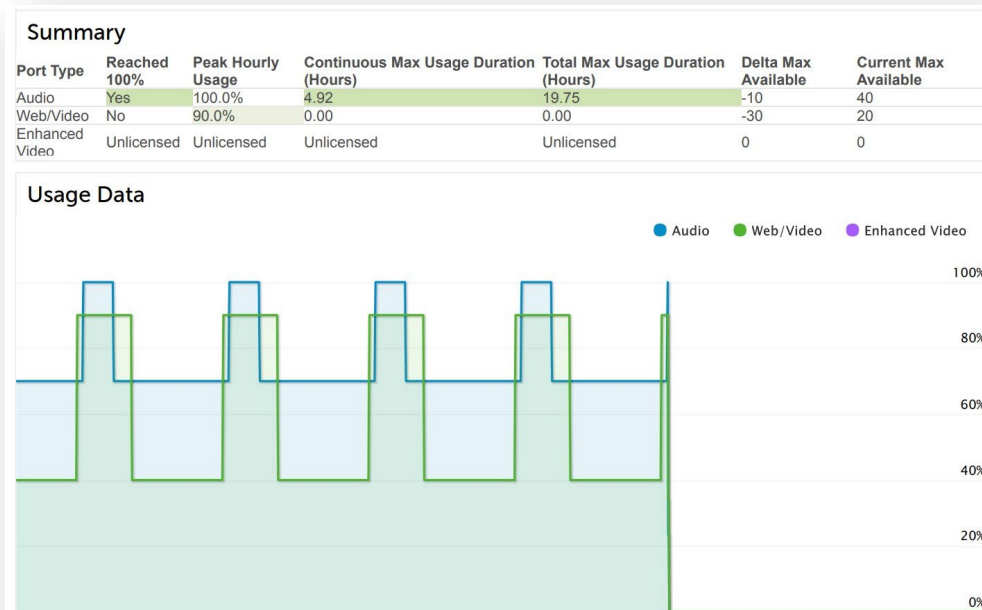
Trunk Capacity Report		
Device Name: MiVoice Business		
Date Range: Dec 1 2017 - Dec 31 2017 America/Toronto		
Recommended Actions		
Digital Trunks		
Trunk Name	2% GoS	1% GoS
1	No channels to add or remove	No channels to add or remove
2	Remove 16 channels	Remove 15 channels
4	No channels to add or remove	No channels to add or remove

# MiCollab AWWV Port Usage Report

Advanced  
Management  
Feature

*Prevent capacity problems and know when upgrades are required for audio, web and video performance.*

- PDF reports can be downloaded, emailed, printed or the HTML links shared.
- Metrics include:
  - Peak hourly usage
  - Continuous maximum usage duration





## USABILITY



# Custom Alarm Filters

*Manage the alerts you receive more effectively with custom filters for severity, content or device type.*

## Alarm Filter Criteria:

- Alarm text contains/doesn't contain specified keyword.
- Alarm has specified severity
- Alarm has specified label
- Alarm was raised about one or more selected device types.

## Filter Profiles



### Content Filter

☒ Text contains ☐ Text does not contain  +

### Filter

Emergency Filter ▼ Edit/Create Filters

**Default Filters**

- Info or Higher
- Warning or Higher
- Minor or Higher
- Major or Higher
- Critical or Higher

**Emergency Filter**

**User Filters**

- NO SMDR Download Alarms

Filter criteria: [ ] & [ 24:00 ] [ ]

enter ▼ Preview and Manage Templates

# Schedulable Maintenance Mode

*Greater flexibility in scheduling maintenance mode eliminates headaches associated with starting and stopping maintenance mode for devices in service.*

- Put groups of devices in maintenance mode when they are taken out of service for a period.
- Schedule maintenance mode period start and end.
- Flexibility to end maintenance mode before its configured or scheduled end time.
- Availability reports show maintenance windows during the period.

## 🕒 Device Maintenance Schedules

▼ Maintenance Schedules

Test Maintenance

Schedule details - Test Maintenance

Activation date	15-February-2018
Expiry date	15-February-2028
Frequency	Weekly on Sunday
Time zone	America/Toronto
Execution starts at	14:35
Duration	1 Hours 0 Minutes
Execution retry attempts	0
Attached devices	0

## 🕒 Edit Operation Schedule

Name	<input type="text" value="Test Maintenance"/>
Frequency	<div>Weekly on Sunday</div>
Schedule time zone	<div>America/Toronto</div>
Execution starts at	<div><div>14</div><div>35</div></div>
Schedule activation date	<div>15-February-2018</div>
Schedule expiry date	<div>15-February-2028</div>

# 2 Factor Authentication

*Add an extra level of security to your MPA system.*

- A **user** can choose to use and can set up 2FA on his/her account
- An **admin** can enforce 2FA on all users in a container

### System Users

Show me users who have access to:

Found 208 out of 208 users.

[Create New User](#)

Email	First Name	Last Name	2FA	Actions
Guardian			NOT ENFORCED	
a.roux@martellotech.com	Antoine	Roux		<a href="#">Edit</a> <a href="#">Delete</a>
ar.oux@martellotech.com	Antoine	Roux		<a href="#">Edit</a> <a href="#">Delete</a>
aroux@martellotech.com	Antoine	Roux		<a href="#">Edit</a> <a href="#">Delete</a>
asaini@martellotech.com	Ankita	Saini		<a href="#">Edit</a> <a href="#">Delete</a>
aswamy@martellotech.com	Alok	Swamy		<a href="#">Edit</a> <a href="#">Delete</a>

# Flexible Alerting

*Customize the content in your alert emails using templates.*

Customize email alerts:

- Remove unneeded content from an alert
- Choose text or HTML format
- Create customized HTML templates and apply variables to both Subject and Body

The screenshot displays the 'Manage Email Templates' interface. At the top, there's a header 'Manage Email Templates'. Below it, a horizontal list of templates is shown: 'ADD NEW' (with a plus icon), 'Alok Testing XSS Vulnerability' (with a 'D' icon), 'Emmanuel's new template' (with a 'D' icon), 'Eugene's 4.14.19 TestCase' (with a 'D' icon), and 'HPE Service Center' (with an 'I' icon and highlighted by a blue border). Below the list, there's a 'Preview' section. It includes a dropdown menu set to 'Major Alarm' and a 'Preview' button. The preview content is titled 'Mitel Performance Analytics Alert' and lists several variables: SC\_type: MPA\_notification, SC\_title: This is an Info level alert, SC\_assignment: AMS ServiceCenter Advanced Support Volkswagen Group, SC\_category: Service Request, SC\_subcategory:, SC\_producttype:, SC\_module:, SC\_system\_impact: 4, SC\_affected\_user: VWMPA1, and SC\_operator: VWMPA1. At the bottom, there's a 'Template' section with two radio buttons: 'System Default' and 'Custom Template' (which is selected). To the right of the radio buttons is a dropdown menu set to 'HPE Service Center' and a 'Preview and Manage Templates' link.

# MiVoice Business Emergency Response Alarms & Alerts

*MPA listens for incoming Emergency Response SNMP traps from MiVoice Business devices.*

When a trap is received MPA acknowledges the trap with the source MiVoice Business and generates a Major ER alarm.

The ER alarm includes:

- ✓ Details about the emergency call
- ✓ Extension that made the call
- ✓ Time of the call

The ER Alarm ***never expires*** and must be ***acknowledged*** by a MPA user.

**Emergency call from 4110 to 5551213 with CESID 654321 on Thu May 04 09:36:06 EDT 2017 (A Major Alarm) on MiVoice Business GW-001**

**Thu, 4 May 2017 9:36:06 EDT**

[MarWatch](#) > [MiVoice Business GW-001](#)

Alarm:

Time	Alarm
9:36:06 AM	Major Alarm: Emergency call from 4110 to 5551213 with CESID 654321 on Thu May 04 09:36:06 EDT 2017

Device Details:

Type: MiVoice Business  
Name: GW-001  
Description:

Email ER Alarm Notification

# Device Discovery

MPA **scans** the network and **discovers devices** speeding up the set-up process.

Ideal for large,  
multi-node Mitel  
networks.

## Q Device Discovery

### Q Discover Devices

Discovery Results New Discovery

Discovery completed on "ovh\_probe" for the network 192.168.16.0/255.255.255.0.

#### Scan Results

Add multiple devices ▾

Name	IP Address	Type Discovered	Probe
mcd209	192.168.16.209	Mitel MCD ▾ ⓘ	ovh_probe <a href="#">Configure and Add</a>
mcd213	192.168.16.213	Mitel MCD ▾ ⓘ	ovh_probe <a href="#">Configure and Add</a>

#### Devices already in the database

Name	IP Address	Type Saved	Probe
mcd1	192.168.16.139	Mitel MAS ▾ ⓘ	ovh_probe <a href="#">Configure and Add again</a>
mcd173	192.168.16.173	Mitel MCD ▾ ⓘ	ovh_probe <a href="#">Configure and Add again</a>
mcd177	192.168.16.177	Mitel MCD ▾ ⓘ	ovh_probe <a href="#">Configure and Add again</a>
mcd181	192.168.16.181	Mitel MCD ▾ ⓘ	ovh_probe <a href="#">Configure and Add again</a>



## Schedule common operations for *groups* of devices.

### Backup for MiVoice Business & MX-ONE

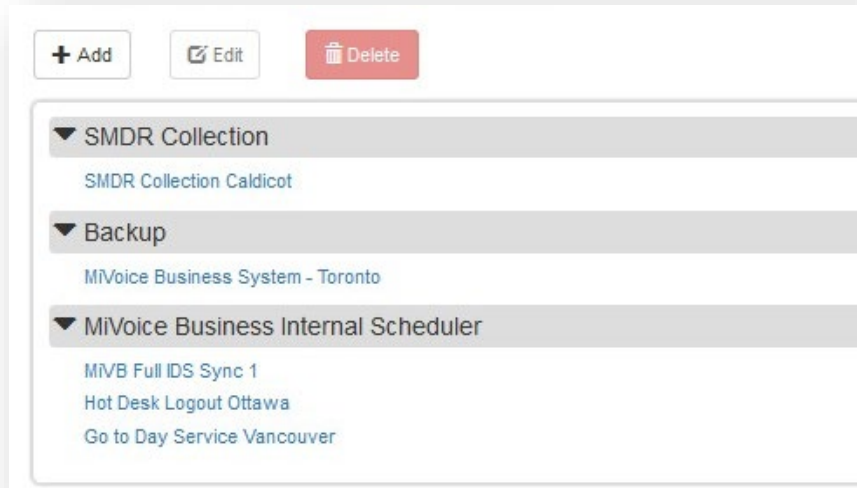
- Configuration Details.
- Call history: incoming, outgoing, and duration.
- Embedded voice mail configuration and data.
- Scheduled or on-demand (single or group scheduling), with secure offsite storage.
- Downloadable file (for restoring) easily accessible via web browser.
- MiVoice Business/MiVoice MX-ONE can now be associated with multiple backup schedules including daily or monthly.

### SMDR Collection is available for:

- MiVoice Business
- Office 250
- Avaya IP Office

### 'Scheduler Results' report shows:

- Call success & failure
- Provides a report download link



### Internal MiVoice Business Operations:





- IDS Full/Incremental Sync
- Hot Desk Logout
- Go to Day/Go to Night Service
- Retrieve and Lock Backup Files

# Advanced Inventory Reporting

Advanced  
Management  
Feature

Create custom inventory reporting template for:

- ✓ Users
- ✓ Services
- ✓ IP Sets
- ✓ Licenses
- ✓ Active Probes
- ✓ Device Inventory
- ✓ MiVoice Licenses
- ✓ MiVoice Versions
- ✓ MiVoice & MX-One Ext.
- ✓ Probe Details

Device Count	Data Type	Graph Type	View Filters	View Management	Help
Device Inventory	Users	Table	Columns		  
IPT Users Inventory	Drag a column header and drop it here to group by that column				
Inventory of Customer Devices	IPBX	Cluster	<input checked="" type="checkbox"/> Cluster	First Name	Location
MarWatch Device Report		Default Cluster	<input checked="" type="checkbox"/> Department		
MiVoice Business Licenses		Default Cluster	<input checked="" type="checkbox"/> First Name		
MiVoice Business Users, Services & Sets		Default Cluster	<input checked="" type="checkbox"/> IPBX		
Provide details for every user, service, or IP set hosted on MiVoice Business.	Mitel MCD	Martello	<input checked="" type="checkbox"/> Last Name	/root/site1	
MiVoice Business Versions	Mitel MCD	Martello	<input checked="" type="checkbox"/> Location		
MiVoice MX-ONE Extensions	Courage	Triforce	<input checked="" type="checkbox"/> Login		
Probe Details	Courage	Triforce	<input checked="" type="checkbox"/> User Comment		

✓ All views can be **saved & reports downloaded** as a .csv



## TROUBLESHOOTING AND TESTING TOOLS

# Troubleshooting Tools

Context-aware Network tools available from device dashboard:

- Ping / Traceroute / MTR / Iftop
- DNS / Reverse DNS
- SNMP MIB browser

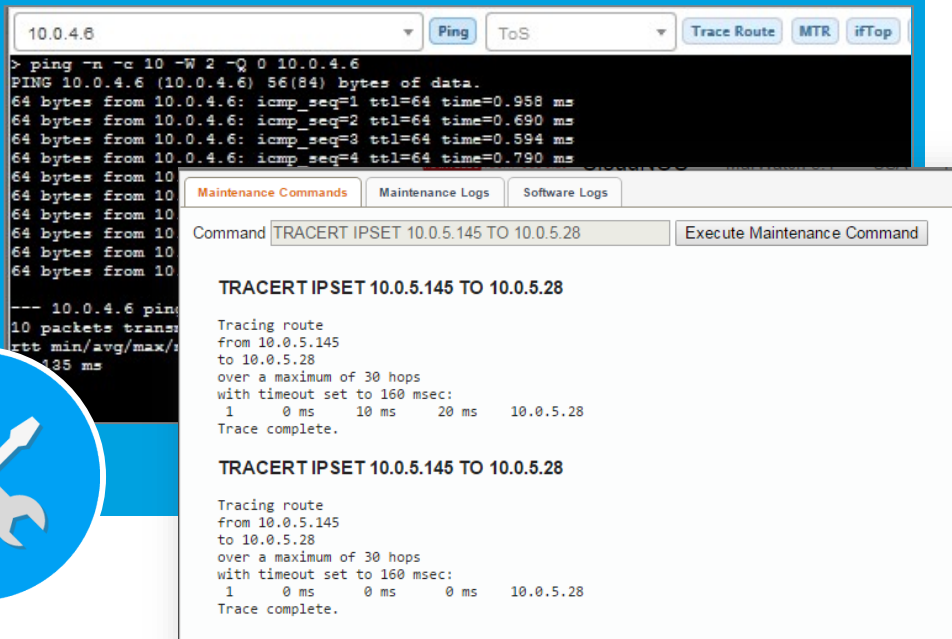
Remote IP set network test tools

- Media path from set

MPA Connectivity test provides quick confirmation of device from MPA system

IP SLA – allows you to test against your trunk provider

Test from **IP Set** – find source of issue to speed resolution.



The screenshot displays a network management interface. At the top, there's a search bar with '10.0.4.6' and buttons for 'Ping', 'ToS', 'Trace Route', 'MTR', and 'iTop'. Below this is a terminal window showing the output of a ping command: 'ping -n -c 10 -W 2 -Q 0 10.0.4.6'. The output shows 10 successful pings with varying times. To the right of the terminal is a 'Maintenance Commands' window. It has tabs for 'Maintenance Commands', 'Maintenance Logs', and 'Software Logs'. The 'Command' field contains 'TRACERT IPSET 10.0.5.145 TO 10.0.5.28', and there is an 'Execute Maintenance Command' button. Below the command field, the results of the traceroute are displayed, showing the path from 10.0.5.145 to 10.0.5.28 over a maximum of 30 hops with a timeout set to 160 msec.

```
> ping -n -c 10 -W 2 -Q 0 10.0.4.6
PING 10.0.4.6 (10.0.4.6) 56(84) bytes of data.
64 bytes from 10.0.4.6: icmp_seq=1 ttl=64 time=0.958 ms
64 bytes from 10.0.4.6: icmp_seq=2 ttl=64 time=0.690 ms
64 bytes from 10.0.4.6: icmp_seq=3 ttl=64 time=0.594 ms
64 bytes from 10.0.4.6: icmp_seq=4 ttl=64 time=0.790 ms
64 bytes from 10.0.4.6: icmp_seq=5 ttl=64 time=0.690 ms
64 bytes from 10.0.4.6: icmp_seq=6 ttl=64 time=0.690 ms
64 bytes from 10.0.4.6: icmp_seq=7 ttl=64 time=0.690 ms
64 bytes from 10.0.4.6: icmp_seq=8 ttl=64 time=0.690 ms
64 bytes from 10.0.4.6: icmp_seq=9 ttl=64 time=0.690 ms
64 bytes from 10.0.4.6: icmp_seq=10 ttl=64 time=0.690 ms
--- 10.0.4.6 ping statistics ---
10 packets transmitted, 10 received, 0% packet loss, time 1000 ms
rtt min/avg/max/standard deviation = 0.594/0.790/0.958/0.135 ms
```

Maintenance Commands Maintenance Logs Software Logs

Command

**TRACERT IPSET 10.0.5.145 TO 10.0.5.28**

Tracing route  
from 10.0.5.145  
to 10.0.5.28  
over a maximum of 30 hops  
with timeout set to 160 msec:  
1 0 ms 10 ms 20 ms 10.0.5.28  
Trace complete.

**TRACERT IPSET 10.0.5.145 TO 10.0.5.28**

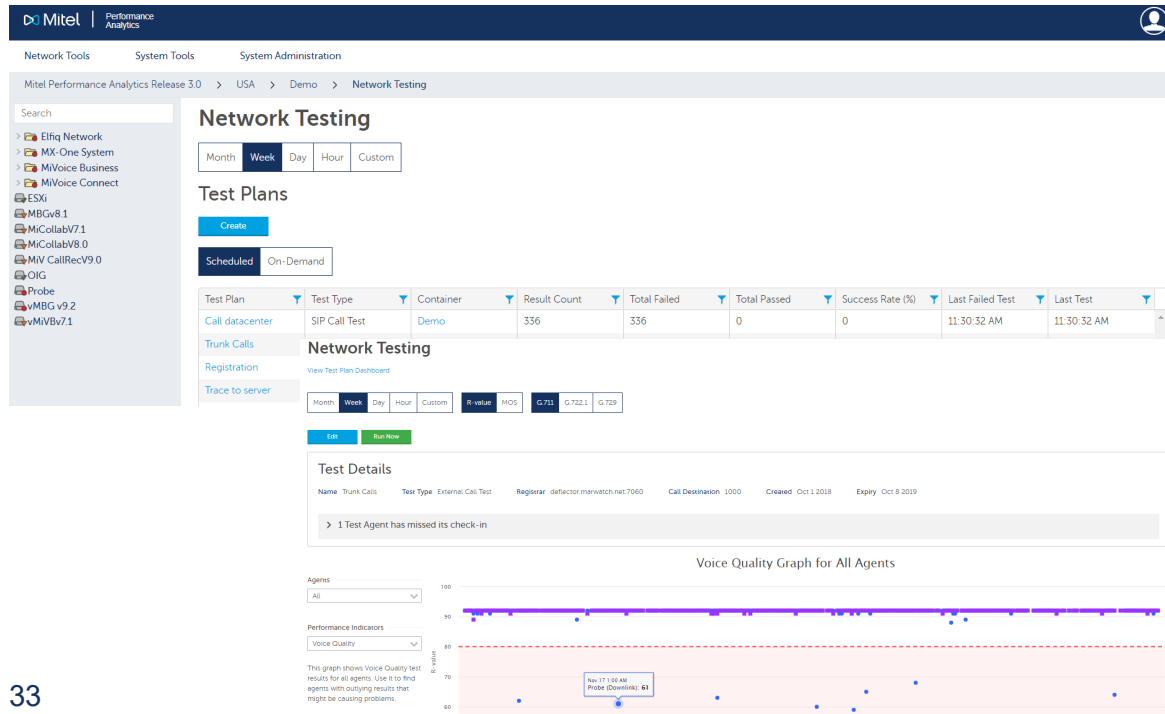
Tracing route  
from 10.0.5.145  
to 10.0.5.28  
over a maximum of 30 hops  
with timeout set to 160 msec:  
1 0 ms 0 ms 0 ms 10.0.5.28  
Trace complete.



# Advanced UC Network Testing

*Run scheduled and on-demand synthetic call tests to quickly pinpoint performance problems with diagnostic tools customized to voice and video.*

Included  
with MPA  
Plus in R3.0



## Supported Tests:

- **SIP call test** between 2 agents.
- **SIP registration** test from an agent to a SIP Registrar.
- **MTR** test from an agent to a host
- **External Call Test** from an agent to an outside source

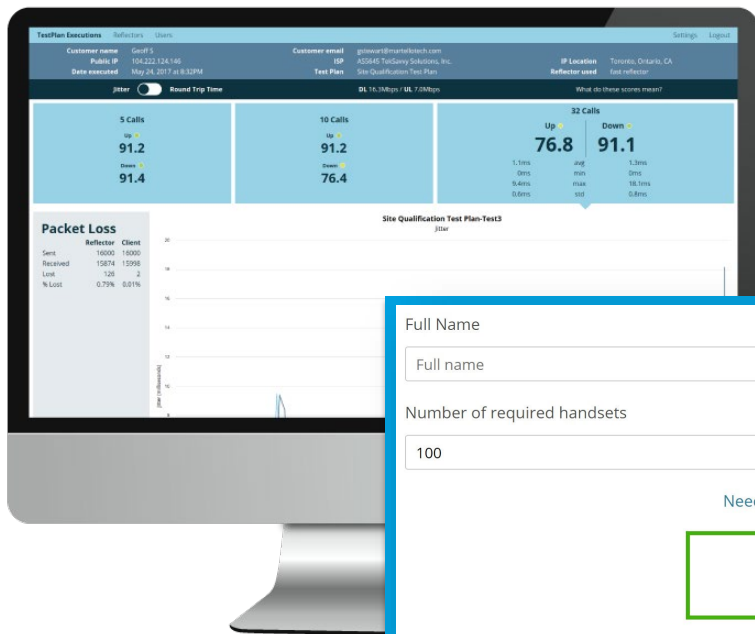
## Supported agents:

- ✓ VMware probe
- ✓ SheevaPlug

# Site Qualification: 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.



Full Name

Email Address

Number of required handsets

Estimated maximum concurrent calls

Need help estimating these values?

**START**

UCscore.com

# Remote Access

## No VPN required

- Connect to multiple customer network devices at once

## Single click access to monitored devices

## Integrated web-proxy server for efficient remote access to MiVoice Business ESM interface

## Secure

- Authenticated & encrypted with SSL, SSH & HTTPS
- Remote access sessions are tracked in the Audit Logs

## Single sign-on (SSO) to MiVoice Business via ESM and shared SSO without credentials.

Access **remote devices** from **anywhere** for more efficient **troubleshooting**.



Port Forwards					
Device or IP Address		Port or Protocol		Create	
Created	Server Port	Remote Host	Remote Port	Link	Close
2:53:23 PM	50041	MiVoice_30	443	Open	Close
2:53:40 PM	50042	MiVoice_1	1752		Close
2:53:51 PM	50043	MiVoiceBorderGW	22		Close
2:54:11 PM	50044	Windows Server	21	Open	Close

# Reports & Queries

Reports demonstrate network **performance & improve** planning.

## Reports

- Performance & availability of devices over reporting period
- Customizable message and logo space

## Reports by container or by device

- PDF format, via email
- Monthly, weekly or on-demand

## Quick Queries:

- Retrieve key data, delivered in .csv format
- Optional pie chart and pivot table display
- Standard query types include:
  - License
  - Audit Log
  - Inventory
  - Alarm

## Reports & Quick Queries can be:

- ✓ Scheduled
- ✓ Previewed
- ✓ Retained
- ✓ Sent via email

The screenshot shows a web-based reporting interface. On the left is a sidebar menu with options like 'Device Count', 'Device Inventory', 'IPT Users Inventory', 'Inventory of Customer Devices' (selected), 'My Views', 'MarWatch Device Report', 'MiVoice Business Licenses', 'MiVoice Business Users, Services & Sets', 'MiVoice Business Versions', 'MiVoice MX-ONE Extensions', and 'Probe Details'. The main area displays a pivot table. At the top, there are filters for 'Device Count', 'Customer Container', and 'Device Type'. The table has columns for 'Customer Container' (Agatha, Antoine licensing) and 'Device Type' (Probe, MiContact Center Business, MiCollab, ESXi Server, MiVoice Border Gateway, MiVoice Business, MiVoice MX-ONE, Server, Switch, SIP DECT OMM, SIP DECT RFP). The bottom row shows totals for each container and a grand total for all device types.

		Customer Container		
		Agatha	Antoine licensing	
Device Type	Probe	4		4
	MiContact Center Business	6		6
	MiCollab	1		1
	ESXi Server	1		1
	MiVoice Border Gateway	1		1
	MiVoice Business	22	4	26
	MiVoice MX-ONE	3		3
	Server	3		3
	Switch	3		3
	SIP DECT OMM	1		1
	SIP DECT RFP	1		1
Device Type		46	4	50



# Quick Queries

## Inventory

Device Count
Count of devices by type.
Device Inventory
IPT Users Inventory
Inventory of Customer Devices
MarWatch Device Report
MiVoice Business Licenses
MiVoice Business Users, Services & Sets
MiVoice Business Versions
MiVoice MX-ONE Extensions
Probe Details

## Alarm

Alarm Export
Returns all alarms inside this container for the selected time period.
<b>My Views</b> ☆ AS view ☆ Creating a View/ Trai...
All Device Availability
Child Device Availability
Container Alert Profiles
Critical Alarms by Day
Critical Alarms by Device Type
Top 10 Critical Customers
Top 10 Critical Devices

## License

Device & Container License Expiry
List of devices and containers whose licenses have expired or will expire within 90 days.
Device & Container License Status
Device & Container License Violations
Device & Container License Violations By Customer
Installed Licenses
License Expiry

## Audit Log

Active and Inactive Users
Active users have logged in within 30 days.
Audit Log

## Threshold

Container Thresholds
Thresholds applied to devices in this container

## Voice Quality

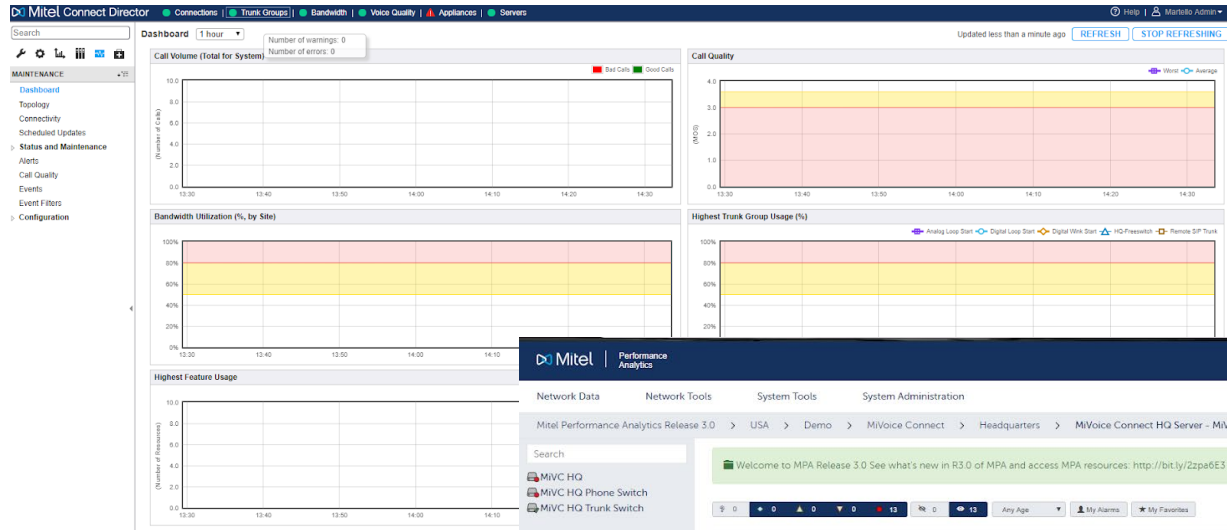
Voice Quality by Hour of Day
Voice Quality metrics for hours of the day
<b>Shared Views</b> ☆ Call Chart
Worst Performing DNS (#)
Worst Performing DNS (%)
Worst Performing Devices (%)



## Why Mitel Performance Analytics?

*“the director for directors”*

# Intuitive and Data Rich Dashboards

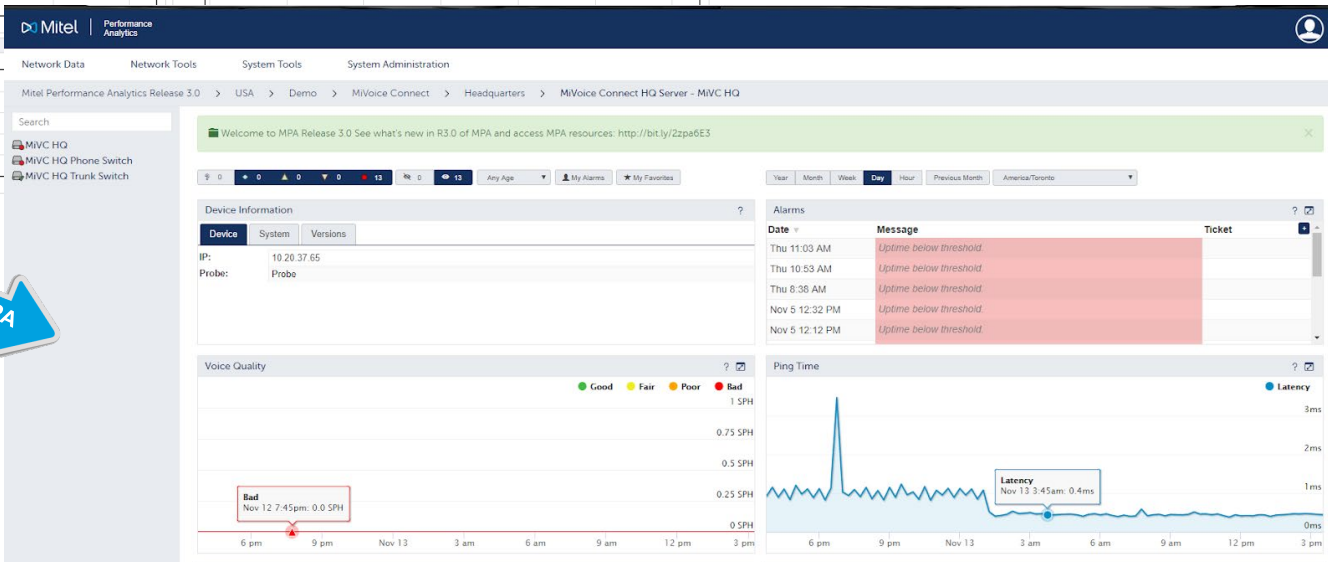


Mitel Connect  
Director View

## MPA Container & Device Dashboards



- ✓ Alarms
- ✓ Voice Quality
- ✓ UC Performance Metrics
- ✓ Geographic map



# Detailed Network Diagrams

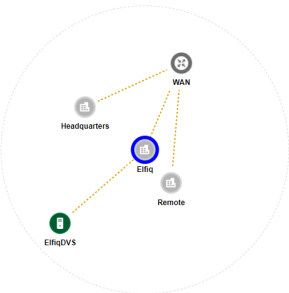

Mitel Connect Director

Connections | Trunk Groups | Bandwidth | Voice Quality | Appliances | Servers

Search

SHOW SITE'S MENU Updated less than a m

## Mitel Connect Director View of the Network

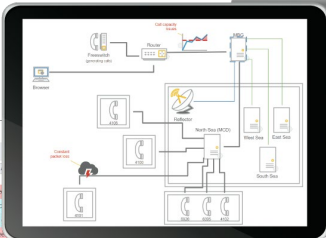


Visualize the source of a voice quality problem on a Visio network diagram.

Insight into:

- ✓ **Which device** is experiencing a problem.
- ✓ **What's** causing the problem.

MPA



Network Data | Network Tools | System Tools | System Administration

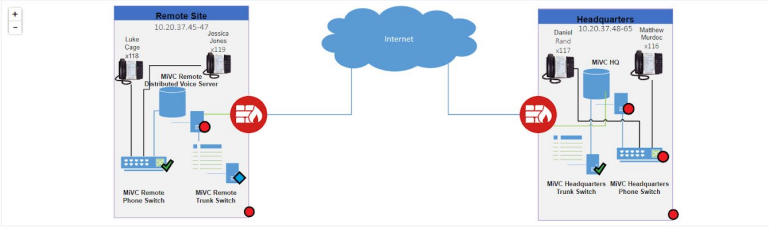
Mitel Performance Analytics Release 3.0 > USA > Demo > Mitel Connect

Search

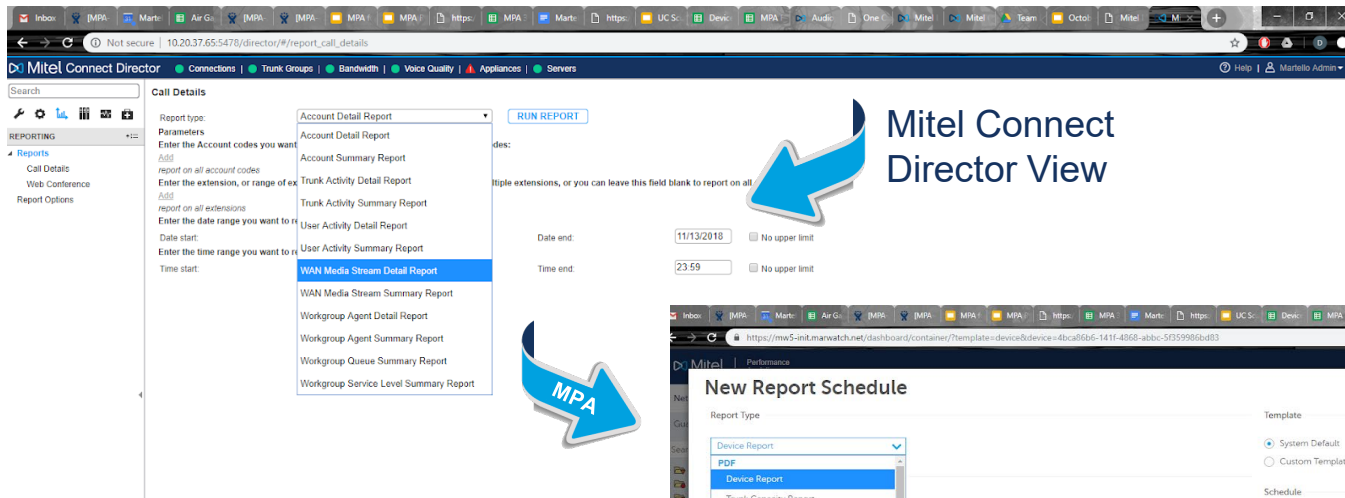
Headquarters Remote Office

Date	Message	Device	Owner	Ticket
2:41:02 PM	CPU usage critical threshold has been exceeded	MVC Remote DVS	Remote Office	New
2:41:02 PM	CPU usage warning threshold has been exceeded	MVC HQ	Headquarters	Closed
2:40:29 PM	Memory usage warning threshold has been exceeded	MVC HQ	Headquarters	Closed
2:35:27 PM	CPU usage critical threshold has been exceeded	MVC HQ	Headquarters	Closed
2:35:27 PM	CPU usage warning threshold has been exceeded	MVC HQ	Headquarters	Closed
Thu 11:03 AM	Uptime below threshold	MVC HQ	Headquarters	Closed
Thu 10:53 AM	Uptime below threshold	MVC HQ	Headquarters	Closed
Thu 8:38 AM	Uptime below threshold	MVC HQ	Headquarters	Closed

Network Diagram



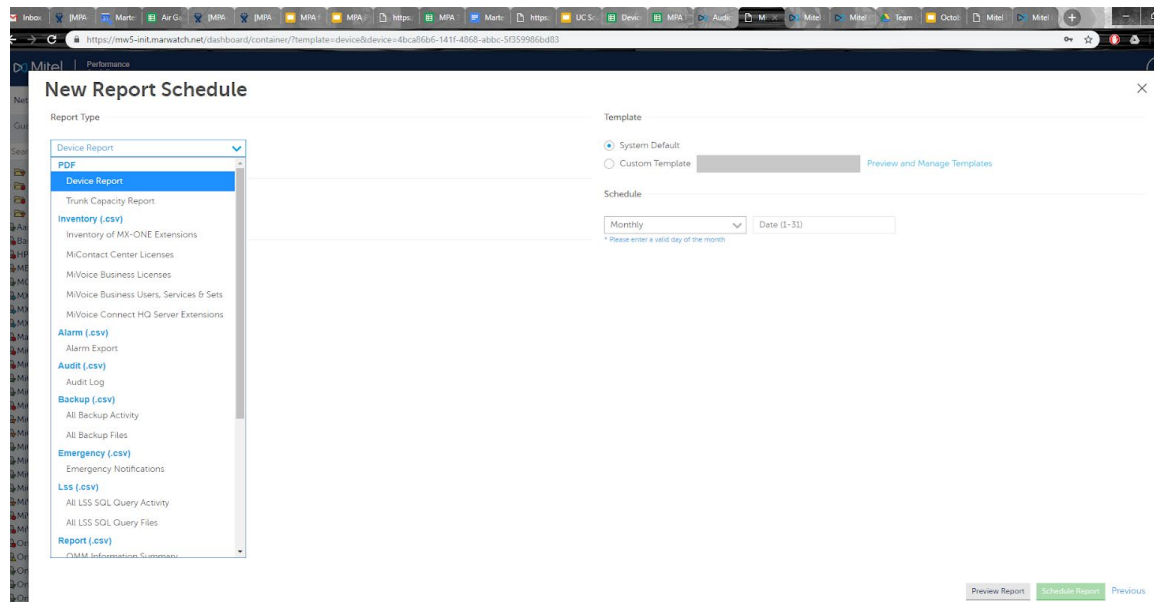
# Scheduled Reporting Tools



## Mitel Connect Director View

MPA includes key reports for MiVoice Connect that are designed to help partners manage their voice infrastructure and provide detailed reports including:

- MiVoice Connect HQ Extensions
- Alarm Export
- Audit Log
- Backup Activity
- Emergency Notifications



# Network Testing Tools

Mitel Connect Director

Connections | Trunk Groups | Bandwidth | Voice Quality | Appliances | Servers

Search

## Remote Packet Capture

Command: Start

APPLY

DEVICE TYPE	IP ADDRESS	MAC ADDRESS	DEVICE NAME	SUBMITTED BY USER	LAST LOGGED START DATE
<input checked="" type="checkbox"/> Switch	10.20.37.46	00-0C-29-BE-5C-29	Remote vPhone Switch	No recent capture data	No recent capture data
<input type="checkbox"/> Switch	10.20.37.47	00-0C-29-D2-94-A7	Remote vTrunk Switch	No recent capture data	No recent capture data
<input type="checkbox"/> Switch	10.20.37.48	00-0C-29-65-22-DA	HQ vPhone Switch	No recent capture data	No recent capture data
<input type="checkbox"/> Switch	10.20.37.49	00-0C-29-02-A8-1D	HQ vTrunk Switch	No recent capture data	No recent capture data
<input type="checkbox"/> Phone	10.20.37.219	00-10-49-56-88-32	HQ-IP480g	No recent capture data	No recent capture data
<input type="checkbox"/> Phone	10.20.37.220	00-10-49-56-88-33	HQ-IP480g	No recent capture data	No recent capture data

Mitel Connect  
Director View

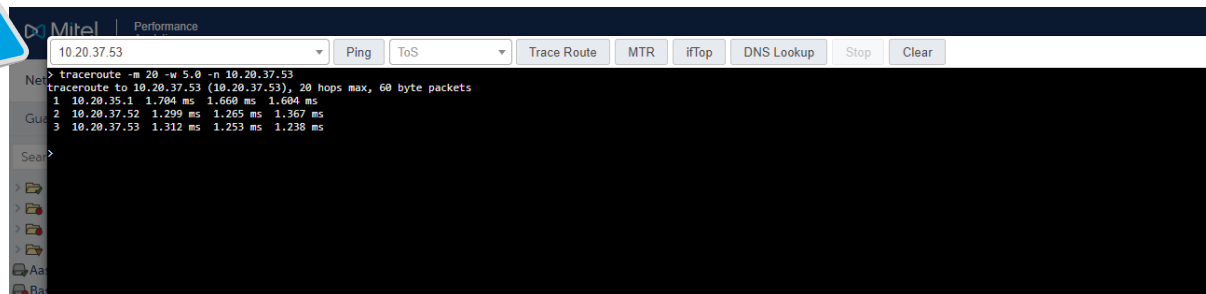
Context-aware network testing tools  
available from device dashboard:

- Ping / Traceroute / MTR / Iftop
- DNS / Reverse DNS
- SNMP MIB browser

Remote IP set network test tools

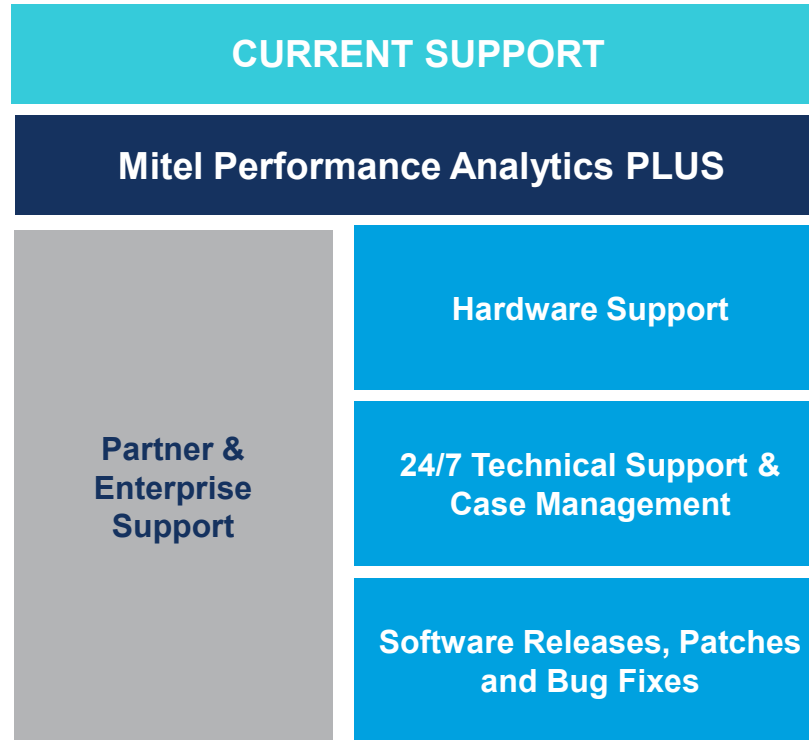
- Media path from set

MPA Connectivity test provides quick  
confirmation of device from MPA system



# Mitel Premium Software Assurance for MiVoice Connect

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## MPA Key Benefits for Partners



# Increase Revenue

- ✓ Establish recurring revenue stream for proactive site qualification, synthetic call testing, monitoring & support – value added subscription service with each sale.
- ✓ Upsell Enhanced Service Level Agreements (SLA) to customers, or value added service components such as SLA Reports.
- ✓ Increase contract renewal rates.



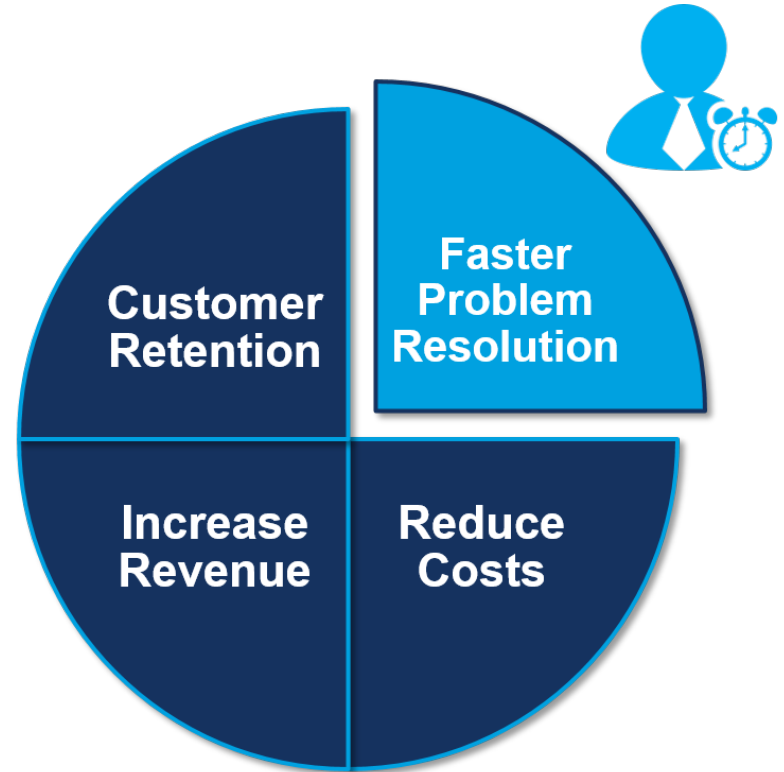
# Reduce Costs

- ✓ Access devices in customer networks from any location for troubleshooting or maintenance – avoiding the cost of onsite support visits.
- ✓ Consolidate management tools in one comprehensive offering.
- ✓ Avoid losses associated with downtime.
- ✓ Easy to deploy and manage in the cloud.
- ✓ Avoid costs of unnecessary capacity expansion with trunk utilization data.



# Faster Problem Resolution

- ✓ Consistently high service quality and less downtime results in satisfied users and higher adoption rates.
- ✓ Resolution of problem by 1<sup>st</sup> level support increases user satisfaction.
- ✓ Early detection means problems can be resolved before the user is impacted.
- ✓ Reports demonstrate network performance and help with forecasting, planning & load balancing.



# Customer Retention

- ✓ Consistently high service quality results in satisfied customers.
- ✓ Resolution of problem by 1<sup>st</sup> level support increases customer satisfaction.
- ✓ Site qualification and early problem detection means problems can be avoided or resolved before the customer is impacted.
- ✓ Reports demonstrate SLA performance and help with forecasting, planning & load balancing.

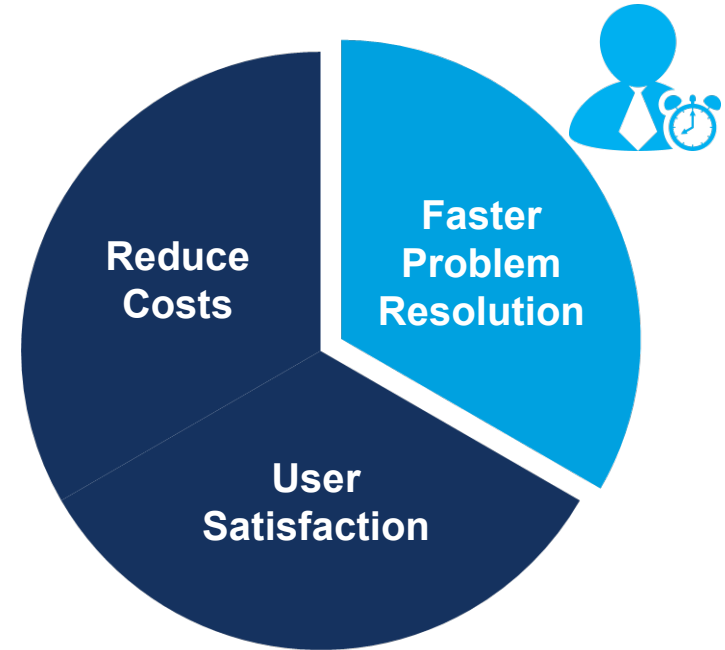




## MPA Key Benefits For Enterprises

# Faster Problem Detection & Resolution

- ✓ Around the clock monitoring of voice quality and other performance metrics.
- ✓ Monitoring of both Mitel and multi-vendor systems gives full visibility.
- ✓ Alerts ensure the right person receives actionable data at the right time.
- ✓ Prevent problems with insight from agent-based synthetic call testing and site qualification
- ✓ Secure remote access to devices and active testing tools simplify troubleshooting.



# Reduce Costs

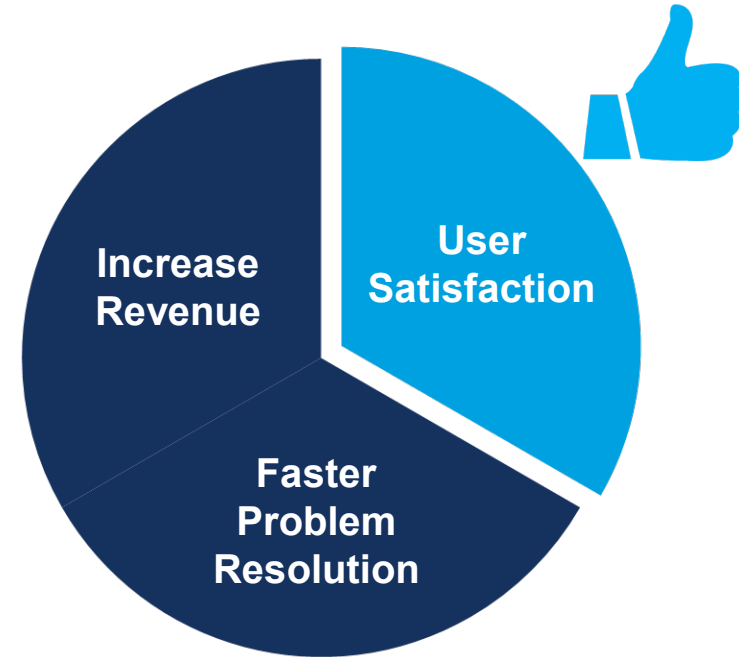
- ✓ Access devices in any location for troubleshooting or maintenance – avoiding the cost of onsite support visits.
- ✓ Avoid losses associated with downtime.
- ✓ Consolidate UC and network performance management tools in one comprehensive offering.
- ✓ Improve capacity planning with trunk and MiCollab AWWV port utilization data.
- ✓ Easy to deploy, cloud or on-premise options.



# User Satisfaction

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- ✓ Consistently high service quality and less downtime results in satisfied users and higher adoption rates.
- ✓ Resolution of problem by 1<sup>st</sup> level support increases user satisfaction.
- ✓ Early detection means problems can be resolved before the user is impacted.
- ✓ Reports demonstrate network performance and help with forecasting, planning & load balancing.







## Software Assurance & Supported Devices and Applications

# Premium Software Assurance Value Proposition

## ***Protect Your Investment***

Maximize the investment you've made in your communications network and reduce risk against your IT assets by staying current on releases, optimizing your communications network and monitoring for irregular performance.

## ***Be Operationally Efficient***

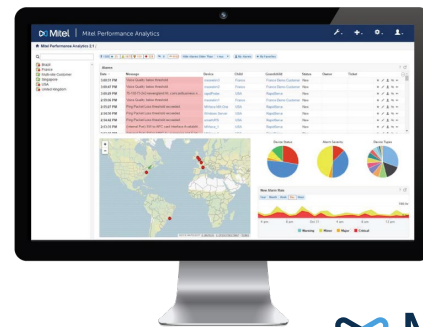
Deliver ongoing service improvements and maintain your operational efficiency and availability with the proactive operational and performance management tools included with Mitel's Software Assurance Program.

Proactively manage **service quality** to deliver a superior user experience.

## ***Prepare for Digital Transformation***

Your communications network is the foundation for your digital transformation. Stay current with the latest releases and security adjustments. Utilize performance, monitoring and management tools to optimize your system.

Mitel  
Performance  
Analytics



# Mitel Premium Software Assurance and MPA Service Tiers

## Mitel Performance Analytics *PLUS*

Cloud-hosted OR on-premise

Third-party **AND** Mitel system support

Chargeable **UPLIFT** to premium Software Assurance

MPA PLUS

## Mitel **Premium** Software Assurance

7 x 24 hour Support

Web Based System Administration Training/Certification

## Mitel Performance Analytics

Cloud-hosted OR on-premise

Manages the performance of **MITEL** solutions

**INCLUDED** with Mitel Premium Software Assurance

MPA

## Standard Software Assurance

(8 x 5 hour Support)

# Features by MPA Tier

Capability	MPA	MPA Plus
Deployment Options	Cloud or Premise	Cloud or Premise
Device Support	Mitel	Mitel + Third-Party
Trunk/Route/Gateway Utilization	✓	✓
Remote Access/Single Sign-On	✓	✓
Basic Test Tools	✓	✓
<b>Advanced UC Network Testing</b>	✗	✓
Alarms & Alerts	✓	✓
Reporting & Analytics	✓	✓
Backups	✗	✓
Group Operations Scheduler	✗	✓
IPT User Dashboard	✗	✓
Inventory Reports (users, sets, services)	✗	✓
Analytics - Capacity and Utilization Reports	✗	✓
Advanced User Operations (moves, deletes)	✗	✓
Set Inventory and Extension/Terminal Registration	✗	✓



# Supported Mitel Devices & Applications

	Supported	How to Buy
MiVoice Business (+ MiVoice Business Multi Instance)	✓	Premium Software Assurance & MPA PLUS
MiVoice MX-ONE	✓	Premium Software Assurance
MiCollab	✓	Premium Software Assurance
MiVoice Border Gateway	✓	Premium Software Assurance & MPA PLUS
MX-ONE Application Servers (MiCollab Advanced Messaging, CMG, InAttend, ACS Media Server)	✓	Premium Software Assurance & MPA PLUS
MiVoice Office 250	✓	Premium Software Assurance
MiContact Center (Business & Enterprise)	✓	Premium Software Assurance
MiContact Center (Office)	✓	Premium Software Assurance
MiVoice Call Recording	✓	Premium Software Assurance
SIP DECT (OMM and RFP)	✓	Premium Software Assurance
<b>MiVoice Connect</b>	✓	Premium Software Assurance & MPA PLUS



# Third-Party Device Support

Third-party device support is **ONLY** available with the MPA Plus Service Tier.



## **SERVERS**

Windows, Linux



## **ROUTERS**

Cisco, Adtran



## **SWITCHES**

Managed ethernet switches

Configurable support  
for ANY SNMP  
device.



- Uninterruptible Power Supplies (UPS)
- Red Box Call Recorder
- Innovation InnLine
- PathSolutions



## Mitel Performance Analytics Customer Success Stories



**Carleton**  
UNIVERSITY

## Case Study: Carleton University

*“A failure of the MiContact Center server, particularly during the critical registration period, can mean losses for the university – so the Mitel Performance Analytics monitoring gives us confidence that we can avoid downtime.”*

### Problem

Needed a solution to manage and monitor communication systems during busy times.

### Solution

MPA delivers 24/7 performance and availability monitoring, real-time alerts via email or SMS and secure remote access to a host of devices.





FIRMDALE HOTELS

LONDON & NEW YORK

## Case Study: Firmdale Hotels

*"Hospitality is a 24/7 business, and Mitel's software-as-a-service has been keeping Firmdale ahead of UC network performance problems for more than four years, improving our guest experience. Mitel is always improving and augmenting its offering, solving more of our network performance challenges from a single pane of glass."*

### Problem

With a complex network of devices & applications, Firmdale wanted greater control over their network.

### Solution

With Mitel Performance Analytics Firmdale can manage devices in all of its locations from a single pane of glass.



## POMPERAUG DISTRICT SCHOOL BOARD

*“Within a week of deployment, Mitel Performance Analytics solved a voice quality problem we had struggled with for 6 months. The detailed voice quality data in Martello’s solution differentiates it from other management systems and ensures voice quality problems don’t persist.”*

**- Pomperaug District School Board**



## SEBASTICOOK FAMILY DOCTORS

*"Mitel Performance Analytics prevents problems on the network from impacting our practice. Whether a voice quality or system issue, we have confidence that MPA will ensure service quality isn't impacted."*

**- Sebasticook Family Doctors**





Carleton  
UNIVERSITY

CARLETON  
UNIVERSITY

*“A failure of the MiContact Center server, particularly during the critical registration period, can mean losses for the university – so the Mitel Performance Analytics monitoring gives us confidence that we can avoid downtime.”*

**- Carleton University**



## Resources



# MPA Sales and Technical Training

## Mitel University

### Sales Training (Self Study)

Course # 222905

<http://mitel.absorbtraining.com>

### Technical Training (Self Study)

Installation & Maintenance (Course #  
T-MPA 2.0-IM-SS)

System Administrator

### Leader-Led Training

Contact [sales@martellotech.com](mailto:sales@martellotech.com)

Onsite or web-based

## InfoChannel

- Decks
- Brochures
- Demo videos
- Customer Success Stories

[InfoChannel Worldwide > Services & Support > Support Services > Mitel Performance Analytics \(MPA\)](#)

## Mitel.com

- Brochures
- Demo videos
- Customer Success Stories
- Blogs

<http://www.mitel.com/service-and-support/support-services/software-assurance>

## Training & Documentation

[edocs.mitel.com](http://edocs.mitel.com)

- Engineering Guidelines
- System Guide
- Quick Start Guide
- Install/Upgrade Guides

[mitel.absorbtraining.com](http://mitel.absorbtraining.com)

### Mitel University

- Installation & Maintenance (self study)
- Sys Admin (self study)
- Sales Training

# MPA Resources

# Getting Started: Ordering

## Order Standard Software Assurance

### Order Premium Software Assurance

- Mitel Performance Analytics included

### Order Performance Analytics Plus

- Premium SWA is a pre-requisite
- Subscription fee is based on an uplift per IP user on MiVoice Business

### To Order:

- a) **NEW** product configuration:  
Purchase Premium SWA or MPA Plus in **CPQ**
- b) Uplift an **EXISTING** customer to Premium SWA or MPA Plus in **AMC**

Onboarding      [fulfillment@martellotech.com](mailto:fulfillment@martellotech.com)



