

MARTELLO

iQ for MPA Users

Augment MPA Alarm Management Capabilities and Consolidate all IT Performance Data in a Single Dashboard

Partners and enterprises using Mitel Performance Analytics (MPA) can bring together their unified communications and IT operations for complete Information & Communication Technology (ICT) performance visibility and control.

This Martello product extends the capabilities of your MPA deployment with SLA monitoring capabilities, automatic service ticket creation, and extended IT operational visualization. iQ takes all devices and alerts from MPA to visualize your environment in rich dashboards.

Martello iQ is an IT Operations Analytics solution that unifies all of your disparate monitoring tools, cloud platforms and ITSM systems. It improves troubleshooting, decreases downtime and makes reporting easier. Based on Elasticsearch it can handle millions of IT alerts, correlating them to understand the business impact and automate incident workflows. Quickly find all your virtual machines, devices and alarms by using natural language searches. Easy-to-use straight out of the box, your teams can immediately start analyzing data, creating dashboards and streamlining alert and incident workflows.

HOW THIS MARTELLO SOLUTION WORKS FOR YOU

- Integrate MPA and any other monitoring systems into a single pane of glass
- Identify how underlying alarms and devices impact business
- Streamline alert handling workflows between IT operations and service management for quicker incident resolution
- Create service impact real-time dashboards
- Give teams actionable dashboards

MARTELLO 

 Mitel®

Mitel Performance Analytics

Integrate your MPA data with many IT monitoring tools, public clouds and ITSM systems within seconds to add alerts, devices and incidents in one single pane of glass.

 Mitel®
Mitel Performance Analytics

 PRTG
NETWORK
MONITOR

 Nagios

 solarwinds

 WhatsUp Gold
ipswitch

 TOPdesk

 ca
technologies

 splunk

 Office 365

 amazon
web services

 Azure

 Google Cloud

Don't see your Integration? Contact sales@martellotech.com

FOR MPA AND MARTELLO IQ USERS THIS MEANS

Single Pane of Glass

iQ integrates with many popular IT monitoring tools, public clouds and ITSM systems to add alerts, devices and incidents in one single pane of glass.

Business Value Dashboards

Customizable business value dashboards for services and devices show the financial impact of outages. These dashboards can be personalized for each stakeholder. Share customised views and reports with the CxO or helpdesk so everyone has access to the data.

Visualize your Entire ICT Environment

iQ dashboards offer an overview of your overall ICT environment. They visualize the relationships and dependencies between devices in your IT infrastructure, to quickly analyze where a problem is coming from by drilling down to the underlying issue.

Service Ticket Integration

Manage service delivery more effectively, with the ability to create tickets for popular workflow platforms such as ServiceNow.

Augment MPA Alarm Management

Manage your MPA alarms in iQ with the ability to group alarms by device type (ie: MiVoice Business) or customer.

Service Level Agreements (SLA)

Clear, intuitive visualizations are available so Service Providers know instantly when an SLA for a business service has been breached. iQ may be configured to send notifications for when an SLA is about to be breached and again when it has actually breached, allowing the Service Provider to react and rectify issues well before the breach occurs.

US MANAGED SERVICE PROVIDER

“It can be difficult to manage all of the data we have access to, to deliver top notch service availability to our customers. The PRTG and iQ solution gives us a consolidated view of IT service performance from a single pane of glass, which is much more efficient.”

Richweb

FUNCTIONAL SPECIFICATIONS

- Retrieving components such as devices and containers supported by MPA
- Retrieve relationships between different devices
- Retrieve and report on health states
- Retrieve, prioritize, acknowledge and resolve alerts

COMBINED BENEFITS

- Increased up time and faster time to resolution of incidents
- Become service oriented by grouping your IT devices into business services
- Show IT value by sharing dashboards with the organization showing improved service levels

GLOBAL IT SERVICE INTEGRATOR

“The Martello iQ solution adds significant value to our IT service operations, giving us a single service-oriented view of our infrastructure. Providing real-time insight into our service level performance around the clock from a single dashboard saves us hours of time and improves the quality of service we can offer our clients.”

Onepoint