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USER EXPERIENCE MONITORING: UNIFIED COMMUNICATIONS PERFORMANCE ANALYTICS

Facilitating Remote Communication and a Positive Unified Communications Experience

In a time of uncertainty, companies are having to make tough decisions about cancelling events, curtailing non-essential travel and implementing polices that remove people from the traditional workspace. With growing recognition that investing in a technology infrastructure that enables teams to continue to collaborate and work effectively, remote work has become top of mind for many Network Engineers, System Administrations and CIOs.

Unified Communications (UC) performance, as with any voice, video or VPN traffic, is tightly intertwined with the underlying network performance. By monitoring and measuring key metrics in real-time, IT specialists can receive advance notice that users are about to experience poor voice quality if no corrective measures are taken.

VOIP Networks, Mitel's Northeast Partner of the Year for the Americas, has many customers with distributed businesses that rely on Mitel video conferencing and communication solutions for remote real-time collaboration. With business travel constrained, remote collaboration becomes mission-critical for its customers.

> *"Martello's technology is a facilitator of remote communication and remote problem resolution. By constantly monitoring and managing the performance of Mitel collaboration and communication services, the user has a smooth experience every time and we know the service will perform as expected, without the need to travel to a customer's site if issues arise,"*
>
> *John Collins*
> *CTO at VOIP Networks.*

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Mitel Performance Analytics

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Troubleshooting from afar becomes possible with Mitel Performance Analytics (MPA) remote access. With around-the-clock network monitoring, network administrators can gain remote access to devices from anywhere, to troubleshoot and resolve issues before the end-user is impacted. This is especially helpful in times where travel is restricted and customer sites need maintenance.
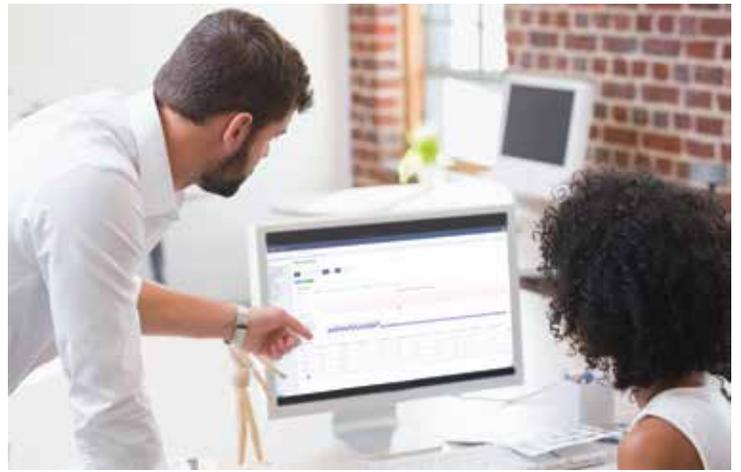
The promise of UC, integrated Internet-enabled chat, messaging, voice and video has always been used to bridge the gap between knowledge workers, no matter where in the world they are. With many companies having global offices, collaboration online is an essential tool to getting the best value from your team.

4Sight Communications, a Mitel Gold Solutions Partner, **SAW AN IMPROVEMENT IN ITS REMOTE FIX RATE TO 98% AFTER STANDARDIZING ON MPA.** 4Sight has more than 800 devices under management of MPA including MiVoice Business, MiCollab, MiContact Center, as well as servers, switches and routers.

"Mitel's customers are ready to collaborate from anywhere in the world, whether on a voice call or video conference," said Mona Abou-Sayed, Vice President of Collaboration & Applications at Mitel. "By partnering with Martello, we have given our customers additional assurance that these services will perform reliably on any network infrastructure, so that businesses remain productive under a range of different conditions."

Martello CEO John Proctor highlight's Mitel's leadership when it comes to delivering the tools its customers need to stay competitive: "Mitel has continued to evolve its cloud collaboration and communication platform, and has recognized the importance of delivering a stellar user experience for these critical remote working tools," said Mr. Proctor. "As businesses struggle with disruptions related to COVID-19, Mitel customers are very well positioned to facilitate remote work and ensure continued productivity."

GET IN TOUCH WITH OUR TEAM TODAY

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